

Caregiver in the Workplace Assists Both Caregivers and Their Employers

The truth is everyone, from the newest entry level employee to those who occupy the executive suite, likely will find themselves in the role of caregiver at some time in their lives. Not to mention those who deliver care at a professional level. Ursuline Support Services now provides programs for employers who want to support their employees in the role as caregiver not just because it's good for the bottom line but because it is the right thing to do. *Caregiver in the Workplace* provides ongoing education and emotional support to unpaid family caregivers as well as those who are professional caregivers.

The facts are irrefutable: employees thrust in the role of caregiver find themselves at risk for health problems and facing career challenges; employers who ignore or mismanage this ever-growing phenomenon in the workplace can expect damage to morale, employee retention and the bottom line.

Professional caregivers also are at risk for burnout, compassion fatigue, and even

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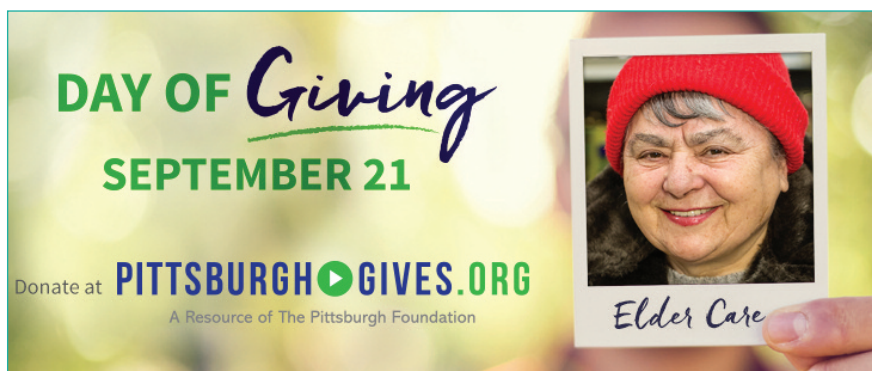
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Day of Giving – Part Deux


Last May 3, The Pittsburgh Foundation's Day of Giving ground to an unexpected halt when technical difficulties arose around mid-day, preventing donors to various nonprofit agencies (including Ursuline Support Services) from accessing the Day of Giving web page to make contributions.



The good news is that, once contributions made to Ursuline before and after the technical problems occurred (through the agency website and direct mail) were added to matching funds committed to our organization, our Day of Giving total reached nearly \$13,000! This represents the highest Day of Giving total ever achieved by Ursuline Support Services and it came from the generous support of a variety of sources, including frequent supporters, Board members and a dozen first-time donors. We are grateful to you all for supporting our mission and those we serve. (A special tip of the hat goes to the Pipitone Group for their tremendous help with promoting and processing our Day of Giving involvement through social media!)



Even more good news is that **the Pittsburgh Foundation has generously scheduled a second Day of Giving, from 8:00 a.m. to midnight, Wednesday, September 21.** On that day, Ursuline will again participate in the Pittsburgh Foundation's Day of Giving for nonprofits. So, donors who still wish to make a gift to Ursuline can do so once again online via pittsburghgives.org. While these gifts will not count toward the September Day of Giving totals that will be reported to the community via The Pittsburgh Foundation, they will nonetheless go far toward helping our neighbors in need served with care by Ursuline Support Services!

Of course, anyone without access to the Internet can always send a contribution directly to Ursuline Support Services, 2717 Murray Avenue, Pittsburgh, PA 15217. As always, your support is greatly appreciated! 

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vicarious traumatization. Self-care is essential and an ethical obligation of all helping professionals. Employers can assist staff members by recognizing potential issues and creating a heightened awareness of compassion satisfaction, compassion fatigue and burnout and their impacts on professional caregivers in the workplace. Furthermore, providing and promoting self-care through wellness programs such as *Grief in the Workplace* may prevent emotional exhaustion and help identify interventions that will aid to promote more empathetic, compassionate and healthier professionals.

Even the most conscientious employees, who also must care for a family member or friend, can see their productivity affected by their need to provide care to another adult or child—a responsibility affecting slightly more than one out of four U.S. households, according to a national research study. Caregiving fuels “presenteeism” at work, which is defined as being present physically at work, but not able to fully engage in the work environment, due to caregiving concerns.

Presenteeism can inhibit productivity because often caregivers are sleep deprived, fatigued and stressed. They usually do not take care of their own health; meanwhile, the safety risks or occupational hazards associated with presenteeism should not be underestimated. Caregiving can also have a direct impact on employee health. For example, empirical data indicates that employees providing care

specifically for an older person reported poorer health and more chronic diseases than colleagues who are non-caregivers.

