



Winter 2023



Lowell Site Update!

Construction on our new Lowell location has begun! We are excited to be able to reach even more people in our service area. Located on a wooded lot, the site will allow Care Resources participants to safely enjoy the outdoors; and the building will have large windows to fill the space with natural light. There will be a therapy gym, a clinic, and a medication dispensing room. Activity areas will allow participants to socialize and enjoy games and events. We are grateful to offer services that promote independence and a high quality of life. We plan to open in the fall of 2024! Please contact us to learn more.

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Groundbreaking

On October 30th, CEO Tracey McKnight and five other Care Resources staff members met at the new site location in Lowell to celebrate the start of construction of the new building. After a blessing from the Board President, Tracey gave a speech. The group then took photos in front of the building sign. It was a fun and memorable time!





CEO Corner

A Message from Tracey McKnight

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

As many of you know, Care Resources has begun construction on our second site expansion in Lowell. We're absolutely thrilled. The new facility will serve up to 125 participants and create approximately 30 jobs. I'm grateful that we will be able to offer our supportive services to even more participants. We look forward to becoming an involved partner in the Lowell community! Read more on [page 1](#).

Care Resources has also teamed up with the Dementia Institute to offer a space for all seniors, including those living with dementia, at our current Day Center. Our new program includes two participation options; it is designed to offer the highest quality of care and support for participants, families, and caregivers. I couldn't be prouder of this new partnership. Read more on [page 3](#).

In other news, Care Resources has been making local headlines! In July, WGVU Morning Show host, Shelley Irwin, visited us to help spread the word about the great work we're doing in the community. In November, our Veterans Day Pinning Ceremony was highlighted by various media sources (read more on [page 5](#)). You can listen to Shelley's interview and read our monthly informative articles in the news section of our website.

This fall, our flu vaccine clinics began in October and ran through the end of November; they were a great success. We offered the new RSV vaccine to those eligible. We're hopeful it will help keep participants healthy throughout the winter months. Read more about our vaccine initiatives and COVID-19 safety guidelines on [page 6](#).

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 have not joined our monthly PAC meetings, please read more on [page 7](#). We also include an update on our transportation software. 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,

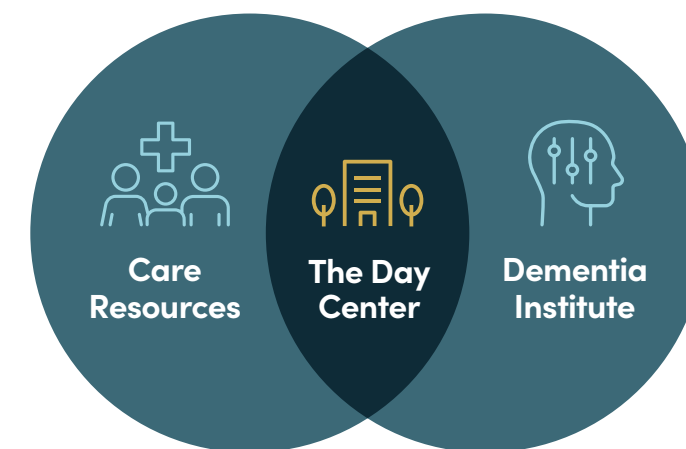
Tracey McKnight

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

New Day Center Partnership

Care Resources is excited about our new partnership with the Dementia Institute. We've come together to create a "Day Center Only" program for seniors in the community, including those living with dementia. Any senior may enroll in the program for access to our Day Center; without having to enroll in our full program. Our team now includes staff who've been trained to provide direct dementia care.

There is a half-day option and a full-day option. Having both options helps to meet the needs of participants and families. The Day Center continues to offer three different rooms for different activity levels and social needs. We also continue to offer the same activities and events. These include arts and



crafts, games, musical shows, movies, and more. Please visit the events calendar on our website for a full listing of all the fun activities we have planned.

If you know a senior who would benefit from our new Day Center program, please ask them to contact us. We look forward to welcoming new friends and growing our program!

Participant Care Corner Reducing the Risk of Falls at Home

In each newsletter, we'll share tips to help keep participants healthy and safe. In this edition, read about easy things you can do to avoid falls.

- **Fill your home with light.** At night, leave a light on or use a night-light or motion-sensing light. Always keep a lamp next to your bed.
- **Clear pathways.** Avoid clutter and decorative rugs which may cause you to trip. Don't lay electrical cords across travel areas.

- **Make high-risk areas safe.** Use strong stair railings wherever you have steps. Use grab bars in shower and tub areas and next to toilets. Use a non-skid rug to soak up water.
- **Use a walking aid.** People often use walls or furniture to assist in walking. Instead, keep a cane or walker handy.
- **Avoid ladders and step stools.** Arrange cupboards so items you use most are between hip and eye level. This eliminates bending down or elevating yourself.

To learn more, please read the full article posted on August 21, 2023 in the news section of our website.



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)
- **Participant Care Assistants** (provide various care services necessary for attending to the personal needs, support, and health of participants)
- **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 participants, families, and 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 Pharmacy Staff

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

The pharmacy team at Care Resources includes Aaron Hoholik, PharmD, and Jason Beattie, PharmD, in the clinic as well as the Horizon Pharmacy staff. Aaron and his team help fill prescriptions. They help in other ways too! They review a participant's list of meds, how often they take them, and where they are getting them from. They help the doctors and nurses pick the best medications for each participant. Then they help participants take their medications properly. "We need to know exactly what they're taking and how they're taking it," says Aaron, "so they don't experience any problems that are going to have them end up in emergency health care."

The pharmacy team is dedicated to keeping participants healthy and safe. They enjoy the work they do and love seeing all the participants. Be sure to stop by the clinic and say hello!

