

### About the Good Grief Center (GGC)

The Good Grief Center for Bereavement Support, a new division of Ursuline Senior Services, is the region's first and only comprehensive center dedicated exclusively to bereavement support of all ages. Its service area spans Western Pennsylvania—as well as any part of the English-speaking world over the phone and through its website, [www.goodgriefcenter.com](http://www.goodgriefcenter.com). Its mission is to be a comprehensive bereavement resource and referral center that builds a more compassionate community through grief awareness, education, support and hope; creating a safe place where all who have experienced the pain of death may come to work through loss and learn to manage grief.



The Good Grief Center supports individuals and families as they work through the grieving process by providing free services that include compassionate

### Ursuline Senior Services, Good Grief Center Merge October 1

Nonprofit organizations Ursuline Senior Services and the Good Grief Center for Bereavement Support announced a merger of their operations, effective October 1.

Ursuline Senior Services, headquartered in Pittsburgh's East End, provides a network of coordinated support services for senior citizens who often suffer abuse or neglect or otherwise have difficulty handling their day-to-day affairs. The Good Grief Center, located in Squirrel Hill, is the region's first and only comprehensive center dedicated exclusively to bereavement support for all ages. Both organizations serve individuals throughout western Pennsylvania and beyond. The Good Grief Center will maintain its current mission, continuing to serve all age groups as a division of Ursuline Senior Services.

"This merger was proposed and agreed upon by both

organizations because we share a central focus on caring and commitment to the personal dignity of each individual we serve," said Ursuline Executive Director Anthony Turo. "Our organizations will become

stronger programmatically by working together and this merger brings benefits not just to our two organizations, but to the communities we serve.

"Both of our leadership teams understand the importance of collaboration, especially in these tough economic times. Such efforts provide cost-effectiveness, eliminate duplication of administrative services and draw on the strength of combined experience and expertise."

"The Good Grief Center is a model for how a nonprofit can manage its own destiny," said Diana Bucco, president of the Forbes Fund. "Their merger with

*"...[T]his merger brings benefits not just to our two organizations, but to the communities we serve."*

—Tony Turo,  
Executive Director

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Direct deposit options for your federal benefit payments.


Ursuline Senior Services creates a significant win for our community. The mission of the Good Grief Center will remain strong as it forges a new relationship that will allow people to find the help and support they need at critical times in their lives.”

Added Good Grief Center Division Director Cynthia Oliver, “We believe this is an excellent fit for both organizations. While the Good Grief Center will continue to serve people of all ages, we understand that as people age they are likely to experience more losses. Bereavement support is now an additional and critical service that Ursuline can offer to its constituents throughout the region.”

Neither organization anticipates any disruption or curtailing of current services due to the merger. In fact, by creating greater efficiencies, it is anticipated that both organizations will see an expansion of the number of individuals they will serve in the future. This will happen largely through the synergies that emerge from the merger: Ursuline Senior Services gains additional high quality programs it can offer through an ever-widening reach


into the community and the Good Grief Center will have access to the many resources available through Ursuline Senior Services.

“We believe that a heightened awareness in the community of both organizations will lead to a higher demand for our services,” said Mr. Turo. “Of course, thoughtful consideration will be given to any expansion of programs to ensure that each organization continues to provide the highest quality of service to the community.”

Under the new structure, the Good Grief Center will become a division of Ursuline Senior Services, retaining its name and continuing to serve all age groups. Mr. Turo will assume overall direction of the Good Grief Center. The Good Grief Center, division director, staff and volunteers will continue to operate out of the Squirrel Hill office. As 501(c) 3 organizations, both Ursuline and the Good Grief Center have governing boards. After the merger, the Ursuline board will become the governing board for both organizations, with four members of the Good Grief Center board joining Ursuline’s board. 

support, education, a lending library of grief-related materials, and referrals to community resources. Services are available in person and by phone.

*The cornerstone of the Good Grief Center is confidential “peer support,” ... while offering empathetic understanding and a healing presence to grieving individuals and families.*

The cornerstone of the Good Grief Center is confidential “peer support,” where staff and trained volunteers—most of whom have experienced grief themselves—serve as educators, listeners, advocates and coaches while offering empathetic understanding and a healing presence to grieving individuals and families. The Good Grief Center also provides grief-in-the-workplace education, training and support services for business and organizations throughout the region. 

