



Owned and operated by the Village, the Arlington Heights Senior Center presents a welcoming environment that promotes the independence, creates community, and lifelong learning for older adults. Through an innovative “one-stop” approach that places a myriad of programs, services, amenities, and information together. The Senior Center provides meaningful, timely, and cost-effective services. The Arlington Heights Senior Center serves as the community focal point for older adults, caregivers, and students.

2020

ANNUAL REPORT

ARLINGTON HEIGHTS SENIOR CENTER

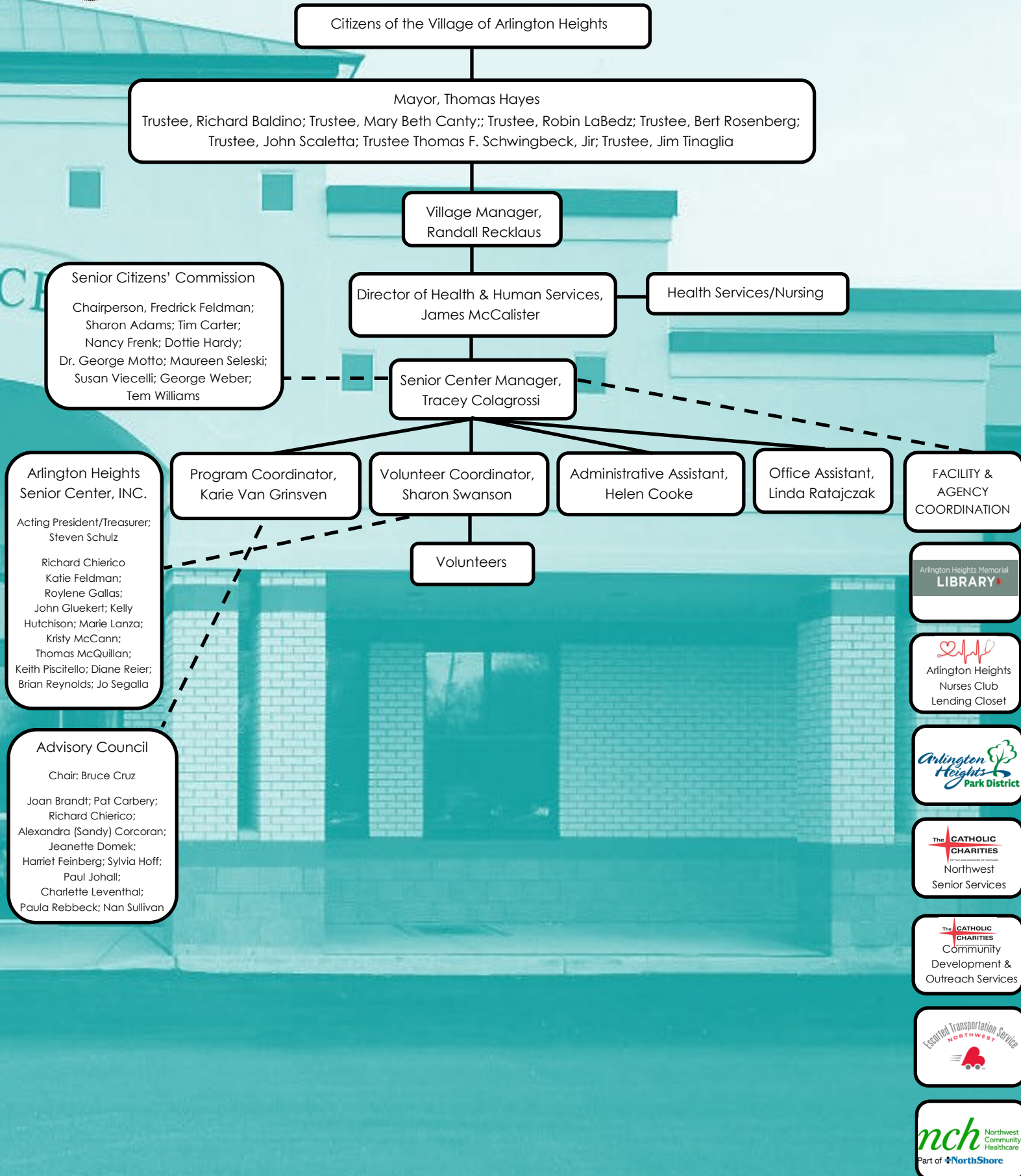
ANNUAL REPORT

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Senior Center Organizational Chart



Village of Arlington Heights

Senior Center Manager Report

The Arlington Heights Senior Center presents a welcoming environment that promotes independence, creates community, and lifelong learning for individuals aged 55 and better through innovative collaborations with tenant agencies and community partners. The Senior Center is a community focal point to address the needs and issues for individuals to age and live well in Arlington Heights and beyond.

The team consists of the Senior Center Manager, Program Coordinator, Volunteer Coordinator, Administrative Assistant and Office Assistant. Together they provide a coordination of programs and services such as SHIP, Tax Aide Assistance, Coordinates spaces and in-house programs such as movies, special events, and drop-in programs. The office staff provides Village services such as landscape lawn and vehicle stickers, refuse discounts, and program registration, coordinates dynamic programs and services with the tenant agencies, while the Volunteer Coordinator recruits and recognizes volunteers for the same agencies. The tenant agencies are Arlington Heights Memorial Library, Arlington Heights Park District, Arlington Heights Nurses Club, Catholic Charities Northwest Senior Services, Catholic Charities Lunch and More Program, Northwest Community Healthcare and Escorted Transportation Services Northwest. While the Village Health Nurses, AARP, and the Metropolis Theatre are program collaborators. The Senior Center Manager develops, maintains and pursues long range goals; directs operations; and maintains the standards of Accreditation for the National Council on Aging.

Workload and Performance Data

The Senior Center continued to be the hub for older adults to attend programs, drop in clubs and gatherings in early 2020. The center shut its doors on March 12, however, staff rotated to continue respond to residents 'questions, pivoted to create virtual programs, and make calls to vulnerable adults in the area. In May, longtime Senior Center Manager Karen Hansen retired. Tracey Colagrossi joined the team in May and began working with the tenant agencies to create a reopening plan for the Senior Center.

The Program Coordinator curated over 45 unique virtual and hybrid program offerings, attended by 1,405 patrons. The Volunteer Coordinator maintained connection with the over 280 volunteers by offering three recognition drive through events. Volunteers continued to provide transportation, meals, and connect with vulnerable adults with cards.



Weekday attendance (2018) 106,563; (2019) 94,589; and in (2020) 35,262. The notable change was due in part to the ceasing of drop-in programs such as billiards, ping pong, walkers club, and card playing, to adhere with COVID -19 mitigations.

Key Accomplishments

After the Senior Center closed on March 12, 2020, operations continued such as home

delivered meals, congregate meal pickups, adult protective services and case management staff worked remotely to address needs, also the lending closet changed to contactless curbside pickup and drop off and senior center staff continued to answer patrons' questions and provide virtual programs.

Longtime Senior Center Manager, Karen Hansen retired in May 2020, after over 30 years of service to older adults. Tracey Colagrossi joined the team. Ms. Colagrossi has over 15 years of experience working with older adults and managing a Senior Center. Ms. Colagrossi has a master's degree in Gerontology Aging Services, serves as the Executive Chair for the National Institute of Senior Centers, and the president of the Association of Illinois Senior Centers.

Monday, July 6, 2020 the Senior Center began a modified open for in-person programs. The Arlington Heights Park District opened for pre-registered exercise classes, fitness center, and bridge instruction. The Arlington Heights Memorial Library Reading Room was also open with modifications. The Senior Center conducted limited programs as well. Cases increased in the area, thus ceasing in person programs on November 20 through January 24, 2021. The Senior Center office remained open for village stickers, lawn stickers, and other services for walk-ins.

Staff combined patron information to make a master data report for informing patrons of upcoming programs and happenings through constant contact. Each newsletter includes a data page and Adult Well Being assessment for patrons to fill out to increase our Constant Contact outreach. The Adult Well Being assessment measures the social and behavioral determinants of health to create a

benchmark for assessing the needs of patrons and to inform staff of future program needs and gaps in service.

The suburban area agency on aging, Age-Options, awarded the Senior Center grant funds to conduct ship counseling. The funds will help purchase additional Plexi-glas protectors, additional laptops, and PPE equipment for the volunteers conducting the program. The Volunteer Coordinator has been communicating with our SHIP Coordinator, Leo D'Angelis. Leo has contacted most of our SHIP counselors, and we have approximately eight volunteers who are willing to volunteer during the open enrollment period. Currently, all SHIP appointments are conducted via the phone.



The Illinois Department on Aging Director, Paula Basta and her staff visited the Senior Center on September 11. Mayor Hayes presented the proclamation for National Senior Center Month to Director Basta. Director Basta toured the facility with Senior Center Staff.

Northwest Community Healthcare conducted a Flu Shot Clinic on October 22 for the higher dose vaccine. 90 participants came to the center between 9 am and noon.

The Snow Removal Referral Program

received 30 student applications for the 140 residents to negotiate snow shoveling at their homes.