Indeed, the challenges of managing a career while caregiving are many...

Additionally, caregiving employees providing eldercare were significantly more likely to report depression, diabetes, hypertension or pulmonary disease regardless of age, gender or work type. Younger caregivers, ages 18 to 39, experienced higher rates of cholesterol, hypertension, chronic obstructive pulmonary disease (COPD), depression, kidney disease and heart disease compared to non-caregivers of the same age group.

Indeed, the challenges of managing a career while caregiving are many even beyond health, including financial and time management struggles and having to make difficult career choices. Challenges posed by employee caregiving go beyond the individual to affect the organization as well.

Employers are faced with costs of absenteeism, presenteeism, workplace disruptions and productivity loss equaling between \$17.1 and \$33.6 billion per year, averaging \$2,110 per employee annually. (This is a conservative amount of dollars lost because those caring for non-seniors are not included in these costs.) Additional findings indicate there is an 8 percent


differential in increased healthcare costs between caregiving and non-caregiving employees, costing U.S. employers an estimated \$13.4 billion per year.

Presenteeism in the workplace also can contribute to additional health and safety risks for all. Additionally, work time is lost when employees are taking or making phone calls related to their care recipient.

When a lack of flexibility exists in the workplace, some workers will come to work when they are sick to save their time off for caregiving obligations. Thus coworkers are exposed to disease and often carry additional workloads to cover for their fellow employees.

Too often, employers who ignore the issue, or worse, punish the employee trying to balance work and home responsibilities. This is a short-sighted approach. Employers can serve the best interests of their employees as well as their organizations by responding to these challenges in the workplace.

Eldercare benefits and wellness programs such as *Caregiver in the Workplace* can provide needed support of working caregivers, a vehicle to reduce employee healthcare costs, resulting in benefits to the employer such as improved morale and positive office culture, increased employee retention and a positive bottom line.

For more information about what Ursuline Support Services can offer businesses and organizations regarding caregiving in the workplace, call Diana Hardy at 412-224-4700. 



Ursuline
Support Services

Help navigating life's transitions

ADMINISTRATIVE STAFF

Anthony J. Turo, MPA

Executive Director

Ron Cichowicz

Director, Development & Communications

John Daub

Director, Finance & Operations

Diana Hardy, MSCP, NCC, LPC

Director, Good Grief Center

Melissa Osman

Assistant Director, Guardianship & Protective Services

Michelle Smart, MS, NPM

Director, Guardianship & Protective Services

Karen Miller Tobin, MEd

Director, Independence Support Services

DIRECTIONS

from the Executive Director

Vote Anyway

There's no question we are in one of the most unusual election cycles in recent memory, due in large part to the race for the presidency this fall. In fact, this might be the first time that the next leader of the free world is chosen not because of how well liked he or she is but, rather, but how badly voters want to keep the other candidate *out* of the White House!

If the news media can be believed (I know—not necessary a valid assumption!), a growing segment of the electorate might choose to stay home on Election Day out of discouragement or disgust. Believe me, I feel their pain.

I just don't agree with the strategy.

While watching with concern the challenges facing our nation—challenges that seem insurmountable at times—I stumbled on a little piece of trivia about another time in our history, when Abraham Lincoln occupied the Oval Office and the United States looked to be on the verge of disintegration. At that time, Mr. Lincoln called America the “last, best hope of earth.”

I think sometimes we lose sight of what a singularly marvelous experiment our nation is—an experiment that continues to evolve and adapt as each new challenge approaches. Under Mr. Lincoln's steady hand, we survived the Civil War and ended slavery. Since then, we've made it through the Great Depression and led the free world in winning two World Wars. We stared down the Soviet Union and slowly (arguably, perhaps too slowly) have strived to provide equal opportunity to all Americans. It hasn't always been easy, or pretty, but we've somehow found ways to overcome these challenges and emerge better than before. For sure, many challenges remain. But I know we can meet them if we meet them *together*.

But to do this, we need to exercise the rights and privileges that come with citizenship. Foremost among these is the responsibility to *vote*.

So if none of the candidates excites you, *vote anyway*.

If you don't think your vote really matters, *vote anyway*.

If your candidates never win, *vote anyway*.

