ANNUAL REPORT

2012-13

Guiding Lights
Caregiver Support Center

Improving Care and Outcomes

ANNUAL REPORT
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At Guiding Lights, our experiences teach us daily how quickly the number of people impacted by illness is growing, and how many of them need assistance in coping with and managing their care. The following facts are speak to the scope of their needs.

**One in four adults** in North Carolina – over 800,000 people – currently require caregiving support to help them get to healthcare appointments and follow through with treatment plans, as well as to assist them with personal care, meal preparation, and everyday household activities.

**More than 75% of caregiving support is provided in the home** – most of it by family members and friends – and **one in five North Carolina adults** are providing that support on a regular basis.

As these numbers show, caregiving has already become a familiar part of life for many families, and having to provide care will impact even more people in the coming years. By 2029, **over two million North Carolinians** will be seniors, and the vast majority of them will need caregiving help at some point!

At Guiding Lights we know the heartfelt dedication of family members and friends who help loved ones when they develop serious illness. We also know it’s not easy to keep on giving, day in and day out, and that questions arise that do not have obvious answers. That is the sole reason Guiding Lights Caregiver Support Center was founded – to provide caregivers with information, skills, and support that will enable them to confidently provide the best care possible with as little stress as possible. Our goal is to arm caregivers with the knowledge and tools that fit their individual situations, to help them solve problems as they arise, to anticipate future needs before a crisis arises, and to support them wherever they are on the caregiving journey. Most of our services are for family caregivers, but we also help professional caregivers – strengthening the workforce by providing specialized training in the care of older adults, especially those with dementia.

Guiding Lights is readily accessible to caregivers by telephone, in person at our Center, online, as well as in the community through media and public events. Wherever caregivers find us, we try to affirm the importance of the care they provide and respond to whatever needs, questions, and problems they present. We hope you will enjoy learning more about Guiding Lights from our Third Annual Report, and we encourage you to get in touch with us, to make suggestions, to request assistance, or to support the organization. We welcome your participation and involvement.

From the Co-Founders of Guiding Lights,
Nicole M. Bruno, Executive Director
Julie Falconer, Director of Programs
our mission is...

to be the most comprehensive caregiver support center for family and professional caregivers in the Triangle area of North Carolina.
Brigitte Specht has spent the last 10 years serving seniors. She started her career at a Continuing Care Retirement Community, and in 2007 began to work in assisted living and memory care with Sunrise Senior Living, drawn to them because their mission “to champion the quality of life for all seniors” aligned with her personal values and desire to serve. She attributes her love for seniors to the time she spent riding her bike around small town North Carolina visiting the elders and to time she shared with her grandmother every day. Brigitte began volunteering at a nursing home when she was 9 and has always loved having many “grandparents,” as she feels the knowledge and experience that the silent generation can share is extremely valuable.

Brigitte chose to support Guiding Lights as a volunteer because of its mission to be a comprehensive center for caregivers in the Triangle, a place where families can find support, comfort, and answers to the unknown. She has witnessed many times the stress, doubt and confusion that the caregiving role can bring to a family. Now, as a Board member, she is even more aware of how Guiding Lights really prides itself on supporting caregivers and professionals in the field of caregiving. And in return, Guiding Lights is so very appreciative of all the work she does as Chair for Guiding Lights’ annual Share to Care Gala.

When Brigitte is not working for Sunrise Senior Living or as a Guiding Lights Board Member, she enjoys spending time with her family boating on Lake Gaston and co-leading Girl Scout Troop 3184.
Guiding Lights
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Board of Directors

Marcia Jarrell, President
Kim Raynor, Vice-President
Lauren Watral, Secretary, MSW
Ron Heath, Treasurer
Heather Altman, MPH

Sandy Hall, RN Instructor
Rachel David, Accountant (contracted position)
Kathleen Rosendale, Awakening Mentor
Marilyn Hartman, Grant Writer (contracted position)

Nicole Bruno, Executive Director
Julie Falconer, Director of Programs
Corliss Dunlop, Referral Specialist
Jamilah Dixon, Program Support Specialist
Leigh Warren, Field-Based Referral Specialist

Martha Womble, RN, Program Coordinator, Nurse Asst. Program
Sandy Hall, RN Instructor
Kathleen Rosendale, Awakening Mentor
Rachel David, Accountant (contracted position)
Marilyn Hartman, Grant Writer (contracted position)

Paul Immanuel
Alison Brown
Jennie Byrne, MD, Ph.D
Brigitte Specht
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Brigitte Specht
Sarah Suite

Heather Altman, MPH
Angela Hampton

Jennie Byrne, MD, Ph.D
Brigitte Specht
Sarah Suite

Heather Altman, MPH
Angela Hampton
Please consider making a tax-deductible contribution to help caregivers in our community provide the best possible care. Your support will help us reach the growing numbers of caregivers in need of support and assistance!