The Senior Center Manager submitted the final draft of the Accreditation Notebook earlier in November. Peer reviewers from California and Virginia reviewed the nine standards of excellence, virtual meeting with staff and accreditation committee, and virtual tour of the Senior Center. The Accreditation Board approved accreditation for the center and a celebration is planned for late spring 2021.

The Request for Proposal Senior Center Space Utilization, Modernization and Design Update opened in October with 12 firms responding. Three architectural firms presented their process and work history for the RFP for the Senior Center design on January 6. Staff is providing recommendations to the Board in Spring for the six-month project to begin in 2021.

Review of Current and Anticipated Challenges

The selected architectural firm will begin work on visioning and assessing the Senior Center in late spring with outcomes that will rejuvenate and refresh the image of aging well and living well in Arlington Heights.

The Peer Reviewers noted the Village website is difficult to navigate for senior center services. Additionally, creating a social media presence for the Senior Center could enhance the "senior center without walls" concept. Many older adults in the U.S. use Facebook, creating programs that individuals can easily participate will promote outreach and the visibility of aging well. The Senior Center Manager, tenant agencies, and Village staff are collaborating on these ideas.

Potential New Initiatives to explore in the future

Technology upgrades and inclusion into Senior Center operations propel the Senior Center into the future. A kiosk for patrons to check in for programs, online registration for programs, and data management system for the center and tenant agencies to access will enhance the experience for our patrons, but also best determine future needs for programs and services. Data management systems such as MySenior-Center along with a gate counter system will utilize data to review attendance patterns, provide surveys for evaluation, enhance space study and future programs.

-Tracey Colagrossi, Senior Center Manager



Program Coordinator, Karie Van Grinsven; Volunteer Coordinator, Sharon Swanson; Senior Center Manager, Tracey Colagrossi; Administrative Assistant, Helen Cooke; and Office Assistant Linda Ratajczak

Volunteers

Seven of the eight agencies within the Senior Center utilize volunteers to provide a service to our community. In 2020, The Arlington Heights Senior Center had a total number of 267 active volunteers and the total number of hours that they served was 9,765.

Our SHIP volunteers served 356 clients in 2020. Our tax volunteers served 336 clients. The entire tax program shut down for the year after March 13, 2020.

The annual Volunteer Recognition luncheon at Rolling Green Country Club was

cancelled due to the pandemic. 14 volunteers reached milestones in their service to the Senior Center. Six volunteers reached the milestone of 1,000 hours, four volunteers reached the milestone of 2,000 hours, two reached the milestone of 3,000 hours, one reached the milestone of 5,000 hours and one volunteer reached the milestone of 6,000 hours! In lieu of the luncheon, we hosted three "drive by" appreciation events. The first event was on September 9. The Center celebrated volunteers as "bee-ing" great volunteers. The staff wore bee costumes and distributed jars of honey that was produced by a local bee keeper. On November 16, another gratitude event was hosted for volunteers. Those volunteers that registered received mini apple and pumpkin pies from "Catered by Design." George Holmes, a professional singer and popular entertainer also put together a concert especially for our volunteers. This was a virtual event that the volunteers were able to listen to at home. Our third event was Wednesday, December 9. Registered volunteers received a poinsettia plant, a holiday card and a link for a virtual concert entitled "Petra and the Poinsettias," featuring vocalist Petra van Nuis and guitarist Andy Brown.

In October, we had a group of six volunteers from Catholic Charities Community Development come in and write hand written cards to our home delivered meal recipients. The group had not volunteered together other since March. The 165 home delivered meal recipients not only received cards, but they also received Halloween pumpkin decorations donated from Cub Scout Pack #132.

Katherine Kinney retired as our TCE Coordinator in April, 2020. Katherine has been a volunteer at the Senior Center for 10 years as a Tax Counselor for the Elderly. Katherine just reached the milestone of serving 1,000 hours.

The Senior Center lost seven of our dedicated volunteers in 2020 with the passing of Jack Carbery, Jack DeCarlo, Norma Johnson, Gerry Moscinski, Jack Muldoon, Terry Scola and Tina Zgoda.

A special thank you to the home delivered meals drivers. Throughout the pandemic, including the State stay at home order from March through the end of May, a number of the volunteers continued volunteering their time to ensure that the home delivered meal recipients received their meals.

-Sharon Swanson, Volunteer Coordinator

Program Coordination

The Senior Center entered 2020 on the heels of a "record-breaking" number of engaging programs, intriguing classes and exciting entertainment acts conducted in 2019. As a new decade began, it was filled with enthusiasm for another such "hustling and bustling" year.

Patrons were thriving at the Senior Center at the start of the year, enjoying the always-anticipated visit by Hersey High School's S.O.S. "Love Bus" and new sessions of Metropolis' Acting Through Life and Crescendo Chorus, as well as another series of BE! Brain Enrichment, to name just a few. When the doors abruptly closed the afternoon of March 12, it took time to regroup and find new and creative ways to implement programs. Slowly but surely, virtual programming became the norm and by the end of the year, hundreds of patrons had learned to "Zoom" and found themselves adapting to the changing world. While the year brought many challenges, there were also many bright moments when people were reconnected with one another, both on-screen and in-person.

Although many programs had to be cancelled or postponed, we found that many could also be “shifted” to an online format. Classes could still be taught, lectures could still be conducted and discussion groups could still be held...from the comfort of one's home. When restrictions were lifted, the addition of an in-person option, with reduced capacity, also allowed us the chance to conduct business in a “hybrid” manner.

Below is just a sampling of 2020 virtual, in-person and hybrid programs:

- AARP Smart DriverTEK
- Acting Through Life
- Alzheimer's/Dementia Caregiver Support Group
- Bingo
- Crescendo Chorus
- Drum Circle
- Great Decisions / Foreign Policy Assn.
- “First Friday Funny Filmtalks”
- “Overcoming Social Isolation” 2-part series
- Park Place Investment Club
- Magic Show
- Manager Matters with Senior Center Manager
- Memory Café
- Memories to Memoirs Writers' Club
- Monthly movies
- New Year's Rock-n-Roll Eve Party
- Quarterly Updates with Arlington Heights Village Manager
- Rules of the Road – Secretary of State
- Senior Health Insurance Program
- Sing-a-longs
- Spanish Class

A pen pal program connected Senior Center patrons with residents of a nearby retirement community, bringing good old

fashioned letters to their mail boxes.

The Program Coordinator partnered with the Volunteer Coordinator to help celebrate the Center's volunteers in unique ways. Two virtual entertainment programs were arranged whereby the participants were sent link to enjoy musical concerts created just for them, along with an option to drive up to receive a special gift. The November event featured singer, George Holmes and December's artist was Petra van Nuis. Both of these acts brought holiday season joy to many of our faithful volunteers.

- *Karie Van Grinsven, Program Coordinator*



Village Nursing Program– Senior Center

The Village of Arlington Heights Nursing Services provides weekly blood pressure and blood sugar screenings and bi-monthly cholesterol screenings, as well as consultation. Two clinics are held at the Arlington Heights Village Hall every week and these also serve the senior citizen residents in the community.

The Village Health Nursing Services continued to operate during the pandemic at the Senior Center by offering pre-registered appointments for blood pressure and screenings weekly.

Village Health Nurses:

Mary Sterrenberg, RN, BA

Lindsey Dohse, RN, MSN, APRN

Lorelei Jacobs, RN

Sue Voss, RN

Shelia Whiteside, RN



Senior Advisory Council

Membership

The 2020 term Advisory Council members were Joan Brandt, Pat Carbery, Rich Chierico, Sandy Corcoran, Bruce Cruz, Jeanette Domek, Harriet Feinberg, Mathew Gallo, Sylvia Hoff, Paul Johal, Charlotte Leventhal, Paula Rebbeck, Allison Saiki, and Nan Sullivan.

Events

The Events Committee planned events such as The French Twist with musical performance from Petra van Nuis, Rita and John St. Patrick's Day performance and a Magic Show with Brian Pankey.

Unfortunately, with the timing of the Coronavirus Pandemic, the St. Patrick's Day and Magic Show events were cancelled.

The Senior Center could not host large scale events as in previous years and looks forward to planning future events in 2021.



Arlington Heights Memorial LIBRARY

Overview of Library Services at the Senior Center

The Arlington Heights Memorial Library offers a wide variety of programs and services for older adults. Monday through Saturday, library staff and volunteers at the Senior Center assist customers, teach classes, and host programs. All programs and classes are provided free of charge.

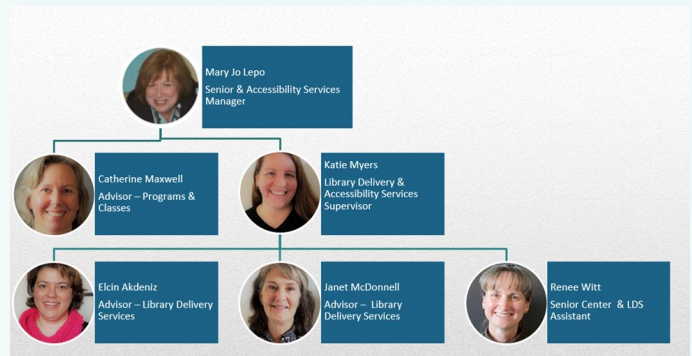
The Library's Reading Room contains a collection of over 2,300 popular books, DVDs, music CDs, and audiobooks, including the most current books available in large print. In a comfortable reading area, patrons can relax and read an assortment of specially selected magazines and daily newspapers. All items are available for checkout.