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

### **Administrative Staff**

Anthony J. Turo, MPA  
*Executive Director*

William Brickner, MEd, PHR  
*Director of Human Resources & Administration*

Dianne Mettrick, BS  
*Finance Manager*

Ann Mason, MAT, MEd, NCG  
*Guardianship Director*

Cynthia Oliver, MA  
*Good Grief Center Division Director*

Nancy Scott, BA  
*Service Coordination Director*

Michelle Smart, MS, NPM  
*Protective Services Director*

Karen Miller-Tobin, MEd  
*Volunteer Programs Director*

Roxann Tyger, MPA  
*Community-Based Options Director*

### **Mission Statement—** *Helping older adults age with dignity.*

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

Betty Jane McAllister  
Richard Murphy  
Nadine Pcholinsky  
Elaine Resetar



## Seeding the Future...

by Tony Turo  
Executive Director

With the addition of the Good Grief Center for Bereavement Support to Ursuline Senior Services' family of offerings, many questions are bound to arise as to why the decision was made and what this merger means for the future of our combined agencies. Hopefully the following will shed some light on such inquiries:

***What is the Good Grief Center? What is its mission and whom does it serve?***

The Good Grief Center for Bereavement Support (GGC) is the region's first and only center dedicated exclusively to bereavement support for all ages. Its service area spans Western Pennsylvania—as well as any part of the English-speaking world over the phone and through its website, [www.goodgriefcenter.com](http://www.goodgriefcenter.com).

Its mission is to be a comprehensive bereavement resource and referral center that builds a more compassionate community through grief awareness, education, support and hope; creating a safe place where all who have experienced the pain of death may come to work through loss and learn to manage grief.

GGC supports individuals and families as they work through the grieving process by providing free services that include compassionate listening, education, a lending library of grief-related materials, and referrals to community resources. Services are available in person and by phone.

The cornerstone of GGC is confidential “peer support,” where staff and trained volunteers—most of whom have experienced grief themselves—serve as educators, listeners, advocates and coaches while offering empathetic understanding and a healing presence to grieving individuals and families.

***Why are these two organizations merging? Are their services compatible?***

Both organizations understand the importance of collaboration which gives non-profits the ability to serve more people.

GGC services are available to people of all ages. However, it fully understands that as people age they experience more losses.

Bereavement support is now an additional key service that USS may offer to our consumers. It is a compliment to our existing programming and a natural match for the population that we serve.

***How will this impact services currently provided by either organization?***

Both GGC and USS see this merger as strengthening our ability to serve the community.

Services will continue to be of the highest quality and will grow to reach even more people.

***Is there a danger this merger will negatively impact either organizations' ability to provide these services?***

We are excited about the merger and do not foresee any negative impact occurring.

***Will this result in a name change for either or both organizations?***

GGC will keep its name and will proudly add “A Division of Ursuline Senior Services.”

***Will this result in an expansion of services?***

A heightened awareness in the community of both organizations may result in the need to serve more clients. Both organizations have always had a process of evaluating services and programs to meet the needs of their clients and that will continue. Thoughtful consideration will be given to any expansion of programs in order to ensure that each organization continues to provide the highest quality of service to the community.

***What impact will this have on the management structure of these organizations?***

Anthony Turo will assume the role of GGC's Executive Director and will continue to operate from his USS office. A division director and program manager will be on site at GGC.

USS's board of directors will become GGC's governing body,

***FAQ cont. on Page 5***



# In Memory of David “Honey Boy” Edwards

*As Ursuline Senior Services celebrates its 30th anniversary this year, we are saddened by the passing of one of our musical guests who helped US celebrate our first 25 years: David “Honey Boy” Edwards. Here is a reprint of his obituary from The Associated Press.*

Grammy-winning Blues musician David “Honey Boy” Edwards, believed to be the oldest surviving Delta bluesman and whose roots stretched back to blues legend Robert Johnson, died early on August 29, 2011, in his Chicago home. He was 96.