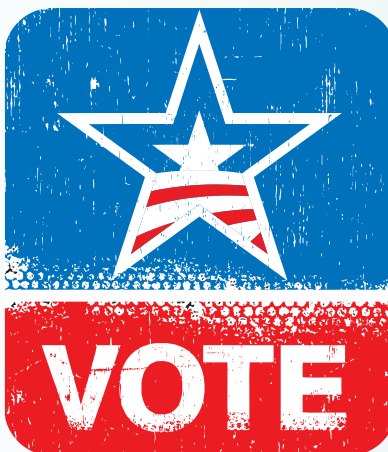
If your candidates always win, but they always fail to meet your expectations, *vote anyway*.



I think sometimes we lose sight of what a singularly marvelous experiment our nation is—an experiment that continues to evolve and adapt as each new challenge approaches.

If you think based on pre-election polls that your candidate cannot win, remember Truman vs. Dewey and *vote anyway*.

If you find yourself too tired to vote after a long day of work, get off the couch and *vote anyway*.



If you think it might rain on Election Day, take an umbrella and *vote anyway*.

If you think it might be too cold to go out on Election Day, grab a coat and *vote anyway*.

If you are worried your dinner will get cold or you'll miss your favorite TV show, rehearse the former or DVR (record!) the latter and *vote anyway*.

If the parking lot at the polling place gets too crowded, park a little farther away, get some exercise and *vote anyway*.

Perhaps you feel that our problems have become too complex and our country too fractured to achieve our noble aims of freedom and opportunity for all. But America remains the most glorious experiment in democracy every attempted, yet it remains unfinished. If we are to someday reach the lofty ideals of our Founding Fathers stated in the Declaration of Independence, the Constitution and the Gettysburg Address, we need to believe in those ideals, believe in each other and believe in ourselves. And, we need to be willing to act, as they did, to bring about the change we want to see in this world!

We aren't just a melting pot of races, creeds and ethnicities. We are a melting pot of ideas. And we really are the “last, best hope of earth.”

So whatever your disappointments, discouragements or disillusion about the pending 2016 election, try to appreciate the uniqueness and importance of this 240 year old experiment in democracy, and *vote anyway*!

- Tony Turo


Ursuline Names Director of Development and Communications

Ron Cichowicz, a veteran fundraising and public relations professional who has served in senior leadership for such organizations as Catholic Charities, the Diocese of Pittsburgh, Gateway Rehabilitation Center and McKeesport Hospital, has been named director of development and communications for Ursuline Support Services. The newly-created position is supported by three local foundations for two years to help execute the agency's fundraising strategy and serve as the person primarily responsible for implementing the agency-wide development plan.



Cichowicz, a former Ursuline board member, will be responsible for the strategic planning and implementation of Ursuline's efforts to expand its fundraising, communications and business development as it seeks to increase its ability to provide more programming for individuals navigating life's transitions and striving to maintain their independence.

"Ursuline is happy to welcome someone like Ron, who offers a successful track record of working to help nonprofit organizations improve their ability to provide services to as many people as possible," said Tony Turo, Ursuline executive director. "Equally important, Ron has demonstrated over the years a genuine passion for our work and empathy for those we serve. He knows our organization well and has worked over the years to help us achieve our mission."

A graduate of the University of Pittsburgh, Cichowicz is an award-winning writer, consultant to nonprofit organizations and sought-after public speaker, on topics ranging from communications, fundraising, motivation and leadership, and the benefits of humor. He and his wife Paula live in the Overbrook section of Pittsburgh and have three sons. 

Ursuline's Tammy Athey Wins Leadership Award

The Ursuline Support Services' family was proud to learn recently that Tammy Athey, protective service investigator since 1997, was recognized by the Pennsylvania Department of Aging with a 2016 Protective Services Leadership Award.

Representing Allegheny County, Athey joined 43 of her colleagues in Harrisburg earlier this summer with a ceremony in the Capitol Rotunda, followed by a private reception in the Governor's Residence, hosted by the Department of Aging and its Secretary, Teresa Osborne. The protective services investigators were recognized for "their moxie, integrity, creativity and adaptability." The celebration was held in conjunction with World Elder Abuse Awareness Day, June 15.




Ursuline Protective Services Investigator Tammy Athey (l) is presented with the 2016 Protective Services Leadership Award, representing Allegheny County, from Pennsylvania Department of Aging Secretary Teresa Osborne (r).

"We are proud of Tammy for the work she does day in and day out for the people we serve, as exemplified by the award," said Tony Turo, Ursuline Support Services executive director. "This is just another example of the outstanding effort displayed by all the dedicated individuals connected with Ursuline, professional and volunteer, who commit themselves one hundred percent to helping our clients, especially those most vulnerable, through difficult life's challenges."