The library operates the Computer Room at the Senior Center where tech classes designed especially for seniors are offered daily with a heavy emphasis on iPad, iPhone and android smart phone classes. Classes are hands-on and target a range of skill levels from novice to experienced. Lecture classes related to current topics like Cord Cutting: Exploring Cable Alternatives and Social Media for Seniors are also offered. When classes are not being held, the computer room is monitored and available for public use.

The Library also conducts weekly and monthly facilitated discussion programs where older adults can connect with those who have similar interests such as films, books, current events, travel, and technology. Throughout the year, a variety of topical programs is also featured, and we collaborate monthly with other Senior Center

agencies to offer a Memory Café.

In 2020, over 25 senior volunteers supported AHML services and programs at the Senior Center.



Summary of Accomplishments & Significant Developments

New Tech Classes

In 2020, we added Android Basics classes to our range of classes for iPhones and iPads. The new Android classes were much in demand until in-person classes were suspended due to COVID-19.

To meet the pandemic-related needs of our seniors, we introduced new classes Learn Zoom and Host a Zoom Meeting where students are assisted by staff to install and set up Zoom over the phone and then join our Zoom sessions to learn the basics or go beyond basics to host their own meetings.



Step-by-step handouts are available on the library's website for students to print at home even if they can't attend our classes.



Virtual Program Offerings

Weeks after COVID-19 quarantine began, the library's Current Events group, which has met continuously each week for more than 25 years, was meeting online on Zoom. Library staff trained volunteer facilitators and assisted multiple small groups of

participants to join practice sessions. All but one of our recurring library programs transitioned online follow our success with Current Events and participants became more familiar with zooming, attendance has been similar or better than our in-person programs.

Reading Room and Computer Room Reconfigured for Patron Safety

To support customer safety, the Reading Room and Computer Room were both reconfigured to allow customers to comfortably browse the collection and use computers in safety. Reading Room visitors can select items and use our shelf check station to scan and bag their choices. For

safety, all returns are made to our outdoor book drop.

Volunteers

Over 25 senior volunteers staff the Reading Room, instruct and coach classes, and facilitate discussion groups and programs. Library programs and classes offer a unique opportunity to many seniors to use their extensive knowledge and skills to help other seniors. With COVID-19 restrictions, many of our volunteers have been unable to assist but are looking forward to resuming their duties.



Arlington Heights Nurses Club

The Arlington Heights Nurse's Club (AHNC) is a volunteer group of Registered Nurses who live or work in Arlington Heights, or who have offered to provide volunteer service to the club, regardless of his or her residence address. Our mission remains to continue to provide service, philanthropy, and educational opportunities to the Arlington Heights community. The AHNC takes great pride in focusing on community service. We sponsor two significant projects each year which include the operation of the Lending Closet and the awarding of yearly scholarships to student nurses currently enrolled in an accredited nursing program and who have successfully completed one semester of clinical studies. In addition, the

AHNC provides opportunities for continued education for our members as well as several social activities throughout the year. We remain dedicated to continuing our tradition of providing a welcomed community service, scholarships to nursing students and educational opportunities to our members.

At the conclusion of its 2020 year, the Nurses Club provided a total of seven scholarships to worthy student nurse recipients. The scholarships amounted to \$1500 each, thanks in part to a memorial donation by the families of former club member Beverly Tresnowski. Another award honored former member and the club's founder, Martha Jackson. These donations are given without restrictions by the families and are awarded after careful consideration by the Club's scholarship committee. Students receiving this year's scholarships attend Illinois Wesleyan University, Loyola University, UIC Rockford, DePaul University, Purdue University, and University of Evansville. All seven of the students are working to complete their bachelor's degrees. All the students are residents of Arlington Heights, which is an additional criterion they must meet in order to apply. The AHNC has received two individual family legacy donations for nursing scholarships in 2021.

To date these memorials total \$1765. Due to the pandemic, the Lending Closet loaned a total of 1,280 pieces of durable medical equipment to 780 clients during this past fiscal year, as compared to 2,868 in 2019 to 1,700 clients. COVID forced the Lending Closet to fully close in April, May, and December. Voicemail messages were retrieved remotely during closed months. The Lending Closet was able to reopen from June through early November. A new operating protocol was established. Service was provided by telephone reservation and a no-contact pick up and return policy was put in place. The Club gratefully

acknowledges the management services of Donna and Al Kunz, Sue Voss, and especially Peggy Vaughan, who in addition coordinates the volunteers who serve there. Additional thanks to Dodie Shields who manages the wheelchair inventory. Their often unheralded efforts are very much appreciated by the Club and by community members who consistently applaud the service that the lending closet provides.

Volunteers

The AHNC provides volunteer staffing for the lending closet, in conjunction with the Senior Center volunteers. This year a total of 27 volunteers from the Club provided 855 hours of service during the closet's hours of operation. These numbers show a decrease due to the pandemic. In addition to our club members, we are fortunate to enjoy the volunteer services of many of our members' spouses and grandchildren. Countless additional hours were spent behind the scenes cleaning and repairing the equipment, and coordinating frequent donations to other cooperating agencies.

Senior Center Partnership

The Arlington Heights Nurses Club is in a position to make and accept referrals to all of the service agencies located at the Senior Center. These include Escorted Transportation Service, Northwest Meals on Wheels and the Village of Arlington Heights Health Department Nursing Services. The Senior Center has generously recruited additional volunteers to work in the Lending Closet which has allowed the club to provide a total of 14 hours of service, covering six days per week. Due to the pandemic, the Lending closet hours decreased to Monday, 1 to 3 p.m. and Tuesday through Friday 10 a.m. to 12 p.m.

Budget

The AHNC does not currently operate under a formal budget. The Club operates entirely on a volunteer basis and fund our scholarship awards and maintain the equipment in the lending closet through donations made by the clients served. As was the case this past year, scholarship awards often come from direct donations from families in memory of their loved ones. The members pay minimal dues yearly which cover the cost of postage and other associated printing costs of newsletters and phone directory. The funds to occasionally supply refreshments and small stipends for program presenters at meetings. In addition, our Club carries a general liability insurance policy for the Lending Closet. Club membership dues and donations to the closet are used to pay the insurance premium.

Goals for the Coming Year

1. Continued cooperation with the Senior Center to maximize accessibility to, and increase awareness of the Lending Closet
2. Manage and evaluate the lending closet equipment and coordinate donations of extra equipment to cooperating agencies several times each year
3. Continue to apply for grant money from the Senior Center to replenish equipment for the lending closet
4. Continue efforts to increase membership
5. Continue to update member nursing skills and assist with community health programs when possible

6. Continue to provide educational opportunities, social diversions and an atmosphere of friendly collegial support to our members

-Paula Barnas, AHNC President, 2020-2021



Basic Overview

The Senior Recreation and Leisure Program is under the leadership of the Arlington Heights Park District, a Gold Medal award-winning district with multiple facilities and amenities. The Senior Program is one of many programs that make up the Park District.

The Park District is governed by an elected Board of Commissioners and managed by an Executive Director and Administrative Staff:

Carrie Fullerton, Executive Director

Mary Fran Leno, President

Timothy A. Gelinas, Vice President

Robert J. Nesvacil

Brian J. Owen

H. William Ploger

The Arlington Heights Park District Senior Programs are mostly held at the Senior Center. Superintendent of Recreation, Kristy McCann and Senior Center Coordinator

Linda Paxson manage the Park District Senior Leisure Recreation programs designed for the patron over 50 years of age.

Office/Gift Store and Staff: The Park District Office Staff consists of three Guest Services Representatives and one Facility Attendant (also responsible for nighttime assistance for instructors/students) that are responsible for registration and clerical duties for the daily operations of the Office/Gift Store. The Gift Store provides patrons the opportunity to purchase small gift items and greeting cards at very reasonable prices. Due to the financial impact the COVID-19 pandemic had on the Park District, three positions were eliminated from the Senior Program.

Park District Office/Gift Store hours are -Monday through Friday, 8:30 a.m. to 3:30 p.m. Due to the pandemic, Saturday hours have been eliminated and hope to be brought back in the Fall of 2020.

Arlington Classic Tour Club (one-day and extended tours): Membership for the Tour Club has been approximately 500 members. There are normally 60 one-day motor coach tours offered throughout the year. In 2020, the year of the COVID-19 pandemic, one-day and extended tours were cancelled as of March 2020, when all Senior Program classes and tours were suspended due to Illinois Department of Public Health (IDPH) restrictions.

Three one-day tours were taken out in October as the region was put into a different mitigation phase and then was suspended again in November 2020. We hope to restart the Tour Program again in the summer of 2021. The Tour Program was under the supervision of the Senior Center

Coordinator and tours were escorted by the Tour Escort, Sharon Rybarczyk, with tours planned by both staff members.

