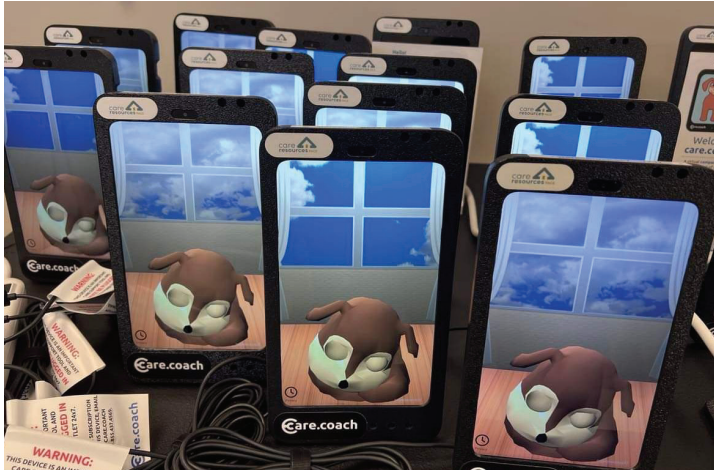




Care.coach Update!

We are excited to partner with care.coach! Their device is easy to use; it helps participants stay healthy, safe, and independent. Participants can talk to an avatar that acts as the face of an IDT team member. Care.coach also provides health and fitness coaching, appointment and medication reminders, games, and more! We recently presented at the National PACE Association conference about how the device helped reduce our participant fall rate; it has gone down 40 percent!



Through our partnership, we recently received 150 avatars; we are excited to give them out to participants. Please contact us to learn more.



Photo Fun

In September, four participants and three staff members participated in a photo shoot here at Care Resources. We are so excited to show off the new images. They will be featured on our very own buses, vans, and other company vehicles. Be sure to keep an eye out for them!

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CEO CORNER

A Message from Tracey McKnight

Season's Greetings! As we approach 2023, I'd like to share some exciting news and updates.

Many of you are familiar with care.coach; their device provides companionship, health and fitness coaching, reminders, and more. We're excited that a recent partnership with care.coach will allow 150 new devices to be given out to our participants. Read more on page 1.

We have also partnered with Corewell Health (formerly Spectrum Health) to open adult foster care (AFC) supportive housing. These new homes provide full-service care to our participants. Read more on page 3.

Our recent survey with the State of Michigan Department of Health and Human Services went very well. The two-day audit checked our compliance with medical records, safety precautions, food expiration dates, and more. I thank everyone who made the survey a success.

As part of our overall strategic plan, we are working with our board, CMS, and the state on plans to construct a potential second site located in the Lowell area. If approved, we hope to break ground in 2023. We'll keep you updated as we have more information.

Lastly, our goal has always been to ensure the highest quality of care for our participants. That's why we're increasing our number of participants teams from two to five; and we're reducing the number of participants per team. Even as we continue to grow, participants may expect the same level of attention from their assigned caregivers as they've always received. We're excited to update our team in December; please contact your social workers with any questions.

As always, I want to praise our staff, partners, and volunteers for their hard work in making Care Resources a success. I also thank our participants for being a part of our family. If you know anyone who'd benefit from our services, please have them contact us. Enjoy a safe and joyous holiday season and start to the new year!

Sincerely,

Tracey McKnight

Tracey McKnight RN, BSN, MM
CEO, Care Resources PACE®

AFC Housing

This fall, Care Resources worked with Corewell Health (formerly Spectrum Health) to launch a new program for adult foster care (AFC) housing. Three homes on Kalamazoo Avenue are being used for the program; they are owned by Corewell Health and are located next to our campus. Corewell Health manages and staffs the homes, but they are exclusively for Care Resources participants. There are 8-12 beds in each of the homes; this allows for 30 permanent residents and 2 beds for short term care.

Each house provides a home-like setting with programs and activities to support daily living. Corewell Health's staff provides full-service care 24 hours a day, 7 days a week. These homes are a great solution for participants in need of this model of care, and we are excited to fill them. For more information, please contact your social worker.



Meet Dr. Wolfe!

