



# Thank you for joining us for today's program

*The program will begin at 12 p.m. ET.*

*This presentation is being recorded and the recording will be made available to you.*

Catholic health care is on the front lines responding to the coronavirus outbreak in the United States. During this time, we pray for all those affected by the virus. CHA has created a webpage with information, prayers and resources from our members and other reliable sources related to COVID-19, available at:

**[www.chausa.org/coronavirus](http://www.chausa.org/coronavirus)**



## The Elderly – Our Future

*A WEBINAR SERIES SPONSORED BY THE COMMUNITY OF SANT'EGIDIO, CATHOLIC CHARITIES USA AND THE CATHOLIC HEALTH ASSOCIATION OF THE UNITED STATES*

# Alternative Examples for Eldercare

April 21, 2021



# Moderator

**CHRIS LOWNEY**

*Vice Chair, Board of Trustees  
CommonSpirit Health*









# Presentation

CARDINAL RITTER SENIOR SERVICES

*St. Louis*

SHERYL TRASK, MSW, LCSW

*Social Services Manager*

*Cardinal Ritter Senior Services*



4944

ADT





# Presenter

**SUSAN CHILL**

*Executive Director*

*St. Alexis Outreach Ministries*



ST. ALEXIUS  
OUTREACH MINISTRIES

---

*Is the newest ministry of the Alexian Brothers.  
Their flagship program, "Hospitality at Home,"  
began serving vulnerable older adults  
experiencing isolation and/or loneliness in the  
fall of 2017.*

# Why We Serve

*"Caritas Christi Urget Nos"*

*"The Love of Christ Compels Us"*



For over 800 years the Alexian Brothers have served the “least of the least,” seeking to alleviate despair by offering the hope and reassurance of God’s love by providing hospitality and healing.

# Community Need

A year-long discernment process was conducted to determine where the gaps and needs were occurring within the senior population and how the Alexian Brothers could best assist in alleviating these needs according to their charism. Multiple on-site visits with older adult providers and ongoing research continually pointed to the crippling effects that result from chronic isolation and loneliness.



## Who We Serve

Vulnerable older adults (70+) living alone in the greater Chattanooga, Tennessee, area who have been identified by referring agencies to be experiencing isolation and loneliness.



"I'D BEEN ASKING GOD TO  
SEND ME A FRIEND AND  
THEN YOU CALLED."

- Hospitality at Home Participant

# Introducing ourselves ...

Referring agencies bridge the potential participant with Hospitality at Home with the following information from us:

“We understand that in today’s world it can be challenging for older adults to navigate and secure needed resources while developing new and trusted relationships. There are no fees, dues, or membership requirements regardless of race, ethnicity, creed, gender, orientation, disability, religious affiliation or income level.”



# What We Offer

## Ongoing Friendship ...

Nurturing Volunteers are matched with participants to provide reassurance phone calls and in-home visitation, while working alongside the Alexian Brothers and dedicated staff to provide holiday gifts, birthday recognition, minor home repairs and shopping services.



# Supportive Services

The Hospitality at Home social worker plays a vital role in the ongoing development of friendship and trust within this population. They assist in securing and providing needed resources, crisis management, stabilization and collaboration with assisting agencies





# Hospitality at Home Assistance to Date

**140** total referrals

**53** current participants

$\frac{1}{3}$  of referrals are from APS

**2057** SW case management touch points

**4296** volunteer touch points

**527** services provided

(services=home maintenance, grocery shopping, utility assistance, etc.)



# COVID-19 Response to Food Insecurity: More Than Food Program

Established in direct response to the COVID-19 crisis in March 2020, our More Than Food pantry provides food, household, pet food, personal protective equipment (PPE) and hygiene supplies to older adults, 60+, in crisis. These supplies can be picked-up by the referring agency or delivered at no cost to those who qualify.



# COVID-19 Response to Community Food Insecurity: Mobile Delivery Program



Since June 2020, in collaboration with the United Way of Greater Chattanooga and the Chattanooga Area Food Bank, we were able to provide door-to-door delivery of emergency food boxes to 25% of all calls received by the 211 crisis line in Chattanooga.