Edwards had a weak heart and his health seriously declined in May, when the guitarist had to cancel concerts scheduled through November, said his longtime manager, Michael Frank of Earwig Music Company.

Born in 1915 in Shaw, Miss., Edwards learned the guitar growing up and started playing professionally at age 17 in Memphis.

He came to Chicago in the 1940s and played on Maxwell Street, small clubs and street corners. By the 1950s Edwards had played with almost every bluesman of note — including Howlin’ Wolf, Little Walter, Charlie Patton and Muddy Waters. Among Edwards’ hit songs were “Long Tall Woman Blues,” “Gamblin Man” and “Just Like Jesse James.” Edwards played his last shows in April at the Juke Joint Festival in Clarksdale, Miss.,

Frank said. “Blues ain’t never going anywhere,” Edwards told The Associated Press in 2008. “It can get slow, but it ain’t going nowhere. You play a lowdown dirty shame slow and lonesome, my mama dead, my papa across the sea I ain’t dead but I’m just supposed to be blues. You can take that same blues, make it uptempo, a shuffle blues, that’s what rock ‘n’ roll did with it. So blues ain’t going nowhere. Ain’t goin’ nowhere.”



*David “Honey Boy” Edwards*

Edwards won a 2008 Grammy for traditional blues album and received a Grammy Lifetime Achievement award in 2010. His death represents the loss of the last direct link to the first generation of Mississippi blues musicians, Frank said.

“That piece of the history from that generation, people have to read about it from now on,” Frank said. “They won’t be able to experience the way the early guys played it, except from somebody who’s learned it off of a record.”

Edwards was known for being an oral historian of the music genre and would tell biographical stories

between songs at his shows, Frank said. He was recorded for the Library of Congress in Clarksdale, Miss., in 1942.

“He had photographic memory of every fine detail of his entire life,” Frank said. “All the way up until he died. He had so much history that so many other musicians didn’t have and he was able to tell it.”

Edwards gathered those stories in the 1997 book “The World Don’t Owe Me Nothing: The Life and Times of Delta Bluesman Honeyboy Edwards.” He wrote in the book that his father bought a guitar for \$8 from a sharecropper and Edwards learned to play in 1929.

“I watched my daddy play that guitar, and whenever I could I would pick it up and strum on it,” Edwards wrote.

Edwards was known for his far-ranging travels and played internationally. In his 90s, he was still playing about 70 shows a year. Edwards would visit with the audience after every show, taking pictures, signing autographs and talking with fans, Frank said.

Edwards earned his nickname “Honey Boy” from his sister, who told his mother to “look at honey boy” when Edwards stumbled as he learned to walk as a toddler. He is survived by his daughter Betty Washington and stepdaughter Dolly McGinister.

“He had his own unique style,” Frank said. “But it was a 75-year-old style and it was a synthesis of the people before him and in his time.”



## Ursuline's Betty McAllister Celebrates 80th Birthday

*The "face of welcome" at USS' reception desk reached a major milestone this past summer. Betty McAllister celebrated her 80th birthday at a "surprise" celebration given by her daughters and joined by many friends and co-workers. We wish Betty only the best for many additional happy and healthy years ahead!! God bless you, Betty!*



### *FAQ cont. from Page 3*

with four former GGC Board members joining USS's board.

### *Will either or both organizations move from their current locations?*

Both organizations will continue to operate from their respective locations at this time.

### *How can I get more information about GGC?*

GGC can be reached at:

Good Grief Center for Bereavement Support  
2717 Murray Avenue  
Pittsburgh, PA 15217

Phone GGC at 412.224.4700 or 1.888.GRIEF.88

Email GGC at  
support@goodgriefcenter.com

Visit GGC at  
www.goodgriefcenter.com

Follow GGC at  
<http://www.facebook.com/home.php#!/GoodGriefCenter> 

## Volunteer Opportunities at Ursuline Senior Services

### **Cart to Heart**

The Cart to Heart volunteer shopping service enables home-bound seniors to receive needed groceries on a regular schedule. The program matches local seniors who are in need of shopping with volunteers who want to make a difference in the life of a



senior neighbor. This service assists seniors throughout Allegheny County and utilizes community volunteers. The program is always seeking interested volunteers to shop for qualifying seniors. Please contact us at 412-683-0400 ext. 236 for more information on becoming a volunteer shopper or a participant in the service.