We are excited to introduce Rebecca Wolfe, MD as our newest primary care physician! Dr. Wolfe is a family physician with skills in acupuncture modality. She started her career in Appleton, Wisconsin. She then moved to Lansing and worked for Sparrow Hospital from 1997 to 2015. She then moved to Grand Rapids and worked for Trinity Health before moving back to Lansing. In September 2022, Dr. Wolfe began working at Care Resources.

What Dr. Wolfe loves most about Care Resources is the collaborative care and how every participant feels like a member of our family. Dr. Wolfe also loves that Care Resources has a warm and comfortable environment. Dr. Wolfe loves to exercise; she especially likes running, biking, and Zumba. She also loves to quilt; she just got a new sewing machine so she can start making quilts again.

Dr. Wolfe has been a wonderful addition to our care team. If you haven't met her yet, please be sure to introduce yourself if you see her. She looks forward to meeting more of our staff and participants!



The Interdisciplinary Team (IDT)

IDT is the core decision-making body at Care Resources. IDT is composed of the following teams:

- **Primary Care Providers and Nurses** (coordinate all medical care for each participant)
- **Social Workers** (enhance participant well-being and coordinate benefits)
- **Home Care Nurses** (evaluate home safety and coordinate home care hours)
- **Physical & Occupational Therapy Staff** (assists participants with daily living as well as strength and mobility)
- **Dietitians** (oversee all aspects of nutritional health)
- **Pharmacy Staff** (works with you, your family, and your physicians to ensure medications are up-to-date and taken properly)
- **Recreational Therapy & Activity Staff** (schedules and coordinates programs and activities at the Day Center and at home)
- **Transportation Staff** (schedules and provides transportation)

Team Spotlight

In each newsletter, we shine a spotlight on one of our IDT teams. They do incredible work! In this edition, we feature our dedicated team of social workers.

The social work team at Care Resources is made up of 11 social workers who help participants with the psycho-social aspects of their lives. They make calls to check on participants. They give depression and anxiety screens. They do cognition screening. They advocate for participants in multiple areas of their lives. They can provide emotional support and counseling to a population that may have never received it.

Participants often call their social workers in order to share positive things that have happened in their lives; it's enjoyable for the social workers to be included in their joys. The team is dedicated to helping participants which is very rewarding. They are supportive of each other and often come together to solve problems in highly creative ways.

“The best part of my job is being the advocate and voice for our participants, especially for those who don't have family support. It is wonderful when we can help them achieve their goals.”

— Paula, IDT Member

Celebrations

A Sizzling Summer

During the summer, we had many fun activities and events. We enjoyed flower arranging, ice cream making, a band performance from Gooder'n Grits, a car show, and a horse visit. We dressed up in hats, super hero costumes, festive Christmas attire, Hawaiian shirts, and sports gear for our spirit week in July. Nice weather in August allowed us to gather outside for great food and cold drinks at our barbeque. The summer went by quickly, but it was very memorable!



Hispanic Heritage Month

In September and October, we celebrated Hispanic Heritage Month. We watched a short video of how a piñata is made. We talked about the history of the piñata and even got to hit open our own piñata. We also enjoyed making our own salsa with fresh vegetables and spices. A board was created and placed in the Day Center to pay tribute to Hispanic people, art, food, and culture.



Veteran's Day Pinning Ceremony

Care Resources held a pinning ceremony on Veteran's Day. Two active duty members of the Army National Guard performed the pinning. Twelve participants were honored: Carlton, Dan, Jerry, Jack, Edward, Wayne, Roland, Rickard, James, Jerry M., Leroy, and Larry. We also honored Jacky A., a veteran staff member. We enjoyed celebrating all of our veterans who have protected us and our country. Thank you all for your service!



Boosting Community Health

Vaccine Updates: COVID-19 and Influenza

Our goal at Care Resources is to always provide a safe and healthy environment. We follow CDC and state guidelines for COVID-19. We're proud that we still haven't had any outbreaks in the Day Center! Over 90% of our participants are vaccinated and over 50% of those eligible have received the bivalent booster; the bivalent better protects against the most common strain of COVID-19. We continue to watch transmission rates, cases among participants and staff, and updates to guidelines.

We also encourage our participants and staff to get a flu shot every fall. This October, we vaccinated over 200 participants in the center and in their homes! We met our goal of having more than 90% of participants and staff protected against the flu. As always, we will watch closely for cases of influenza. We are prepared to assess, test, and treat. Our goal is to prevent spread and keep everyone out of the hospital. It's great to be in good health for the holidays!