Added Ursuline Board Chair Mike Lee, "On behalf of the USS Board, I want to congratulate Tammy on this remarkable accomplishment. We recognize her valuable contributions, as well as the contribution of her peers, and the work they all do in our community to protect elders from abuse and neglect."

"We are grateful to Tammy for her exemplary achievement and for upholding our high standards."

Along with her award, Tammy also received a scholarship to attend the 2016 National Adult Protective Services Association (NAPSA) Conference in Philadelphia later this summer. During the conference, one individual will be chosen to receive Pennsylvania's most prestigious award for Older Adult Protective Services Investigators, the Secretary's Award of Excellence. As a recipient of the 2016 Protective Services Leadership Award for Allegheny County, Tammy is automatically nominated for consideration to receive the Secretary's Award for Excellence. The award recipient will be announced during the NAPSA Conference. 

Board of Directors SPOTLIGHT

Name: Virginia Calega,
MD, MBA, FACP

**Professional
Organization/Title:**
Vice President
Strategic Clinical Solutions
Highmark, Inc.

**How Long Have You
Been a Member of the
Board of Ursuline
Support Services?**

Six years.



What Encouraged You to Join the Board?

I had just completed Leadership Pittsburgh and they introduced me to the board chair and (Executive Director) Tony Turo who'd shared what wonderful and important work that Ursuline Support Services provides to the community. With Ursuline's mission and my clinical background, it was a perfect match.


What Do You Hope to Bring to the Organization through Your Service?

Clinical and administrative skills to enhance the services that USS offers to our clients/customers, growth of the organization and improving knowledge in the community for the excellent work that USS has done and will continue to do in the future.

What Would You Like to Share with the Community about Ursuline Support Services, its Programs and Services?

What dedicated staff that USS has. Through all the turmoil of the 2015-16 state budget crisis, these folks remained working to ensure that their clients would have access to critically needed services. USS serves some of the most vulnerable members of our community and they do it not just because it is their job, but because it is their passion.

What would you say to others who may be considering board membership as a way to volunteer in support of a community benefit organization?

Being on a board is a wonderful way to give back to the communities in which we live. It is also a great way to make connections with other business leaders of diverse backgrounds all joined together for a single purpose. It is rewarding and reenergizes the batteries! 

USS in the COMMUNITY



AseraCare Hospice held its annual 'A Butterfly to Remember' event, Thursday June 16, to honor, celebrate and remember the lives of deceased loved ones. People gathered at Community Park West in Monroeville and observed as butterflies were released in memory of their family and friends, no matter how long ago. Several community agencies assembled at the event.

Mary Alaimo (pictured above) a master-level intern in Counseling Psychology from Chatham University, represented the Good Grief Center and provided information regarding the bereavement resources and services that the Center offers.



**Ursuline
Support Services**
Help navigating life's transitions

Cart to Heart Program Delivers Positive Benefits to All Involved

Woven throughout every Ursuline service is a basic commitment to helping individuals navigate life's transitions and enabling them to live out their lives with dignity and as much independence as possible.

One example of this commitment is the volunteer-driven "Cart to Heart" shopping program, which enables adults throughout Allegheny County with physical or health limitations to receive needed groceries on a regular schedule, matching these individuals with volunteer shoppers.

Mike Lee, chair of the Ursuline board of directors, can attest personally to the positive impact of the Cart to Heart program. He and his son Christopher have been participating since the spring and, according to Lee, have seen positive results for all involved.

According to Lee, his interest in the program was kindled by a number of factors, chief among them was his genuine passion for Ursuline Support Services and the work it does in the community.

"In my role on the Ursuline board, I became aware of the various important programs provided by the agency," he said. "The more I learned, the more I felt I wanted to roll up my sleeves and get even more involved."

Lee is no stranger to volunteering his time. He is active in his church, Westminster Presbyterian in the South Hills, which according to Lee, has among its outreach efforts a commitment to providing help and support for the elderly.

"I suppose I see my church and Ursuline as my two 'second homes' and I was looking for a way to marry the two somehow," said Lee. "I thought that by being hands on with the Cart to Heart program I might encourage other members of my church to volunteer for the program."

"I know it sometimes sounds like a cliché, but when you volunteer for a program like this, you end up getting so much more out of it than the person you are helping."

– Mike Lee



Mike Lee with his son, Christopher




"I see it as a true 'win-win' situation, with all sides benefitting."

Lee said that involving his son in the program was an easy decision.

"Even at a young age, he is a kindred spirit to the elderly," Lee said, his pride obvious. "He already has made time to visit hospices and visit with the patients. He's not usually a big fan of going to the grocery store unless it is to shop for someone else. Then he gets very excited. It's a great father-son activity and a great way to sow the seeds of service and charity in a young person."

