

Volunteer Appreciation Luncheon Recognizes Individuals' Time, Dedication

Ursuline celebrated its first agency volunteer appreciation luncheon on April 30th, 2010 at the Nuin Center, Highland Park. Those honored represent the AARP Money Management, Senior Reassurance and Senior Companion Programs, along with Cart to Heart, a consumer shopping service.

In keeping with the 2010 National Volunteer Week recognition theme, "Making a Difference" served as the focus of the afternoon. We here at Ursuline find it difficult to express how truly appreciative we are to these individuals for all they do for those we support together. Many of our celebrants have shared their time, and dedication, since 1999.

Vintage friendships, as well as those recently-established, continue to be the highway for those who search for an opportunity to "make a difference."

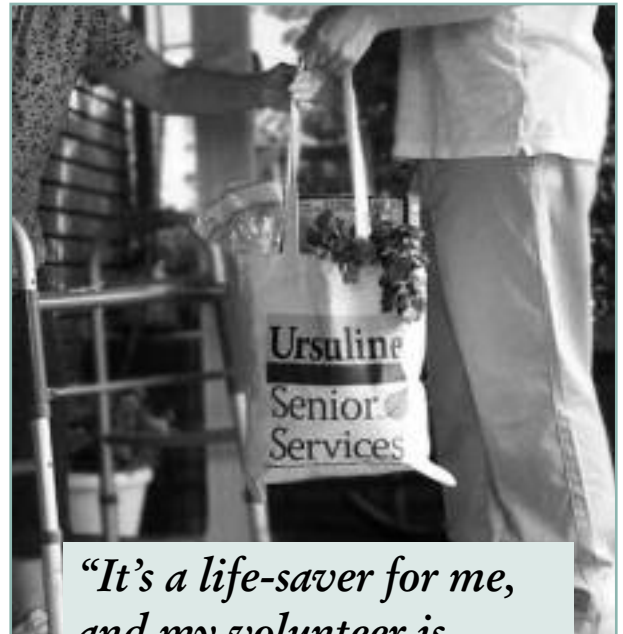
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Cart to Heart is Ready to Deliver!

Ursuline Senior Services is now offering volunteer shopping services with our *Cart to Heart* program, throughout Allegheny County. The program was developed in response to a frequently expressed need of the seniors we serve for grocery shopping assistance. The *Cart to Heart* program offers grocery shopping services to homebound seniors. The program provides shopping service once or twice a month, delivers groceries right to the senior's kitchen, and provides a friendly visit from the volunteer.

After research of volunteer shopping programs throughout the country, a model of a shopping service was created and ready to try. In 2006, a small pilot of the program began in several communities in our service area. This pilot shopping program gave us an opportunity to develop and fine tune the service with feedback from the seniors and volunteers in

the program. We have been gradually expanding the program and, in early 2010, the program expanded to accept referrals for seniors who live in all communities of Allegheny County.



"It's a life-saver for me, and my volunteer is wonderful. I'm happy to be part of the program."

—Ralphina, age 88

Once we receive a referral for the shopping program, our staff makes an initial visit to the senior's home to explain the program, establish a shopping schedule,

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and answer any questions about the service. As a financial safeguard for the senior, we establish their personal shopping account. This ensures that the volunteer does not handle the senior's cash, checks or credit cards. The senior receives a monthly statement which summarizes their shopping trips and account. There is a small service fee for each trip, based on monthly income.

We match each senior with a screened and trained volunteer. Prior to the shopping date, we contact the senior to take their grocery order. On the shopping date, the volunteer purchases the groceries, delivers them and reviews the grocery order. The senior is also given a copy of their receipt. Volunteers have a brief friendly visit and can also help put away the groceries.



To be eligible for the Shopping Service, an individual must:

- Be age 60 or older
- Live in Allegheny County
- Be homebound or unable to leave home without assistance
- Have no other means to obtain groceries

Through the Cart to Heart program, seniors have choices about the food they receive, and the comfort of knowing that their food deliveries are scheduled and reliable. We can even

accept coupons, as long as the senior sends them to us prior to the shopping date. Currently, our shoppers go to Giant Eagle stores. The program may soon be able to include trips to Shop N' Save and Wal-Mart (groceries only) as well.



“After my sister was assigned a personal food shopper, her day-to-day life improved dramatically. She began to gain much-needed weight and the stress and anxiety about how to obtain food diminished immediately. It is one of several Ursuline services that enable her to stay in her home....”

—Priscilla

If you would like to make a referral to the Cart to Heart program, be a volunteer shopper, or just have a few questions, you can call us at (412) 683-0400 x236 or email us at carttoheart@ursulineseniors.org



all about **US** News & Updates from  **Ursuline Senior Services**

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In addition to the administrative staff, the following staff assisted in the development of this newsletter:

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Mission Statement —
Helping older adults age with dignity.



Seeding the Future...

by Tony Turo
Executive Director

Older Americans Month 2010 *Age Strong! Live Long!*

*From the Administration on
Aging website.*

This past May was Older Americans Month once again—a tradition dating back to 1963 to honor the legacies and ongoing contributions of older Americans and support them as they enter the next stage in life.