"I really love the way Care Resources works. I get to talk to doctors, patients, families, and facilities, and the focus is always on doing what's right for the participant."

– Aaron Hoholik, PharmMD

Celebrations

Summertime Fun

Summer brought on exciting events and activities. Gardening was a great way to enjoy the outdoors and the nice weather. We even picked and tried out some fun recipes with the vegetables we planted. We also enjoyed horse and car shows, flower arranging, and our annual summer bash with games and popsicles. From May through September we had monthly barbeques and in August we had our annual spirit week. We enjoyed dressing up as our favorite characters from Disney and Barbie!



Veterans Day Pinning Ceremony

Care Resources held a ceremony in honor of Veterans Day. Two officers from the Michigan National Guard performed the pinning and provided a few remarks. We also sang the National Anthem and recited the Pledge of Allegiance. "We are so thankful for them," says Sgt. Maj. John Gebhard, "and it truly is an honor to let them know it." We are so proud of all of our veterans and we enjoyed celebrating them!



Fall Festivities

Staff and participants found lots of ways to have fun this fall. In September and October we celebrated Hispanic Heritage month. We enjoyed watching traditional Mexican dances and sampling authentic pastries. At the end of October, staff put on a Halloween scavenger hunt; participants found photos for a chance to win BINGO bucks. We also held our annual Halloween costume party. Many staff and participants dressed up for the costume contest. Staff also held a pumpkin carving contest.



Boosting Community Health

Vaccine Updates: COVID-19 and Influenza

Care Resources is committed to providing a safe and healthy environment for all of our participants and staff. We offer the most current vaccines; including the 2023/2024 COVID-19 vaccine. This booster provides improved protection against the most common strain of COVID-19.

We also encourage participants and staff to get a flu shot every fall. In October, we vaccinated nearly 150 participants in the Day Center and in their homes! We continue to watch closely for cases of the flu. We're always prepared to assess, test, and treat.

Last but not least, we have been able to offer the new RSV vaccine as of November 2023. We encourage all eligible participants to get the vaccine. The vaccine helps protect against severe respiratory disease. It will also help to keep participants out of the hospital this winter. We want everyone to be in good health for the holidays!

Please remember that if you can't make it to Care Resources for your vaccines, 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. If you have any questions about receiving your vaccines, please ask one of our team members!



COVID-19 Safety Guidelines

All safety protocols in place will continue:

- Masks are no longer required; but there may be times in which participants will need to wear masks such as if they are sick, have a COVID-19 exposure, or there's an outbreak in the Day Center.
- 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!

Day Center Closings

Christmas: December 25, 2023

New Year: January 1, 2024

Staff Service Awards

Our annual Staff Service Awards took place on November 15, 2023. The following employees were honored for their years of service to Care Resources and the Greater Christian Living Services Organization (CLS).

5 Years at CR/CLS:

- Kimberly Branca
- Dr. James Chiavaras
- Bethany Graham
- Tyrone Harris
- Tracey McKnight
- Nancy Pifer
- Barbara Rounds
- Helen Simic
- Catrina Young

10 Years at CR/CLS:

- Erna Bajgoric
- RYANNE Mondry
- Larry Sluiter
- Trang Wilson

15 Years at CR/CLS:

- Steve Quist
- Allison Van Zandt

Join Our PAC Meetings!

Join our monthly Participant Advisory Committee (PAC) Meetings! They're held from 12:30-1:30 PM in the Activity Room. All participants, families, and caregivers are invited. Participants can share their ideas for our program. Our staff also shares the latest news including updates on programs, meetings, and activities. Recently, we discussed our new transportation software. Thank you for your patience as we worked through changes in our process; we can now better manage our scheduling and avoid issues we had in the past. For agendas and updates, check our PAC board in the west hallway. Our first 2024 PAC meeting will be on January 22nd. We hope to see you there.

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: Bettye K, Bill W, Patty P, Virginia C, Jacqueline B, Janice H, Barbara P, Karlene V, John M, Joseph V, Gregory H, Ester M

July: Marilyn Y, Brenda H, JaneMarie S, Thuy V, Bruce B, Joyce G, Paul Z, Christine Z, Kathryn S

August: Marilyn V, Olena K, Jill L, Crucita M, Dannie T, Jorge V, Frank B, Sharon G, Mary B, Camille A, Vicki S

September: James D, Carolyn N, Robbin R, Debra P, Patricia S, Ann C, Tommy C

October: Richard D, Terry F, Michael C, Harriet B, Herbert P, Teddy S, Ron H

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



Participant Care Summary

Highlights of the care and services provided to our participants.

June 1 - October 31, 2023



 **371**
participants served

 **22,715**
home care hours provided


grocery shopping provided
for participants when needed

 **283,000**
miles traveled by Care Resources
vehicles to transport participants

 **8,260**
participant days in the
Day Center


clinical care and medications provided
per individual treatment plans

Stay Connected

Call the office with any questions, available Monday–Friday from 8:00AM–4:30PM (after hours and on weekends, there will be a nurse, physician, and social worker on call): 800.610.6299 • TTY 711

Visit our website: careresources.org

Engage with us on our Facebook page: facebook.com/careresourcesPACE

Check out our new Instagram page: instagram.com/careresourcesPACE

Reach out to the Transportation Department regarding pick-up or drop-off times, canceling center attendance, or other transportation related questions, available Monday–Friday from 6:00AM–5:30PM: 616.913.4001

Watch our videos on our YouTube channel: bit.ly/CRYTVideos

Talk with your social worker or any Care Resources staff member

“I’m so thankful for Care Resources and the staff. They take great care of me and help with my therapy, my groceries, and my medication. I feel blessed to be a part of this program!” - Participant