Arlington Athletic Club (AAC): The Park District offers a small athletic club located in the Senior Center offering 18 pieces of equipment and a weight station. AAC has a membership base of approximately 120 members. Due to COVID-19 mitigations, the AAC was closed from March until the end of June. In July, in order to follow the guidelines of the IDPH, machines had to be limited and members had to make reservations as opposed to "dropping in" to use the AAC. The Park District Staff set-up one hour slots with sanitizing the athletic equipment between each hour. To accommodate the member requests for more opportunity to work out, staff changed the reservation slots to 45 minutes with 15 minutes to sanitize the equipment, all still being within the social distancing guidelines.

Wood Shop: The Wood Shop offers a membership for patrons to use the club daily or multiple times in a six-month period by offering a daily rate or membership rates to patrons once they are certified. Due to the COVID-19 pandemic, the Wood Shop was closed from March to August 2020, but opened up again in September 2020. To abide by the social distancing mitigations in place by the IDPH, Wood Shop members had to make reservations to use the club, which was run by the Wood Shop Coordinator. All volunteer positions for the Wood Shop have been eliminated. The Wood Shop also offers beginning and intermediate Wood Working Classes which

will pick up again in Winter of 2021.

Classes: The Senior Program offers several categories of classes including Fun & Fit, Art, Yoga, Dance (with two drop-in Dance Programs), Crafts (Machine Quilting, Hand Sewn Quilting and Crochet), Games (Bridge and Canasta), Pickleball and Special Events (including luncheons off site and seminars). The Senior Program Coordinator was working on offering more evening classes at the Senior Center in 2020, then COVID-19 hit and all daytime and evening classes were suspended from late March 2020 to August 2020. Both daytime and evening classes were offered in the Fall I and II Sessions with only daytime classes being held. In the Summer of 2021, there are plans to go back to offering a regular evening and Saturday class schedule as well as daytime.

Class participation from January 2020 to March 2020 and then July 2020 to December 2020 was approximately 5000. The Senior Program's operating budget for 2020-2021 is approximately \$490,650.

The Park District participated in a cooperative program called "Memory Cafe" with the Village of Arlington Heights, Arlington Heights Library and Catholic Charities. Memory Café was created as a social gathering for persons suffering with dementia and their caregivers offering social time and different group activities. After March 2020 when the pandemic really started to take over, cafes were being held virtually and not in-person. A Memory Café would start off with a continental breakfast, social activity, main activity and end with a boxed lunch. This program was a big hit and many times, had wait lists.

Summary of Accomplishments: The Arlington Heights Park District Senior Program was one of the first Illinois park district senior programs to offer classes/services during the 2020 pandemic when it re-opened on July 6. Participants were happy to know that the park district was in compliance with the State of Illinois and IDPH guidelines including sanitizing of common areas and fitness equipment as well as social distancing and wearing face coverings while they were in the Senior Center. Unlike other Senior Programs/Centers, AHPD participants were happy to know that there was an opportunity for them to decide if they wanted to participate in a group setting. A second BeMoved Dance was offered to patrons due to popular demand and the Fun & Fit Program offered additional days to accommodate patrons' requests.

Senior Center Partnership: The Senior Center houses 8 agencies, the Arlington Heights Park District being one of them. The Park District considers itself part of a team of professionals that collaborate to meet the various needs of the community by specializing in quality and affordable leisure and recreation activities.

Next Year's Goals:

- ◆ To resume offering evening/Saturday classes to engage with the working senior who cannot necessarily participate in daytime classes.
- ◆ To work with other Senior Center agencies in offering quality programming for active adults.
- ◆ To offer quality programs/classes which fit seniors' budgets.

Senior Social Services



Mission statement

Senior Services – Our mission is based on the foundation of individual dignity, quality of life, self-determination, and personal choice.

Activities completed by the organization

Catholic Charities Northwest Senior Services (CCNW) provides supportive services to assist seniors in maintaining their independence in the community in a safe and functional manner for as long as possible, along with supporting their caregivers. Catholic Charities provides services in Wheeling, Barrington, Hanover, and Palatine Townships.

A comprehensive in-home assessment is completed by a professional care coordinator to assess physical, emotional, cognitive, social and financial needs, discuss alternatives, and develop a plan of care. These services include:

Aging and Disability Resource Network

(ADRN) – Entry point for new callers. Provides Information and Assistance, Options Counseling provides additional assistance in making informed long-term support choices; Senior Health Assistance Program (SHAP) assists in identifying and linking to pharmaceutical programs; and Senior Health Insurance Program (SHIP) objectively



(left to right: Angela Murphy, Linda Paxson, Carolyn Butz, Sharon Rybarczyk)



Fun & Fit Class during pandemic with social distancing guidelines due to IDPH guidelines.

- ♦ To launch a new division of the Arlington Classic Tour Club named Fork n' Cork. This dining experience which will hopefully attract those who don't like to eat alone; those who would never drive themselves to other than carry-out establishments; and simply those who want to try different culinary experiences.



(Arlington Classic Tour Club at Windy City Live February 2020)

counseling on problems and questions with Medicare, supplemental insurance, managed care organizations, and long-term care insurance.

Adult Protective Services – Investigates allegations of abuse, neglect, and exploitation and initiates interventions for seniors 60 years and older, and adults with disabilities, ages 18-59 years of age.

Choices for Care – Assessment to review choices for long-term care, including community-based services and nursing home care, if needed.

Comprehensive Care Coordination – Comprehensive in-home, when post-COVID-19 allows, assessment when post Covid-19 allows to identify needs, discuss alternatives, develop, and monitor a plan of care. Supportive services can include Community Care Program (homemaker, adult day services, emergency home response systems, automated medication dispensers); Home Delivered Meals, Chore, and information about other supportive care options.

Family Caregiver Program – Educational classes, support groups, one-on-one supportive counseling, Memory Café, and respite for caregivers. Also includes a Relatives Raising Children component.

Senior Medicare Patrol – Presentations on healthcare fraud prevention.

Accomplishments of the organization during the year

What a year! Universal words throughout the world in describing 2020. Catholic Charities Northwest rose to the occasion in adjusting how we worked and how to help fulfill the additional needs the pandemic brought to

older adults and their caregivers. In March, AgeOptions led the way with implementing programs and additional grants to meet the new needs related to COVID-19, while at the same time continuing to provide our ongoing services. In the early months of the pandemic Catholic Charities sought out needed items such as masks, gloves, toilet paper, and prepared bags with these “PPE’s” to distribute to those in need. Catholic Charities continued to assess clients for services, although via phone, rather than home visits, as was implemented throughout the state in effort to keep everyone as safe as possible.

Due to these changes, Catholic Charities also moved Caregiver Program services to a virtual mode, allowing for continued support to caregivers during this time. The Caregiver Program provided services to 215 caregivers in FY20.

Adult Protectives Services continued to protect those most vulnerable. In FY20, they worked with 395 victims or alleged victims of abuse, neglect, or exploitation.

The Choices for Care program assessed 2,880 individuals prior to nursing home placement whether for a short-term rehabilitation stay or possible long-term placement.

The Aging and Disability Resource Network team provided services to 8,354 individuals.

Assessments for in-home services were completed for 3,400 older adults to provide supportive services for them to remain in their home for as long as possible.

Throughout all services, Catholic Charities Northwest provided services to 13,000 older adults or their caregivers in FY20.

Stories and changes in the lives of the constituents

Throughout the COVID-19 pandemic, many seniors who have never previously had involvement with Catholic Charities Northwest or any of the community services provided to older adults reached out for assistance with dire financial situations. The ADRN team works within the guidelines of ADRN as well as with the added assistance of an Illinois Department on Aging COVID-19 related program to help these clients stay safe as well as offer a beacon of hope and support during a very difficult time.

Recently, an elderly couple who were both former educators reached out to ADRN for financial assistance. They had truly fallen on hard times, made worse by COVID-19, as they were high risk and unable to work. The wife told the ADRN worker that this was the first time she and her husband had ever had to turn to social services for assistance in their lives and that in happier times that they had given to charities. The ADRN worker made the client feel comfortable and worked through the client's shame in using social services.

Through conversations with the ADRN worker, the client was educated about existing social services to address their needs. After providing assistance with existing resources, the ADRN worker was able to access additional financial assistance with approval from the Illinois Department on Aging through the COVID-19 program. The client's water was in danger of being shut off, which would have made it very difficult for her and her husband to stay in their home. Through the assistance of Catholic Charities, a one-time request was approved to assist with the outstanding water bill. The client was so appreciative that she and her husband could have this assistance and remarked that she was grateful she lived in Illinois where this program was available.

A call of concern was received about an older adult who was allegedly being financially exploited by her daughter-in-law/Power of Attorney. The daughter-in-law had stopped paying the nursing facility the older adult was residing in and stopped returning anyone's calls, including Adult Protective Services (APS). The older adult was not able to make her own decisions due to capacity issues and required twenty-four-hour care. The facility was planning to evict the older adult and discharge her to the daughter-in-law's home without any agreement of acceptance from the daughter-in-law. APS proceeded in the older adult's best interest and informed the facility of the safety concerns and risks associated with the older adult being evicted, but the facility was adamant about discharging her. APS worked towards applying for Medicaid benefits on the older adult's behalf and coordinated with two local law enforcement agencies in the event the older adult was discharged without a safe care plan. After several attempts, the APS caseworker made contact with the daughter-in-law who stated she told the facility she was unable to care for the older adult.