This year's Older Americans Month theme—Age Strong! Live Long!—recognized the diversity and vitality of today's older Americans who span three generations. They have lived through wars and hard times, as well as periods of unprecedented prosperity. They pioneered new technologies in medicine, communications, and industry while spearheading a cultural revolution that won equal rights for minorities, women, and disabled Americans. These remarkable achievements demonstrate the strength and character of older Americans, and underscore the debt of gratitude we owe to the generations that have given our society so much. But the contributions of older Americans are not only in the past.

Older Americans are living longer and are more active than ever before. And with the aging of the baby boomer generation—the largest in our nation's history—America's senior population is expected to number 71.5 million by 2030. While keeping the growing population of older Americans healthy and active will increase the demand for senior services, what is remarkable is the extent to which older Americans themselves are supporting each other. As the new generations of seniors become better educated and more financially secure than their predecessors, they are spending more time making significant contributions in their communities through civic and volunteer opportunities, as we see right here at Ursuline Senior Services!

In fact, older Americans are a core component of service delivery to seniors—embodying and modeling the drive to Age Strong! Live Long! They volunteer delivering food to homebound seniors; they act as escorts and arrange transportation for older adults who cannot drive; they help seniors with shopping and errands; and they provide vital money management support, information and referral services. Their energy and commitment reminds all Americans—not just senior citizens and their caregivers—


to do their part to enhance the quality of life for older generations.

The annual commemoration of Older Americans Month is our opportunity to recognize the contributions of older citizens and join them in providing services and support that empower the elderly. Americans of all ages and backgrounds can volunteer with programs that improve health literacy, increase access to quality health services, offer food and nutrition services, provide financial and housing



counseling, sponsor social activities and community engagement, and more. Contact US here at Ursuline Senior Services by visiting www.ursuline seniorservices.org or calling (412) 683-0400 to find out what you can do to strengthen services for older Americans right here in our local community, this month and all year round.

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Ursuline Senior Services celebrates with those who make the difference everyday by showcasing the unique intertwining of assurance, companionship, and assistance that represents the agency's Volunteer Programs. 

Performing arts ensemble "Prophecy in Motion" presents specially-choreographed work, "You Make the Difference," for volunteer guests.



National Guardianship Association to Hold Annual Conference


Ursuline Senior Services is a member of the National Guardianship Association. Our Guardianship Program Director, Ann Mason, has been busy serving as a member of the Planning Committee for the National Guardianship Association Annual Conference. This year's conference being held in Hershey, PA October 2 thru 5 will feature many speakers and workshops to train and develop national standards of practice for guardians.

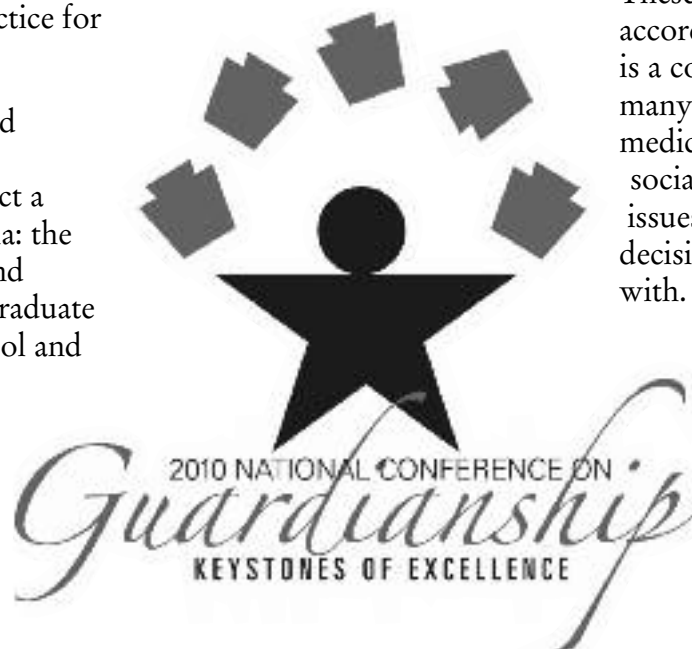
Among the many featured speakers will be Dr. Bill Thomas, who will conduct a session entitled Eldertopia: the Secret Meaning of Age and Aging. Dr. Thomas is a graduate of Harvard Medical School and author of "What are Old People For?" "How Elders Will Save the World" and "Life Worth Living." He is an international authority on geriatric medicine.

Ann Mason is no stranger to the National Guardianship Association. A National Certified Guardian herself, she has taken the lead in developing a total of five National Certified Guardians in the Ursuline Senior Services Guardianship Program.

"Guardianship is a complex arena involving many subject areas...It is imperative that our department continues to provide the training and development our guardians need to provide the high quality services required for our wards."


*—Ann Mason,
USS Guardianship Program Director*

These conferences are important, according to Ann. "Guardianship is a complex arena involving many subject areas. Financial, medical, health, safety, legal, socialization and end of life issues are just some of the decisions guardians are faced with. It is imperative that our department continues to provide the training and development our guardians need to provide the high quality services required for our wards." 