Please remember that if you can't make it to Care Resources for your vaccines or boosters, you may get them at any pharmacy that offers them. When you receive a vaccine or booster, please let us know so we can keep track.

COVID-19 Safety Guidelines

All safety protocols in place for Care Resources continue:

- Masks are still required within the building and buses.
- Social distancing has been relaxed in the day center, but some areas are still socially distanced for those who are more comfortable.
- Participant attendance has been updated and increased!
- Frequent hand washing is required.
- Cleaning of high-touch surfaces occurs daily; industrial cleaning occurs weekly.

We continue to take lessons learned through this pandemic to improve our services and find a new routine that best fits the needs of every participant. We are thankful for each and every one of you who continues to navigate this with us!

Center Closings

Christmas: December 26, 2022

New Year: January 2, 2023

Staff Service Awards

Our annual Staff Service Awards took place on November 3, 2022; the following employees were honored for their years of service to Care Resources and the Greater Christian Living Services Organization.

Morgan Ballman, Recreational Therapy: 5 yrs
 Shay Nisley, Assistant Nurse Educator: 5 yrs
 Michelle Hayes, Home Health Aide: 5 yrs
 Michelle Barrett, Home Health Aide: 5 yrs
 Lucinda Gardner, Rehab Supervisor: 5 yrs
 Laurie Hansen, Administrative Assistant: 10 yrs
 Barb Lukasik, Day Center PCA: 10 yrs
 Kate Chandler, Day Center PCA: 10 yrs
 Rashea Nidefski, Marketing/Outreach: 10 yrs
 Tammy Goldsmith, Dietary Supervisor: 10 yrs
 Aubrey Kingma, Clinic Nurse: 10 yrs
 Jacqueline Achenbach, Home Health Aide Lead: 10 yrs
 Shandra Alderink, Administrative Assistant: 15 yrs
 Amanda Wilder, Quality Coordinator: 15 yrs
 Diane Gaston, Day Center PCA: 20 yrs
 Angelina Williams, Transportation Driver: 20 yrs
 Dawn Poeller, Director of Quality & Compliance: 20 yrs
 Juanita Willis, Day Center PCA: 25 yrs (Retired 10/24/22)
 Lorelei Smits, Recreational Therapist: 25 yrs
 Cynthia Stuyfz, RN and Coding Analyst: 35 yrs
 Stephen Swart, Equipment Coordinator: 40 yrs

Welcome

NEW PARTICIPANTS

We welcome the following new participants. If you see any of these individuals, please be sure to extend a friendly welcome. We are thrilled to have each of them (and you) as part of our Care Resources family!

- **June:** Keith C, Robert D, Mark F, Oralene M, Maria N, Helen B, Virga C, JoLinda S, Lavonne S, Larry H, Daniel D
- **July:** Terrie H, Craig J, Elsa A, Jonathan C, John B, Julia H, Robert S, James S, Sandra L, Joseph D, Jeffrey B
- **August:** Colleen W, Linda T, Valerie H, Michael S, Russell H, Patricia F, Patricia M
- **September:** Juan O, Salvador H, Henry W, Bach D, Jackie J, Wydell W, Jerry M, Leobardo G, John W, Marko P, Linda C, Dianna P, Sonia L, Maria R, On D
- **October:** Annie H, Fred R, Judy B, Barbara E, William H, Maryam S, Edward M, Guadalupe M, Frances A
- **November:** Maureen P, Cathy B, Carla M, Frank G, Richard P, Mitchell H, Julie B, Geraldine T

If you know someone who could use Care Resources' services, please call us at 800.610.6299.



Stay Connected

- **Call** us with any questions: 800.610.6299
- **Visit** our website: careresources.org
- **Engage** with us on our Facebook page: facebook.com/careresourcesPACE
- **Check out** our Instagram page: instagram.com/careresourcesPACE
- **Watch** our videos on our YouTube channel: bit.ly/CRYTvideos
- **Talk** with your social worker or any Care Resources staff member

“Care Resources is a gift and an encouragement to me as I face challenges in my life. I treasure the opportunity to be here.”

- Participant



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