United Way of  
Greater Chattanooga



# Follow us!

Facebook and Instagram: @st.alexius.outreach

[www.stalexiusoutreach.org](http://www.stalexiusoutreach.org)

[www.alexianbrothers.org](http://www.alexianbrothers.org)

## Questions?

Call (423) 755-3446

or email [info@stalexiusoutreach.org](mailto:info@stalexiusoutreach.org)

\*Multiple photographs provided by  
Billy Weeks, renowned photojournalist



A solid blue vertical bar is positioned on the left side of the slide, extending from the top to the bottom.

# Discussion and Questions



# Presenter

PAOLA PISCITELLI

*President*

*Community of Sant'Egidio USA*





**The "Long Live the Elderly!" program  
that the Community of Sant'Egidio**









# Presenter

LINDA CHADDERDON

*Home Visitation Program Manager*

*Catholic Charities of Buffalo*

# Welcome to the Home Visitation/Friendly Phones Program



# The Home Visitation Program

- Funded by the Muriel H. Marshall Fund which was created with a \$7.8 million endowment from Roxanne Marshal in memory of her mother.
- Catholic Charities was chosen to administer the Home Visitation Program in 2009-2010. Last year's funded amount was \$62,000.
- It is an annual grant that we must re-apply for.
- Sister program known as the Friendly Phones Program is in a neighboring county, funded by a private funder.



# Home Visitation-Friendly Phone Calls Goals

- Reduce isolation and loneliness for homebound adults, age 60+, living independently in Genesee County (may live with family members).
- Delay or prevent the need for higher level of care.
- Increased quality of life for those we serve.



# The Home Visitation Program

- A FREE, in-person, one-hour weekly social visit to isolated homebound seniors whose social circles are growing smaller.
- It is a volunteer-based program that creates matches between members/clients and the volunteer which are made based on common interests, mutual backgrounds, and sometimes location plays a factor.
- Veterans are matched with veterans whenever possible.
- It is not a faith-based program so people of all walks of life are welcome.
- During intake, very little personal information is taken. This may make seniors feel more comfortable.



# Intake Sample List:

(Most invasive we get is address, phone number, DOB and health questions) Due to COVID we are currently conducting intakes over phone without signature. Home-related questions/inspection are completed prior to anyone receiving in person visits.

- Name
- Address
- Phone number
- Basic demographics (for agency purposes)
- Referral source (to track for marketing purposes)
- DOB (required by grant)
- People living in home (nice to let volunteer know who else resides in home)
- Pets in home (volunteers may have allergies; know who not to match)
- Health concerns/history (in event reportable incident occurs during visit)
- Veteran/branch (to match with volunteer)
- Smoker (know what volunteers do not want to be matched with a smoker)
- Condition of home/hazards (some homes are not appropriate for visits, may need to be phone calls only-due to physical hazards, pet feces, hoarding, etc.)
- Likes/interests
- Sign off sheets/consents

\*Not all individuals who complete intake are appropriate for programs. If their homes are not safe for volunteers and they do not/can't take phone calls, they must be screened out. Some may have MH conditions that deem them unable to participate. Others may not comply with program due to lack of participation despite completing intake and must be screened out in order to prevent frustration of volunteer assigned.





# Volunteers

- Volunteers are background checked and referenced checked and trained.
- Trainings - initially and ongoing:
  - Initially: 1 ½ - 2-hour training on program procedures, boundaries, respectful and positive communication, abuse - what to look for/when to report (explain use of weekly visit report: i.e., time volunteered, member/client status/needs/health concerns/etc.), etc.
  - Ongoing: quarterly-updates on various topics: i.e., fall prevention, health insurance updates, etc. Much info is to be passed along to the person they visit (friend).



# Volunteers DO NOT:

- Provide transportation
- Provide medical assistance of any kind
- Assist with medications
- Provide banking assistance or offer financial advice
- Perform housekeeping services or personal care

The HVP is not intended as a respite service for family and is for the socialization of the person receiving the visit.

- Linkage and referrals to other services can be provided if these services are needed.