Relocation Support for Seniors Workshop a Success!

With four-year funding through The Pittsburgh Foundation, Ursuline Senior Services provided relocation supports to the residents of the Housing Authority of the City of Pittsburgh as they transitioned through a variety of relocation activities in their buildings. Ursuline Senior Services' Program Director Nancy Scott and Executive Director Anthony Turo, along with Dr. Nicholas Castle, PhD of the University of Pittsburgh's Graduate School of Public Health and the RAND Corporation, traveled to Chicago this spring to present a workshop on the Relocation Support for Seniors grant project for the National Council of Aging/American Society of Aging's Aging in America

Conference. Interested participants heard from all three as they shared the history, outcomes and heart of the project. Participants responded favorably as they commended Ursuline's efforts, and urged the continued sharing of this project as an important story that needed to be heard. And so it will be as Program Director of Service Coordination Nancy Scott and Relocation Specialist/Service Coordinator Ruth Moore head to Anaheim, California this summer for the annual American Association for Service Coordinators Conference to once again offer a workshop on this successful and important grant project. 



Nancy Scott and Dr. Nick Castle share findings of Relocation Project with attendees of NCOA/ASA Aging in America Conference.

To the Ursuline Service Coordinators:

You all have taught me so much about the importance of treating each person like an individual, and watching the way you moved with ease from one person to another person, from one building to another building without ever treating anyone like they didn't matter has had a tremendous impact on me. I'm proud to join the Service Coordinator club!

—Former Intern Christina Fulmer, now a Service Coordinator at Riverview Towers


Daily Stress and Health Study (DaSH) Seeking Participants

Researchers from the Pennsylvania State University, led by Dr. Steven H. Zarit, are conducting a study that examines the daily experience of family members whose relatives utilize Adult Day Service Programs. The study, called The Daily Stress and Health Study (DaSH), is currently seeking family caregivers to participate in the research. The goal of DaSH is to better understand the stress that caregivers experience and how Adult Day Service programs may protect their health and well-being. If you decide to participate, you will be asked to complete one

face-to-face interview, a series of brief telephone interviews, and provide saliva samples over a period of 8 days. The saliva procedure is simple and easy to do, and it gives valuable information about how you are responding to stress.

This study builds on the research team's prior work in New Jersey and Pennsylvania that has shown that Adult Day Service program can improve the well-being of family caregivers as well as the person with dementia. The potential of our new study lies in the ability to link the everyday events that family caregivers experience

with biological stress markers. That information will advance our understanding of the pathways by which daily stress affects health, and to help us learn how Adult Day Services might reduce a caregiver's health risks.

Funding for the study is provided by the National Institute on Aging. Participants and the Adult Day Program are compensated for their time. For more information, contact the study's Research Coordinator, Dr. Caryn Goodman at 201-897-0069 or by e-mail at cgood243@hotmail.com. 

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In This Issue

 **Cart to Heart:** USS offers new program that provides grocery shopping to homebound seniors.

 **National Conference on Guardianship:** NGA planning speakers and workshops to develop national standards.


PSO 2010 Community Partners Concert is June 24

For the second consecutive year, Ursuline Senior Services will be participating as a partner in the Pittsburgh Symphony Orchestra's Community Partners Concert. This year's concert will take place June 24, 2010 at 7:30 PM at Heinz Hall and will feature the sounds of Gloria Gaynor along with the winner of the renowned 2010 Sphinx Competition, violinist Gareth Johnson.

The Pittsburgh Symphony Orchestra held its inaugural Community Partners Concert in 2004. The premise behind the concert was to provide area non-profit agencies with a unique and innovative means to raise funds.

Each year the PSO allows fifty agencies or groups to benefit from the concert. Agencies raise funds through designated ticket sales. Whenever a ticket to the concert is sold, 100% of the ticket price (less \$.50 cultural district fee) goes directly to the nonprofit agency or group identified by the purchaser. Since 2004, the PSO's Community Partners Concerts have raised more than \$470,000 for partnering non-profit groups! For Ursuline or any other group to receive the benefit from ticket sales, you need to identify the group you want to benefit from your ticket purchase. The proceeds of any tickets sold

without a recipient agency being identified will go toward covering the administrative expenses being underwritten by the PSO.

Anyone interested in attending the concert should call the Heinz Hall box office at 412-392-4900 or toll free at 800-743-8560 to order tickets. Tickets may also be purchased on-line by going to www.pittsburghsymphony.org. Ursuline Senior Services' code when ordering tickets for this concert is 18227. Last year (our inaugural year in the partnership) we raised \$2,006. Let's see if we can top it in 2010! 



www.ursulineseniorservices.org

United Way Donor Designation Code: 281
Combined Federal Campaign (CFC) Code for 2009: 54651



Ursuline Senior Services was awarded this Seal of Excellence by the Pennsylvania Association of Nonprofit Organizations (PANO), under the Standards for Excellence.