As a result of APS coordinating with law enforcement, a legal representative for the local police department reached out to the nursing facility and told the facility the older adult could not legally live with the daughter-in-law. APS began to gain cooperation from the nursing facility and, because of APS' persistent advocacy on behalf of the older adult, the older adult was not discharged from the nursing facility and the facility petitioned for guardianship on the older adult's behalf.

provided by the APS Provider Agencies can lead to positive outcomes and ensure the safety of older adults in our communities."

Catholic Charities Northwest Senior Services is funded by AgeOptions, Arlington Heights Senior Center, Inc., Barrington Township, Hanover Township Mental Health Board, Illinois Department on Aging, Northwest Community Healthcare, Palatine Township, Wheeling Township, and Client and General Donations

This is an APS success story that truly highlights the importance of community collaboration and how persistence and quality advocacy

GUNDERSON, CYNTHIA, MS, LSW, DEPARTMENT DIRECTOR

CASEY FARRELL, MSW, PROGRAM DIRECTOR

ANDERSON, SHARON, BSW ----- CHOICES FOR CARE CASE
MANAGER

ANGAROLA, CINDY, BSW ----- INTAKE (Aging & Disability
Resource Network/ADRN)

BERKUT, ANNA, BS ----- CARE COORDINATOR

BLUME, MARY, BS ----- INTAKE (Aging & Disability
Resource Network/ADRN)

BOHLI-MITCHELL, DEBRA, MS ----- SUPERVISOR

CHORATH, JASMINE, MSW, LCSW ----- CAREGIVER SPECIALIST

COLLAZO, FRANK ----- BILLING SYSTEMS COORDI-
NATOR

DIAZ, ALEXA, MSW ----- ADULT PROTECTIVE SERVICES

FARRELL, CASEY, MSW ----- SUPERVISOR ADULT PROTEC-
TIVE SERVICES

KOCINSKI, RAE, BS ----- CARE COORDINATOR

KWASNY, MARY, MSW ----- CARE COORDINATOR

LEUZZI, PAUL, BA ----- ADULT PROTECTIVE SERVICES

LUNDQUIST, ALICE, MSW ----- INTAKE (ADRN), SENIOR MEDI-
CARE PATROL (SMP)

MARYANCHIK, YELENA, PhD ----- CARE COORDINATOR SPE-
CIALIST

MERCADO, ERIN, MSW ----- CAREGIVER SPECIALIST

MISERENDINO RICKI, MA, LPC ----- SUPERVISOR

PAUDYA, BINUJA, MSW ----- CARE COORDINATOR SPE-
CIALIST

PEARSON, JERILYNN, BS ----- CHOICES FOR CARE CASE
MANAGER SPECIALIST

ROLNICKI, VIOLETTE, MSW, LSW ----- CARE COORDINATOR SPE-
CIALIST

ROMANOVA, LIDIYA, MS ----- CHOICES FOR CARE CASE
MANAGER SPECIALIST

SBARBORO, JILL, MSW ----- SUPERVISOR

SHAFRAN, LILLIE, MA ----- CARE COORDINATOR
SPECIALIST

SINGH, CHARLOTTE ----- SUPPORT/CASE AIDE

STUEFEN, EMMA, MSW ----- ADULT PROTECTIVE SERVICES

SULIMA, OLGA, BA ----- CARE COORDINATOR

WILSON, MARY E. ----- CASE AIDE / PARAPROFES-
SIONAL (CAP)

ZAYTSEV, RACHEL, BA ----- CARE COORDINATOR



CONGREGATE DINING & HOME DELIVERY MEAL PROGRAMS

Sally Blount, President and CEO

Diane Nunley, Intermittent Vice President

Donna Schultz, Director of Nutrition Program
Operations Congregate Meals for Seniors.

James Tobin, Nutrition Programs Manager
Congregate Meals for Seniors

Jeffrey Anderson, driver.

Rodney Nielsen

Mission statement

Catholic Charities fulfills the Church's role in
the mission of charity to anyone in need by

providing compassionate, competent and professional services that strengthen and support the individuals, families and communities based on the value and dignity of human life.

Activities completed by Catholic Charities

Catholic Charities provided congregate meals to patrons at the Arlington Heights Senior Center. This meal is available to any person over the age of 60. A patron must complete an AgeOptions intake form to receive a meal. The home delivered meal program also serves approximately 165 clients from this senior center location.

The food is delivered from our central kitchen located at St. Casimir's on the south side of Chicago. Prior to the coronavirus pandemic, Catholic Charities provided a warm meal consisting of an entrée, vegetables, fruit, bread and milk. Due to the coronavirus, the procedures changed. In late March of 2020, we switched from warm meals to frozen meals which consisted of an entrée, vegetables, bread, milk and fresh fruit. A staff nutritionist formulated the meals which are geared towards senior citizens.

Prior to late March 20, 2020, a congregate dinner picked up a warm meal between 11:30 am and 12:30 pm, Monday through Friday, in the Arlington Heights Senior Center. Volunteers collected their donation, if any, and provided them the meal and utensils to eat in the Silver Spoon dining area. Catholic Charities through its volunteers offered the patrons coffee and tea with their meal. Usually, a regular group of patrons gathered almost every day to eat and socialize. They also celebrate birthdays and other events together. The delivery of the congregate meals to our patrons was very reliant on selfless and devoted volunteers. The volunteers were very friendly and looked after the patrons. This created a warm,

welcoming environment for our patrons.



After March 20, 2020, Catholic Charities due to coronavirus pandemic altered when and how congregate diners secured meals. Seniors picked up meals between 11:30 a.m. to 12:30 p.m. on Tuesdays and Thursdays. The seniors received three (3) meals on Tuesdays and two (2) meals on Thursdays. During the spring of 2020, the seniors also received numerous boxes of dry food to ensure each individual had sufficient food supplies. Initially, the pick up occurred at the front entrance of the Senior Center, but subsequently was moved to the dock located at the rear of the Senior Center. A patron pulled their car up to the loading dock and was met by a Catholic Charities' employee who provided them their meals. This pick up service continued throughout 2020.

Catholic Charities also distributed meals to homebound clients. Catholic Charities' home delivery meal program success relied on the courage and generosity of the volunteer drivers who not only provide their time, but also empathy, compassion, and humor to clients. This visit provided an opportunity for a daily wellness check of the homebound client. If a client did not answer the door, a Catholic Charities' employee or the volunteer driver called the client and the client's emergency contact to ensure the

client was safe or to alert the emergency contact that there was no response

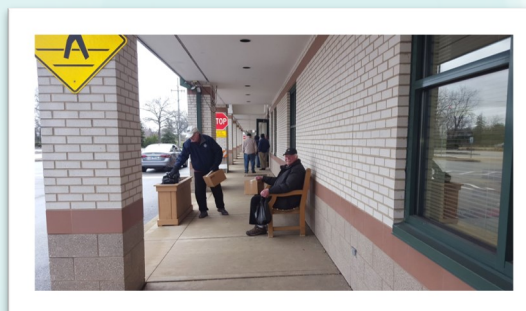
During January, February and the first part of March of 2020, home delivery clients received warm meals five days a week. After the coronavirus pandemic began, Catholic Charities switched to providing frozen meals along with milk some fresh fruit. Initially, Catholic Charities also pivoted its delivery to homebound client to only two days a week with the homebound client receiving three frozen meals on Tuesdays and two frozen meals on Thursdays. Catholic Charities was fortunate to have a dedicated cadre of volunteers willing to take on the risks associated with COVID-19 and delivered the meals to our clients. Catholic Charities limited physical contact with our volunteers, maintained social distancing and restricted volunteers' access to the Senior Center. Volunteers received masks, gloves and hand sanitizers for their deliveries and followed the proper guidelines to ensure a safe delivery to the homebound clients. Meals were placed in bags to maintain social distancing during delivery. When delivering to a client, volunteers or Catholic Charities' employees placed the bag containing the meals on a client's door handle, knocked on the door or rang the doorbell, stepped back at least six feet and waited for the client to answer the door. Frequently, the deliveries also included boxes of dry food to ensure the homebound clients had sufficient food. In August of 2020, Catholic Charities expanded its delivery schedule to four days a week or Tuesday through Friday. This was accomplished by a return of many volunteers who continued to serve our clients. Again, we maintained the same procedures to safely deliver meals to our clients.

Accomplishments

2020 was a challenging year. It necessitated changes to methods of providing food to

seniors and required an emphasis on flexibility. During the first few months of the pandemic, the food service received a number of emergency calls for immediate assistance or provision of meals to seniors without any or limited amounts of food. Also received a number of calls by seniors asking how to get meals or food. The agency always had sufficient resources to meet the needs of the individual, whether the person was homebound or able to come to the Senior Center to pick up food. No senior went hungry.

In 2020, Catholic Charities served 7544 meals to congregate diners and seniors who picked up frozen meals at the Arlington Heights Senior Center. This was a slight increase in the number of meals served over 2019. During the summer and fall of 2020, the number of seniors stopping by to pick up meals decreased. The agency is adding two to four clients a month, but we have a consistent group of patrons who pick up on Tuesdays and Thursdays.