In a recent note to Ursuline, the individual for whom Lee and his son have been shopping included this sentiment: "Mike is especially kind and was spot on with my grocery list requests. I can't tell you how grateful I am to you all for providing this service. The world can be a lonely place. Everyone can make a difference in the world even if it be one person—one day at a time."

"I know it sometimes sounds like a cliché, but when you volunteer for a program like this, you end up getting so much more out of it than the person you are helping," Lee said. "I know that is true for my son and me." 

For more information about Cart to Heart or other volunteer opportunities through Ursuline, visit ursulinesupportservices.org or call Karen Tobin at 412-224-2700.


Ursuline
Support Services
Help navigating life's transitions


United Way Volunteer Initiatives a Valuable Partner for Ursuline's SLEP Program

United Way volunteers assisted residents and Ursuline service coordinators from the Supportive Living Enhancement Program (SLEP) with rent rebates in March at the Pressley, PA Bidwell, Glen Hazel and Caligiuri high-rises of the Housing Authority City of Pittsburgh (HACP) system. Over 150 residents were served and, as a result of that effort, an ongoing partnership has developed between United Way Volunteer Initiatives and Ursuline's SLEP program.

In May, volunteers from Harbison/Walker hosted a Senior Fun Day at the Pressley high-rise providing music, games, crafts, flower planting, Bingo with prizes, and a cookout for lunch. Forty-five residents attended and had a wonderful time!

In June, volunteers from Deloitte hosted Senior Fun Day II for 50 Pressley residents providing crafts, games, flowers for individual flower pots, lunch, and the ever popular Bingo and prizes. Additionally, the volunteers packed and delivered grocery bags full of food they purchased and donated themselves to all 210 Pressley households!

Moving forward, PPG volunteers are planning to host Senior Fun Day III at Pressley high-rise on September 22 and volunteers from Williams are interested in planning an event for SLEP's Morse Gardens high-rise in the near future.

Ursuline Support Services and SLEP staff and residents are grateful to United Way Volunteer Initiatives and their magnificent volunteer partners for their kindness and generosity to this important Ursuline program! 



Senior Fun Day volunteers and residents challenge each other in a variety of table games.



United Way volunteers call BINGO for residents at the Pressley High-Rise during Senior Fun Day.



United Way's Laura Hahn (center) and Deloitte volunteers show off "green thumbs" while planting individual flower pots for Pressley residents at June's Senior Fun Day.



Ursuline
Support Services

Help navigating life's transitions

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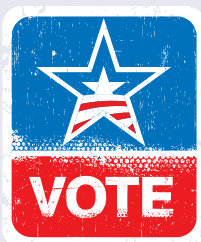
Ursuline names
Director of Development
and Communications

Board Member Spotlight

Cart to Heart Program,
United Way Volunteer Initiative
deliver benefits for all

Election Day is November 8: Are You Registered to Vote?

Once you know you are eligible to vote, the next step is to register. In Pennsylvania, a new online application makes registering to vote easier than ever before. You can also register in person, by mail and at various government agencies. Find out more at www.votespa.com.

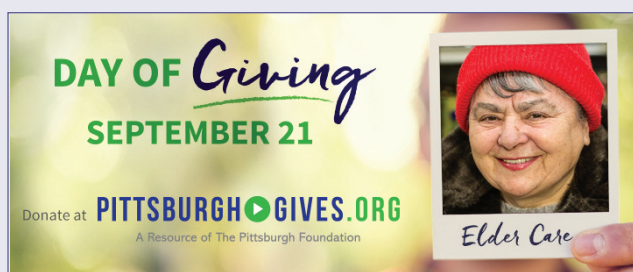


Pennsylvania law provides for permanent voter registration, unless the voter's registration should be cancelled in accordance with law. All electors, except those in the military service of the United States and bedridden or hospitalized war veterans unavoidably absent from their county of residence, must be registered to be eligible to vote.

Day of Giving is September 21

Day of Giving is a one-day online giving event organized by The Pittsburgh Foundation. The goal is to inspire the Greater Pittsburgh community to give together on one day to support the unparalleled work of our local nonprofits.

Join us in supporting the life changing work of Ursuline Support Services on Wednesday, September 21, by donating online between 8 a.m. and 11:59 p.m.



www.ursulinesupportservices.org

United Way Donor Designation Code: 281



Ursuline Support Services was awarded this Seal of Excellence by the Pennsylvania Association of Nonprofit Organizations (PANO), under the Standards for Excellence.