**Heights and Hills CAREGIVER PROGRAM — October-November 2017**

**Caregiving is hard. We’re here to support you.**

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**SUPPORT GROUPS for those caring for a loved one age 60 or better**

To attend, please register ahead of time by phone.

<table>
<thead>
<tr>
<th>Support Group</th>
<th>Date(s)</th>
<th>Time(s)</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Caregiver Support Group</td>
<td>Oct. 11, Oct. 25, Nov. 8, Nov. 29</td>
<td>3:00-4:30pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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<tr>
<td>Parkinson’s Care Partners</td>
<td>Oct. 11, Oct. 25, Nov. 8</td>
<td>12:00-2:00pm</td>
<td>Mark Morris Dance Group, 3 Lafayette Ave., Brooklyn, NY</td>
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<tr>
<td>NEW Telephone Support Group – All Caregivers</td>
<td>Oct. 4, Oct. 11, Oct. 18, Oct. 25, Nov. 1, Nov. 15, Nov. 22, Nov. 29</td>
<td>7:00-8:30pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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**WORKSHOPS for Caregivers**

Please register ahead of time by phone.

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Date(s)</th>
<th>Time(s)</th>
<th>Location</th>
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<tbody>
<tr>
<td>Understanding Dementia</td>
<td>Oct. 17</td>
<td>1:00-3:00pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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<tr>
<td>Coping with Anger</td>
<td>Oct. 19</td>
<td>1:00-3:00pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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<tr>
<td>How to Talk to a Loved One with Dementia</td>
<td>Oct. 30</td>
<td>6:00-8:00pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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<tr>
<td>Caring for the Caregiver</td>
<td>Nov. 28</td>
<td>6:00-8:00pm</td>
<td>Heights and Hills, 57 Willoughby St., 4th Fl., Brooklyn, NY</td>
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**MUSINGS... from our Executive Director**

On the first Wednesday of each month, the entire Heights and Hills staff comes together for a meeting and I always begin the meeting with the same statement: “You all make a difference in people’s lives every single day; in ways big and small. Thank you for doing that. Really. Thank you. Does anyone want to share an example of how you made a difference?” Usually, no one wants to be the first to speak. No one wants to boast. But sooner or later, the stories start pouring out. Some stories are dramatic:

“Mrs. S didn’t answer for her meals and no one seemed to know where she was. I called all of her contacts and no one was particularly concerned, but something didn’t feel right to me. She always answers her door or else calls me to let me know she won’t be there. So I called the police to go do a ‘wellness check’. Sure enough, they got the super to open the door and Mrs. S had fallen and had been on the floor since yesterday afternoon. She was rushed to the hospital, with a broken leg and dehydrated. Who knows what would have happened if I didn’t call the police?”

Other stories are more far-reaching, and less tangible:

“I was sitting in a local coffee bar, with my Heights and Hills tote bag on my lap. A child was sitting at the next table with his mom and got all excited seeing the tote bag with the logo and started to talk excitedly about the lady who came to his class to talk about what it’s like to grow old and how they played a game where they pretended to be old and how much fun it was to think about growing older.”

He was talking about our Intergenerational Aging 101 class. And still others seem like just business-as-usual:

“I got a phone call from a daughter-in-law, thanking us for arranging meals on wheels for her in-laws who are in their nineties.”

A simple “thank you,” but one that represents a huge improvement in a family’s quality of life and peace of mind.

Back in March there was uproar when Mick Mulvaney, the Director of the Federal Office of Management and Budget, released a budget that included cuts to Meals on Wheels, saying there is no proof that the program works. Mr. Mulvaney, come to a Heights and Hills staff meeting and hear from our staff. Better yet, I invite you to visit some of our clients.

Meals on Wheels, Senior Centers, and Senior Support Services all SAVE LIVES and improve quality of life for the oldest among us and their families. I have seen this over and over again. In addition to bringing a hot meal to thousands of people who might not otherwise be able to shop or cook, Meals on Wheels is also a link to those who may not see or speak to anyone all day; except the person who delivers their meal to them. And if the recipient doesn’t answer the door, we follow very strict procedures to make sure that the person is okay. Our staff do not leave for the day until everyone is accounted for. We have literally saved lives – finding people who have fallen, had a stroke, or are simply too weak to open the door. And we make sure that they get the attention that they need.

If anyone has questions about the effectiveness of these programs, I invite them to come talk to our staff and the people we serve. We are living in some very difficult times right now. It’s more important than ever to recognize and thank those who work to make a difference. So, thank you to our hard-working staff and volunteers, and thank YOU to our many supporters, without whom we could not do what we do every day.

Judy Willig, LCSW

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Inquire about registering, request additional information, and schedule your appointment to speak to someone at Heights and Hills, 57 Willoughby St., 4th Fl. in Brooklyn, NY 11201. Call 718-596-8789 to register, request information, and inquire about additional 2017-2018 meetings. Heights and Hills proudly meets all standards for charity accountability.
Aging Is Inevitable; How We Age Is Not
Pratt Institute Industrial Design Students Take on the Challenges of Aging

Long time Friendly Visitor volunteer Robert Langhorn, an industrial design professor at Pratt Institute, has been inspired through his volunteer work at Heights and Hills to seek our new and innovative ways to address the design needs of older adults. Most recently he partnered with Heights and Hills to challenge college seniors in his course to focus their final project on applying great design concepts to products of assistance to older adults.

To counter cultural stereotypes of older adults and their needs, Heights and Hills provided an overview of the challenges faced by older adults, and connected students with several older Brooklynites served by our Case Management program. We also provided guidance in ensuring students received feedback from these prospective clients throughout the design process.

The results ranged from a flip-phone with voice-activated dialing, to a remotely-operated window opener, to a digital exercise program based on falls-prevention exercises that mirrors the client’s actions on-screen, correcting along the way.

Our Board of Directors Is Growing
As we move forward into our 2017-2018 fiscal year, we are fortunate to be welcoming five new board members who add a wide variety of experience and expertise to our active board of directors. Kim Reed, Communications Director for the Batari & Bastianich Hospitality Group, has a Masters Degree in Social Work and began her career in the Case Management Program at Heights and Hills before moving into a career in communications and public relations. Brian Ecclesine, Director of Sales at Media iQ, brings a wealth of experience in the digital and social media universe, Shana Wertheimer, Assistant Vice President of Housing Operations at Breaking Ground, has spent her career in the nonprofit sector and has been a Heights and Hills Friendly Visitor since 2013. Anne Zhu, former Senior Associate Specialist at The Goldman Sachs Group, has a background in nonprofit fundraising, and Brian Ecclesine, a student-designed digital exercise program and gear.