The volunteer drivers and employees delivered 63,315 meals to our homebound clients or a 25% increase in the number of meals. From March until June of 2020, there was a surge or a twenty-five percent increase of home delivery clients. The number of clients abated during the summer of 2020 with some dropping the program, but new clients were added at a higher rate than in 2019.

Impact

The home delivery program was a success.

The agency contacted all the homebound clients about changes to delivery dates and times in late March of 2020. After March 20, 2020, not a single delivery day was missed in 2020. The volunteers and employees strictly followed the health guidelines for COVID-19 to avoid any physical contact with homebound clients. With the boxes of dry food, homebound clients had sufficient food to meet their needs and could remain safely in their home. The volunteers were very friendly, talked with the clients while maintaining social distancing, and looked after the homebound clients. The visits sometimes were the only contact the seniors had with the outside world. The agency was blessed with some volunteers making cards for holidays which we delivered to patrons with their meals. The cards, the warmth of the volunteers, and the deliveries, besides providing nourishment, gave clients a strong indication that there were people thinking about them and their well-being.

A major success of the program was that volunteers came out of the woodwork. With the great assistance of Sharon Swanson, a number of volunteer drivers were added. When the COVID-19 pandemic started, a number of volunteer drivers dropped out of delivering food. Sharon Swanson directly provided leads to two drivers who became a part of our cadre of dedicated individuals who delivered meals to clients every Tuesday and Thursday during the months of March, April, May, June and July. The agency is very fortunate to have one volunteer drive from Glencoe to Arlington Heights each Tuesday and Thursday during March and April until he went back to work. These drivers not only delivered, but they were burdened with boxes of dry goods and up to three meals to deliver to clients along with an increased amount of clients. They did this selflessly and the constant refrain from the volunteers was, "Just let me know if there is anything else I can do." There was not missed delivery day from late March until

August. The agency also had an influx of returning volunteers when the delivery schedule opened up in August of 2020. These volunteers met the definition of the word "essential."

The congregate dining program was able to provide available food alternatives to a number of seniors. Once the pandemic began in earnest, a number of older adults called seeking food. They were given the proper referral to begin home delivery or were advised on how to pick up meals on Tuesdays and Thursdays. Some people told us that their children or family could not provide them with food due to COVID-19 issues. This program provided a safe manner for older adults to secure meals during these difficult times.



Board of Directors

Cynthia Starz – President
Stephen Kohler – Vice President
Tom Grana – Secretary
Jenny Tanquary – Treasurer
Patricia Carrera (elected in 2021)
Patricia Champion
Traci Grever
Rafal Piontkowski
Andy Schmitz

Emeritus Board

Gloria Amling

Phil Pick

Staff

Dallas Ann Tomlin, Executive Director

Anne Wall, Associate Executive Director

Amy Gall, Director, Program & Operations

Mission Statement

Allowing senior citizens to age in place with dignity, ETS provides accompanied rides to medical appointments

About Us

ETS is a volunteer-based program that provides escorted transportation for seniors to and from their medical/dental appointments. Volunteer drivers are recruited, interviewed, screened, and trained. The volunteers pick the passenger up at their home, drive them to their appointment, wait for the passenger and then drive them back home. They use their own car (and gas!) to provide this much needed service. ETSNW is so thankful for amazing volunteers.

In order to be eligible for the program, passengers must be 60+ years old, live within the defined territory and be able to get themselves in and out of the car without assistance. Volunteers are willing to fold and place walkers in the car, but they are neither trained -- nor allowed -- to physically transfer a passenger from wheelchair to car (or from car to wheelchair). This is for the safety of both individuals. If a passenger can no longer get in and out of a car unaided, they are referred to other services that provide wheelchair- accessible rides.

Passengers must complete an application prior to acceptance of their requests for rides. Our geographic boundaries are from Lake Cook Rd (N) to Biesterfield Rd (S) and from Barrington Rd (W) to Greenwood Ave (E) – a 160 sq. mile area. Five major medical

centers are included in those boundaries: North Shore Glenbrook Hospital, Northwest Community, Lutheran General, Alexian Brothers and St. Alexius. We request a \$15 donation for each round-trip within our borders (\$7.50 for one-way rides), however do not turn away any passenger for their inability to donate.

VALUE TO THE COMMUNITY

One-way rides - **1487**

Rides since 2006 – **33,128**

Volunteer Hours – **4200**

Estimated value of volunteer hours - **\$117,600**

OUR PASSENGERS

Applications sent - **90**

New passengers - **33**

Total passengers on our roster - **456**

Individual seniors served in 2020 - **193**

OUR VOLUNTEERS

New drivers - **10**

Total active drivers - **86**

Support Staff - **2**

Board of Directors - **10**

ADDITIONAL SERVICES DURING COVID

We turned to caring for the mental and emotional health of our clients, who were experiencing a range of emotions from fear and worry to loneliness and isolation. We started and are continuing to make friendly calls and send notes to our clients to let them know we care about them.

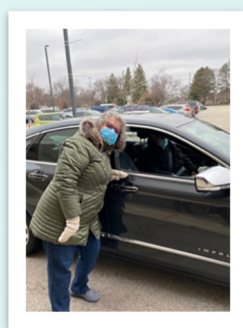
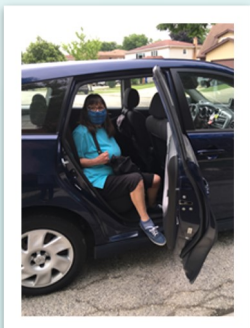
The Challenges (and Opportunities) of 2020

2020 was certainly difficult. The pandemic greatly impacted our program. Rides were suspended for 3 months due to the statewide Stay at Home order, had limited volunteers available for rides upon resumption of service and saw program income decline by almost 60% compared to the previous year.

Despite all the difficulties, there have been some clear opportunities. This year has created:

- An opportunity to connect with our passengers and volunteers on a deeper level through friendly calls and notes.
- An opportunity to reassess our program and services to make sure we continue to meet the needs of older adults in our community.
- An opportunity to create new processes and practices to streamline our program to better serve our passengers.

Our organization's ability to pivot during the pandemic in order to continue to care for our passengers by taking care of their mental health and lessening their fears, worries and sense of isolation is something we are particularly proud of. Both volunteers and staff jumped at the chance to be able to reach out and connect with our clients in a meaningful way.



What Our Passengers Have to Say

"Your service is a lifesaver." – Jerome

"Thank you for the wonderful and devoted drivers and your excellent service that you provide to me and other seniors during this difficult time." -- Susan

"I have never met a group of volunteers more helpful - courteous – safe driving and dedicated to making our life better. I can only say Thank You." – Beth

"Everyone I have talked to have been so nice. They all deserve an A+. I would recommend them to anyone who needs this type of service. Thank you, ETS, for all that you do. We don't say it often, but we do appreciate all you do." – John

"Please tell all the volunteers who have driven me how much I enjoyed them as individuals. I can't remember the lady who helped me with [another passenger]. Was exceptional and very helpful." – Sherry

"I very pleased and grateful to have ETS just a phone call away. My family is so appreciative of the service you provide." – Judy

Volunteers

We are so thankful for our amazing volunteers who offer rides to those in need on a daily basis. **But what they do is so much more than a ride.** They treat our passengers like family and offer companionship, connection, caring, and kindness. During the pandemic and to ease our passengers' sense of isolation, our volunteers reached out with friendly calls and notes. Our volunteers routinely ask, "What can we do to

help?" We would not do what we do without them. Thank you.

PLEASE CONSIDER BECOMING A VOLUNTEER DRIVER WITH US (Or tell friends and family who might be interested!)

ETS is always looking for new drivers. We are rapidly adding new passengers and need to increase the number of volunteer drivers to meet the increased demand. Our online ride scheduling program allows volunteers to set their own schedule by picking the rides that work for them. We would love to include new drivers on our ETS volunteer team.



Senior Center Partnership

The Senior Center is the perfect home for ETS. All of our clients are seniors, and most of our volunteers are seniors. Many new clients and a few volunteers have found us by reading the Senior Center Newsletter. We interface with Catholic Charities, the Village Nurses, and the Lending Closet, most often by accepting referrals for our service. We have also been able to refer some of our clients to services here at the Senior Center, like the SHIP program, the Arlington Heights Memorial Library, Meals on Wheels, and the Lending Closet, as well as various Village and Township services.

Thank You

In addition to our many volunteers, ETS would like to thank the following for their ongoing support of our organization:

Wheeling Township, Arlington Heights Senior Center, INC., The Webb Foundation, Arlington Heights Community Development Block Grant, Elk Grove Township, ITN America, Lu-

ther Village Spiritual Enrichment Foundation, Northwest Community Hospital Foundation, Palatine Township, RRF Foundation for Aging, Schaumburg Township, St. James Catholic Church, Congregational United Church of Christ, Drost, Kivlahan, McMahon & O'Connor, Grace Evangelical Lutheran, Homestead (Elk Gove Village), Homestead Foundation, Illinois Tool Works, Lawrence Screw Products, Northwest Speech & Hearing, Rotary Club of Palatine, Rotary Club of Wheeling, The Moorings of Arlington Heights, Village Bank & Trust, Zurich

We would also like to thank the many individuals who donated to ETS in 2020. Your generosity is greatly appreciated.