# How do we achieve our goals?

Train our volunteers to:

- Plan/prepare stimulating and engaging activities based on the MEMBER/CLIENT'S interests (reading, playing board/card games, art projects, music appreciation, etc.). Remind them that just having conversations are okay!
- Monitor health and safety: how does their friend look/sound; get to know the environment (look out for trip hazards and repairs and ask if you can move some cords or call a repair in to the Handyman Program or building manager).
- Complete weekly visit reports that keep staff up to date.
- Call the HVP staff with concerns, or for linkage/referral if needed sooner.



- Volunteer time is tracked and maintained in a database for reporting.
- Hardcopies maintained in client's file.
- Any concerns or referrals noted and followed up on.



HOME VISITATION PROGRAM  
Volunteer Visit Form

Member name \_\_\_\_\_ travel time \_\_\_\_\_  
 Date \_\_\_\_\_ type of visit:  in person  phone contact  
 Length of visit \_\_\_\_\_

Please list any activities you engaged in during your visit time:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Oriented:  time;  person;  place  
 Mental Status:  confused;  forgetful;  repetitive  
 Appearance:  dressed;  groomed;  clean

Are there any safety issues or concerns?  No  Yes \_\_\_\_\_

Are there any medical issues or concerns?  No  Yes \_\_\_\_\_

Are there any signs of abuse or neglect?  No  Yes \_\_\_\_\_

Comments:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Library Visits  suggested  would like referral  
 Handyman services  suggested  would like referral  
 Lifespan  suggested  would like referral

Suggestions for other referrals: \_\_\_\_\_

Signature of visitor: \_\_\_\_\_



# Our Visitors Become Like Family

- Some of our matches have been together over eight years.
- Visitors have been described as a “ray of sunshine walking through the door,” as “a son/daughter,” and in turn, the volunteers share that the member/client is thought of as a “friend” and NOT as a “member or client” to them.



# The Home Visitation Program

- We work closely with our offices for the aging, adult protective services, local community action agencies, local hospitals, churches and other human service agencies, to assist seniors in our two counties for linkage and referrals.
- Through linkage and referral, we have assisted seniors and family members with obtaining lift chairs, home care services, hearing aids, call alert buttons, elopement bracelets, wrap-around services trained in memory care, etc. All of this as ways to continue their ongoing independence in their home.



For more information on other Marshall funded programs: [www.askmarshall.net](http://www.askmarshall.net)

- Handyman Program (Pathstones)
- Library visits (Library Visits Program)
- Financial Management Program (Lifespan)
- Recreation (Office for the Aging)
- Transportation (Office for the Aging)



# My JOY!

- I have worked here almost five years. During this time three people have LITERALLY had their lives saved as a result of their visitors being there for them.
- Tears have been shed while volunteers have sat by the bedside and held the hand of their dying friend.
- But more than anything, friendships have been built and so many smiles brought to faces.
- This is the most BEAUTIFUL thing I have EVER done as a social worker.
- I refuse to call it my job ...

it is my JOY!





# Contact Information:


Linda Chadderdon  
Catholic Charities of Buffalo  
Home Visitation - Friendly Phones Programs  
25 Liberty St, Ste. #7  
Batavia, NY 14020

[linda.chadderdon@ccwny.org](mailto:linda.chadderdon@ccwny.org)



A solid blue vertical bar is positioned on the left side of the slide, extending from the top to the bottom.

# Discussion and Questions



# The Elderly – Our Future

*A WEBINAR SERIES SPONSORED BY THE COMMUNITY OF SANT'EGIDIO,  
CATHOLIC CHARITIES USA AND THE CATHOLIC HEALTH ASSOCIATION  
OF THE UNITED STATES*

## **Connecting for Greater Understanding and Action for Elders**

*May 26, 2021 | 12 to 1 p.m. ET*



# Thank you for attending

Please complete the evaluation (link in chat box).

Your feedback is important to us.

**CHA Service Center is here for you**

**(800) 230-7823 | Mon – Fri | 8 a.m. to 5 p.m. (CT)**

**[servicecenter@chausa.org](mailto:servicecenter@chausa.org)**