### **AARP Money Management/Senior Reassurance**

The AARP Money Management Program provides an opportunity to assist low income seniors who are having difficulty managing monthly bill-paying.

Volunteers assist with bank statement reconciliation, preparation of checks for bill payments, maintenance of



# Direct Deposit: Theft Protection for Your Federal Benefit Payments

*Help safeguard your money from financial crimes by switching from paper checks to electronic payments today*

Source: U.S. Department of the Treasury, Financial Management Service

If you receive federal benefit payments by paper check, did you know that criminals can steal your check from the mailbox, making you a victim of financial crime?

Last year alone, more than 540,000 Social Security and Supplemental Security Income checks were reported lost or stolen. Despite the risks, millions of senior citizens, people with disabilities and others still receive their payments by paper check.

Ensuring you get your money the safest way possible is one reason why the U.S. Department of the Treasury is getting rid of paper checks for federal benefits. Payments instead will be made electronically, which eliminates the risk of stolen checks and helps protect you from financial crime.

If you are about to apply for federal benefits, you will receive your payments electronically from day one. If you already get federal benefit payments by check, you must switch to an electronic payment method by March 1, 2013.

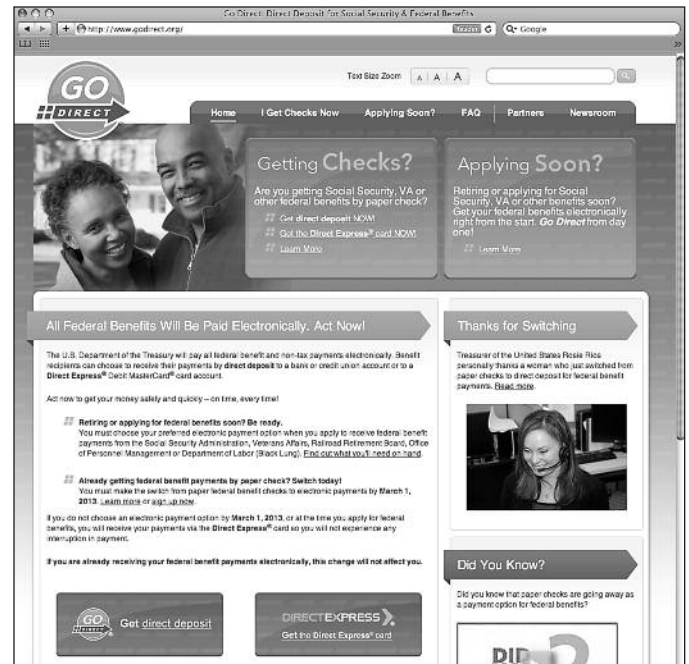
Don't leave your money at risk by waiting for the deadline. It's fast, easy and free to switch to one of

the two electronic payment options recommended by the Treasury Department:

**Have a bank or credit union account?** Sign up to get your money by direct deposit to a checking or savings account. Your federal benefit payment will go straight into your account on payment day each month.




**Prefer a prepaid debit card?** Switch to the Direct Express® Debit MasterCard® card. Your money will be posted to the card account on payment day each month. You can make purchases and get cash back with purchases at no charge anywhere Debit MasterCard® is accepted.



There are no sign-up fees, overdraft fees or monthly fees. Some fees for optional services may apply. For information on card fees and features, visit [www.GoDirect.org](http://www.GoDirect.org). No bank account or credit check needed.

To switch to direct deposit or the Direct Express® card, contact your federal benefit agency office, visit the Treasury Department's Go Direct® campaign website at [www.GoDirect.org](http://www.GoDirect.org), or call the U.S. Treasury Electronic Payment Solution Center at (800) 333-1795. For direct deposit to a checking or savings account, you can also make the switch at your local bank or credit union.

Direct deposit offers you theft protection for your federal benefit payments. Don't wait – make the switch today. 

# Senior Citizens

Senior citizens are constantly being criticized for every conceivable deficiency of the modern world, real or imaginary. We know we take responsibility for all we have done and do not blame others.