Northwest Community Healthcare Board of Directors

Craig E. Christell

Jay S. Cowen, MD

Guy W. Eisenhuth

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Marla F. Glabe

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Michael D. Levon

Thomas P. MacCarthy

Stephen O. Scogna

Mary R. Sheahan
Kenneth A. Spero, MD
Thomas G. Wischhusen
Catherine M. Wood, MD

Mission Statement

We exist to improve the health of the communities we serve and to meet individuals' healthcare needs.

Activities, Purpose and Accomplishments

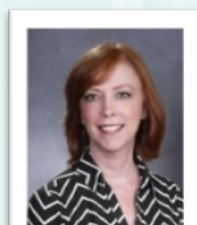
Northwest Community Healthcare, part of NorthShore University HealthSystem (NorthShore) is a not-for-profit organization serving people with diverse economic backgrounds, varied cultures and those with special needs. Community isn't just part of our name, it's at the core of our organization and woven in our mission.

We provide the senior center visitors with a variety of free health and wellness programs to keep them healthy and enrich their lives. We offer free health screenings so they can keep track of their health and we provide referrals when needed.

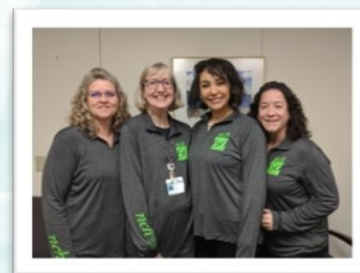
During the timeframe of this report (January 1, 2020 through December 31, 2020) NCH provided a variety of programs at the Senior Center.



Rose Jensen,
Community Nurse,
MSM, MSN, RN



Maureen Centeno,
Senior Services
Specialist, M.A.



Diabetes Education Team, from left to right:
Robin Judd, Ann Knipp (Dietitian), Victoria
Lozano, RN, and Melissa Ptak, RN.

Ask the Professional

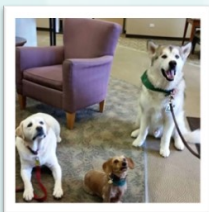
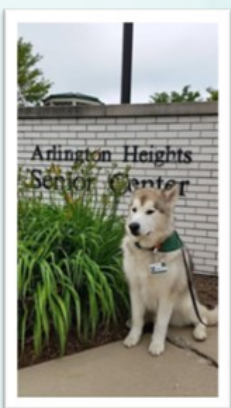
In 2020, our Ask-the-Nurse program staffed an NCH nurse on site or via phone and email Tuesdays between 10 a.m. to 1:00 p.m. for patrons to consult regarding their healthcare questions. This year included answering a lot of questions about Covid-19 symptoms, treatment and testing as well as vaccine safety. Our Senior Services Specialist was on site once a week the first three months of the year as a trained Senior Health Insurance Program Counselor and available to patrons to assist with their Medicare questions and options. Starting in April she was available to the AHSC patrons by phone and email, as well as in-person at the hospital for those finding the need for this type of contact for learning purposes.

Lectures

We continued our free lecture series designed to promote health and wellness and to provide education to senior center patrons through March. Healthcare staff from several departments at NCH provided lectures on topics such as innovations in rehabilitation technology and the importance of proper balance to prevent falls and exercises to help reduce your risk.

Support Groups, Classes and More

In 2020 we hosted monthly in-person Diabetes and Parkinson's support groups when able to do so following safety guidelines and recommendations. The groups were kept smaller to keep it safe while allowing for the participants who desired in-person programming to continue enjoying that. Additionally, we had a Diabetes educational class, and a Healthy Eating and Cooking class. Our Community Nurse hosted a free Coffee and Conversation session once a month where patrons could learn about different health and wellness topics, such as nutritional changes needed as we age, and lifestyle changes to help achieve ideal cardiovascular health. Participants are always encouraged to ask questions and socialize. We also brought in our Animal-Assisted Therapy dogs and their handlers to provide the seniors with a lot of love and attention through March. The dogs are eager to get back to the senior center when it is safe for them and their handlers. They miss the seniors more than ever!



Not pictured, Our Physical Therapy Department which oversees the Parkinson's Support Group, the Walkers' Club, and the Fall Risk Clinics. Led by Theresa Even, Physical Rehab Services Manager PT, DPT, ATC.

Seema Ganjawalla, PT, leads the monthly Parkinson's Support group.

Joy Dempster and Raquel (Rocky) Bielawski lead the Walkers' Club.

Lectures are delivered by various healthcare staff from the hospital.

Our Animal Assisted Therapy program is led by Kathy King. We love our therapy dogs like staff!

Walker's Club

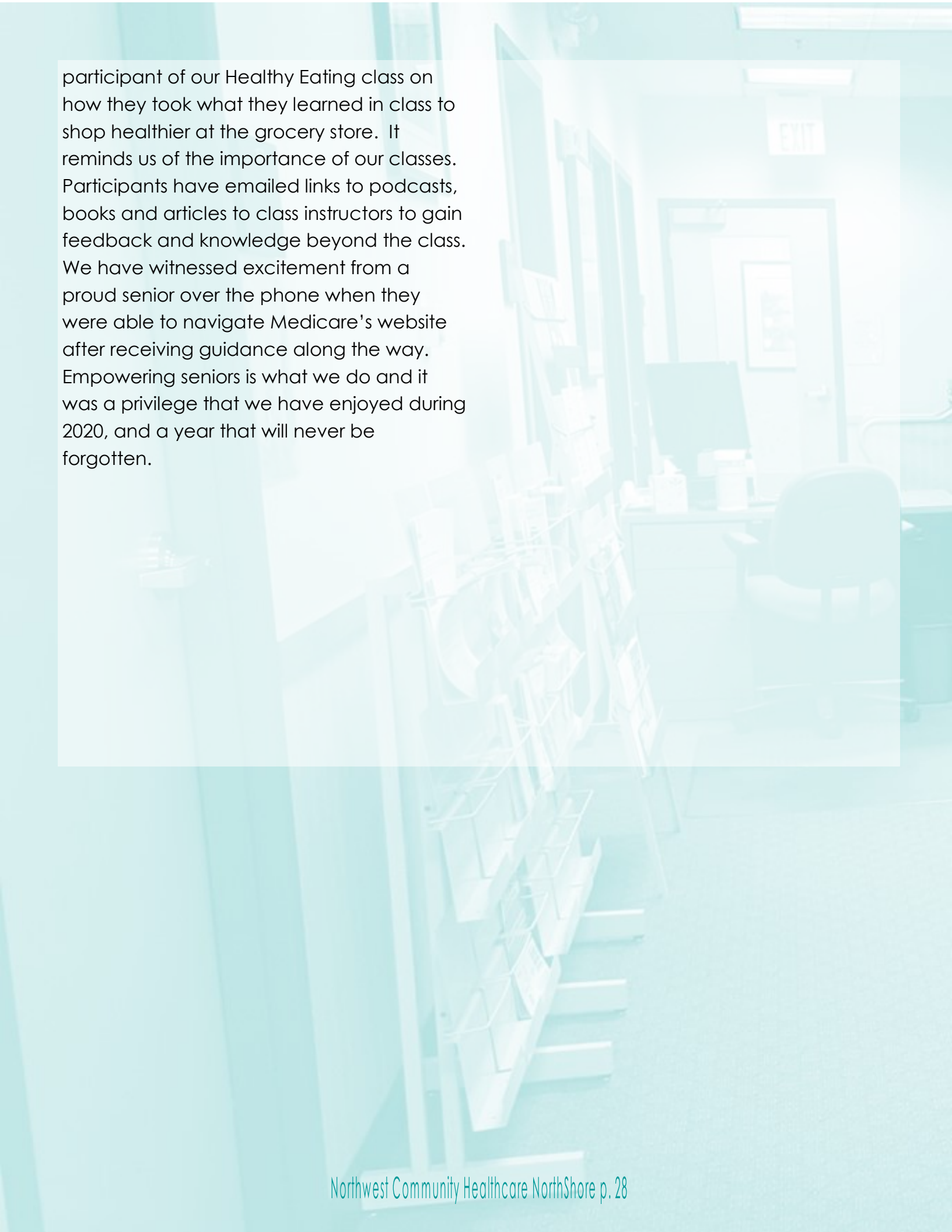
The Walkers' Club encouraged senior center members to stay active and healthy by taking advantage of the specially-designed, indoor walking track when it was available up until March. Membership in the club is free and the activities are overseen by NCH's Physical Rehabilitation Services department. The club met twice monthly on Fridays until unable to do so in-person.



Walker's Club Members

Final note

It has been an honor, a privilege, and a challenge to assist our seniors at the Arlington Heights Senior Center in 2020 during a pandemic. What a year! Northwest Community Hospital had one of the first cases of COVID-19 in February 2020. We had the third and fourth person diagnosed in all of Illinois. We immediately had to adjust to a new normal and persevere just as the seniors and everyone else. We are proud of the programming that was adjusted and continued at the senior center. We recognize that no act is too small that can produce profound impact. Nurse Rose would spend time on the phone on a regular basis with seniors who had questions, were scared, and alone. She recognized the meaning and impact to the seniors. We enjoyed hearing stories from a regular



participant of our Healthy Eating class on how they took what they learned in class to shop healthier at the grocery store. It reminds us of the importance of our classes. Participants have emailed links to podcasts, books and articles to class instructors to gain feedback and knowledge beyond the class. We have witnessed excitement from a proud senior over the phone when they were able to navigate Medicare's website after receiving guidance along the way. Empowering seniors is what we do and it was a privilege that we have enjoyed during 2020, and a year that will never be forgotten.