HOWEVER, upon reflection, we would like to point out that it was NOT the senior citizens who took:

*The melody out of music,  
The pride out of appearance,  
The courtesy out of driving,  
The romance out of love,  
The commitment out of marriage,  
The responsibility out of parenthood,  
The togetherness out of the family,  
The learning out of education,  
The service out of patriotism,  
The Golden Rule from rulers,  
The nativity scene out of cities,  
The civility out of behavior,  
The refinement out of language,  
The dedication out of employment,  
The prudence out of spending,  
The ambition out of achievement or  
God out of government and school.*

And we certainly are NOT the ones who eliminated patience and tolerance from personal relationships and interactions with others!

And, we DO understand the meaning of patriotism, and remember those who have fought and died for our country.


Just look at the Seniors with tears in their eyes and pride in their hearts as they stand at attention with their hand over their hearts!

**YES, I'M A SENIOR CITIZEN!**

*Spread the laughter*

*Share the cheer*

*Let's be happy*

*While we're here.* 



## *Volunteer cont. from Page 5*

checkbook activity and ensure that bills are paid on time.

Senior Reassurance Program matches a volunteer caller with a senior who resides alone for the provision of a brief daily call to check on a senior's general well-being. These contacts also offer a much-needed respite from the isolation many seniors experience when they live alone. Calls are prearranged, and can provide emergency contact if necessary.

Call our Volunteer Programs Office at 412-683-0400 x228. We promote independence and create friendships that MAKE a lifetime.

## **Good Grief Center for Bereavement Support**

Good Grief Center for Bereavement Support (GGC) volunteers provide support, education, create awareness and—in the process—instill hope in people who are grieving. Peer Support Volunteers and Organizational Support Volunteers are being recruited to work alongside staff at the GGC's location in Squirrel Hill. Volunteers at GGC have an opportunity to choose from a variety of volunteer opportunities.

For more information about volunteering at the Good Grief Center, please call GGC at 412.224.4700 or toll-free at 1.888.GRIEF.88. GGC may also be contacted via e-mail at [support@goodgriefcenter.com](mailto:support@goodgriefcenter.com) or at the website [www.goodgriefcenter.com](http://www.goodgriefcenter.com). Please consider becoming a member of our team. 

4749 Baum Boulevard  
Pittsburgh, PA 15213

Phone: 412-683-0400  
Toll Free: 888-881-4749  
TDD: 412-683-1023

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## In This Issue

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Center provides.

### Theft Protection:

Learn about GoDirect  
and direct deposit options  
for your federal benefit  
payments.

## Flu Season is Approaching — Be Sure to Get Your Flu Shot


Signs all around us mark the inevitable passing of one season into another. And this time of year, the “season” yet to come also means Flu Season!

The flu is something everyone should take seriously, especially if you’re high risk, such as if you’re 50 or older, have a chronic illness, or a weakened immune system. It’s easier to pick up than you think. You can get it by talking, coughing, sneezing, or shaking hands. And yet, as widespread as the flu virus is, it’s pretty easy to avoid. *Just get a flu shot!*

If you’re a senior living in Allegheny County or select surrounding counties, you may qualify for a free flu shot if:  
1) you are at least 60 years old;  
2) homebound; and 3) meet some simple health criteria.

From October 1st through December 1st this fall, Ursuline Senior Services will once again be opening its Flu Shot Hotline through its partnership with Highmark Blue Cross Blue Shield to offer our FREE In-Home Flu Shot Program. Similar to last year’s flu shot program, spouses and caregivers of homebound

individuals—who are also over the age of 60—are eligible to receive the flu shot at no cost through the program as well. Spouses and caregivers under the age of 60 can receive a flu shot for \$20.00 per inoculation.

Ursuline may also be able to assist you if you have any questions about the location of community-based flu shot clinics in your area. To contact us with flu shot questions or to set up an appointment for a flu shot, call us on our Flu Shot Hotline 412-683-0400 x264. 



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

United Way Donor Designation Code: 281  
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Ursuline Senior Services was awarded this Seal of Excellence by the Pennsylvania Association of Nonprofit Organizations (PANO), under the Standards for Excellence.