ARLINGTON HEIGHTS SENIOR CENTER, INC., OUR BENEFACTORS

Scope of Services

Arlington Heights Senior Center, Inc. operates as a not-for-profit corporation for the purpose of serving as a fund raising body to broaden the economic foundation of the Arlington Heights Senior Center. The purpose is to enhance the effectiveness of the Senior Center services to the people of the community.

Key Accomplishments

Over the Past Year Arlington Heights Senior Center, Inc. continued with its vision committee. Due to the pandemic, the fundraising events were canceled. The website was revamped that is engaging and vibrant.

Review of Current and Anticipated Challenges

The 2020 Executive Committee consists of Steven Schultz, Acting President and Treasurer.

The Board of Directors consisted of Richard Chierico, Katie Fielmann, Roylene Galas, John Glueckert, Jr., Kelly Hutchison, Marie Lanza, Kristy McCann, Thomas McQuillan, Keith Piscitello, Diane Reier, Brian Reynolds, and Jo Segalla. Longtime board member, Jack Maldoon passed away. He was instrumental in the success of many fundraising events.

The current board is largely made up of professionals who work in the aging

industry or related fields. They bring their leadership, professionalism, community connections and expertise to the Board, but also have their own professional responsibilities.

New Initiatives and Potential Initiatives In addition to their visioning team, the Board has decided upon the following:

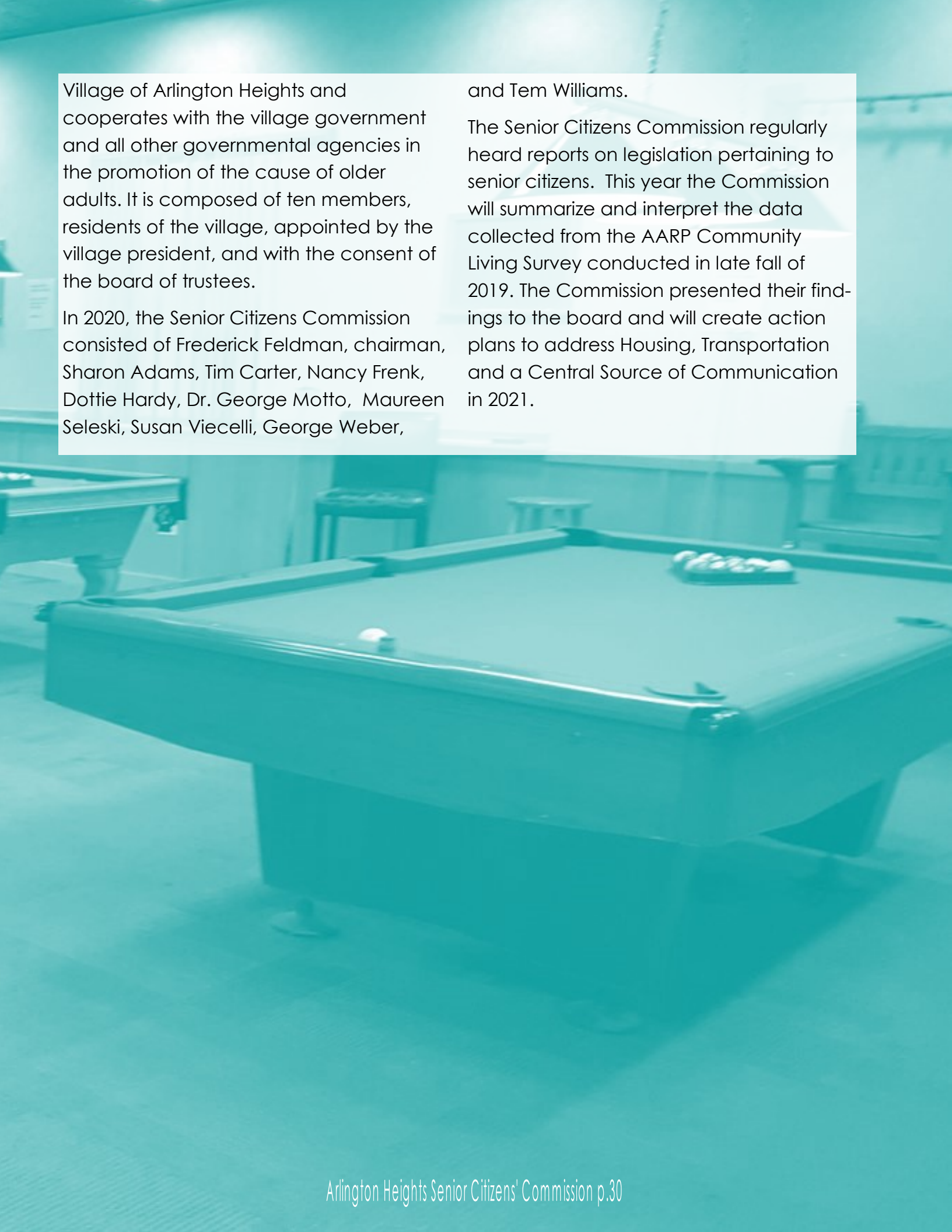
- Enhanced training and orientation for incoming board members
- Develop new fund raising venues

Financial Information:

Arlington Heights Senior Center, Inc. had a balance of \$182,673.73 at the close of the fiscal year on December 31, 2020. The organization awarded \$11,626.18 in funding requests for the year. Funding requests supported programs and events that were presented mostly in virtual formats.

Village of Arlington Heights and the Senior Citizens Commission

While the Senior Citizens Commission is not a part of the Senior Center, however, the commission and the Senior Center share so much of a common focus. The commission serves as an appointive, advisory body which promotes the needs and concerns of the senior citizens of the



Village of Arlington Heights and cooperates with the village government and all other governmental agencies in the promotion of the cause of older adults. It is composed of ten members, residents of the village, appointed by the village president, and with the consent of the board of trustees.

In 2020, the Senior Citizens Commission consisted of Frederick Feldman, chairman, Sharon Adams, Tim Carter, Nancy Frenk, Dottie Hardy, Dr. George Motto, Maureen Seleski, Susan Viecegli, George Weber,

and Tem Williams.

The Senior Citizens Commission regularly heard reports on legislation pertaining to senior citizens. This year the Commission will summarize and interpret the data collected from the AARP Community Living Survey conducted in late fall of 2019. The Commission presented their findings to the board and will create action plans to address Housing, Transportation and a Central Source of Communication in 2021.

	PROGRAM STATISTICS	2019	2020
Village of Arlington Heights- Senior Services	Senior Refuse Discount Applications	234	128
	Subsidized Taxi Passes-New	3	0
	Taxi Pass Ridership	60	0
	Taxi Pass Rides Provided	281	0
	RTA Senior Discount Travel Passes	147	27
	AARP Driver Safety Program	202	40
	Senior Health Insurance Program	497	356
	Rules of the Road	139	30
	Notarized Documents	32	8
	1st Free Movie	784	182
	Weekday Attendance	94589	35262
	Saturday Attendance	6149	1526
	Advisory Council Newcomers Tour	82	24
Volunteer Coordination	Volunteers Utilized	2539	1176
	Total Volunteer Hours	24392	9750
Village Nursing Services—Senior Center	Blood Pressure	1403	303
	Diabetic Screening	130	49
	Pulse Oximeter	1104	282
	Cholesterol Testing	49	23
Northwest Community Healthcare—onsite Senior Center Programs	Ask the Health Professional Program	74	46
	Ask the Health Professional Attendees	864	317
	Seminar, Lecture & Screening Programs	64	21
	Seminar, Lecture & Screening Attendees	1383	333
	Other (Support Groups, Walkers Club)	81	17
	Other Participants	1386	298
Arlington Heights Park District	Classes Held	2786	1025
	Total Participants	37424	11151
AH Nurses Club Lending Closet	Loans	1673	712
	Items	2811	1169
CCNW	New Cases	8835	6867
Arlington Heights Memorial Library	Class Attendance	302	170
	Classes Held	343	71
	Programs Held	176	104
	Program Attendance	4265	2017
	Circulation Total	17917	5113
	Reading Room Patrons	17319	3601
	Computer Lab Users	2831	580
Catholic Charities Community Development & Outreach Services - Nutrition	Total Meals Served	6966	7539
	New Congregate Participation	177	32
	Home Delivered Meals Served (WT)	25969	37251
	New Home Delivered Meals Clients	100	100
	Emergency Shelf Staple Meals	746	
	Home Delivered Meals Served (MT)	21903	25042
	Emergency Shelf Staple Meals	471	
	New Home Delivered Meals Clients	61	63
Escorted Transportation Services Northwest	Total Number of Clients Served	1283	467
	Number of New Clients	113	33
	Number of Rides Provided	4142	1487
	Number of Volunteers *Duplicated	815	306



CENTER