You may make a donation online, by phone, or by mail. Please contact us about donating stock or making bequests through estate planning.

Walk-In/Call-In Hours:
Monday through Friday 10am-5pm
Saturday – By appointment only

3724 National Drive  |  Suite 130  |  Raleigh, NC 27612-4824  |  919-371-2062

www.guidinglightsn.org
our accomplishments
in 2012-2013

MORE FAMILY CAREGIVERS THAN EVER
2,272 IN ALL
RECEIVED COMPREHENSIVE ASSISTANCE IN
DEVELOPING AND IMPLEMENTING PLANS
FOR CARING FOR THEIR LOVED ONES!

The Care Coordination and Support Service increased its reach to an average of 231 people every month. We now have vetted 219 local service providers, each one carefully researched so that our clients can have full confidence in our recommendations.

AN UNPRECEDENTED
NUMBER OF PEOPLE
973 IN ALL
ATTENDED THE TRIANGLE CAREGIVER CONFERENCES
in Durham and Raleigh, which we co-hosted with Hospice of Wake County and Alzheimer’s NC.
More and more people are viewing our highly ranked Caring Connections radio show, hosted by Executive Director Nicole Bruno and covering a range of topics such as long-term care, Alzheimer’s Disease/dementia, financial aspects of caregiving, safety in the home, and care for the caregiver. Hundreds of people listen directly or stream the show. Additionally, the show is downloaded on average 250 times per week.

The number of people accessing our website has more than tripled in the past year. These are people in the Triangle area, from across the state, from 46 other states, and from 51 other countries.

In becoming more familiar with the work of Guiding Lights, greater numbers of people are discovering information available through Guiding Lights DVDs and online resources. The informational videos on the “Caring Matter” DVDs, 1,000 of which have been distributed free of charge to patients in hospitals and at home, were viewed by 8,802 people online last year, an increase from 467 the previous year. We also have an online version of the dementia training program, “Do You Know Who I Am?,” which instructs caregivers how to deal with behaviors common to dementia, especially Alzheimer’s Disease. Previously only available to professional caregivers in an all day training, it is now free online for family caregivers through the website. Caregivers across North Carolina and in four other states have utilized this resource.
Guiding Lights provides innovative services to family and professional caregivers in the Triangle area of North Carolina.

SERVICES FOR FAMILY CAREGIVERS

- **Care Coordination and Support**: A free referral and consultation service. Caregivers may call or drop in five days a week, and Saturday by appointment. Our Referral Specialists: (1) create individualized care plans, based on an assessment of the client’s individual needs, desires, and financial resources; and (2) identify and help clients connect to high quality and affordable providers.

- **Awakening**: A life management program for individuals with dementia. Guiding Lights works with individual patients and their family caregivers to maximize the use of remaining cognitive abilities, enabling the patient to engage in meaningful activities and maintain valuable roles in their family and community lives.

“Guiding Lights is an amazing resource for our community. Caregivers are able to access a wealth of practical information with one call. Guiding Lights is the first call I encourage caregivers to make when seeking to gain knowledge about community resources. I have had nothing but wonderful results when referring others to their services.”

~ Meredith Barrett, MSW, LCSW, Clinical Manager, Counseling Services, Hospice of Wake County, Inc.

“My mother is doing great…. I am so blessed to have met you during this time in our lives. I really believed it was a miracle from God that you were a Guiding Light in our lives when we needed it. I constantly refer people to your organization.”

~ A family caregiver, August 2012
Sharing Suite and Seminars: A place at Guiding Lights where family caregivers receive free consultation and services or attend seminars on caregiving topics. This service is provided by knowledgeable industry professionals who are vetted for quality. In the Sharing Suite, professionals offer sessions in their area of expertise, answering questions and providing customized consultations, on topics including eldercare attorney advice, medication review by a pharmacist, falls risk assessments, meetings with social workers, etc. Seminars are offered on a regular basis as well. Guiding Lights posts Sharing Suite offerings and the seminar schedule on its website and in its monthly newsletter.

Lending Library: A free resource for the community, the lending library contains books and videos, as well as online access to information relevant to caregiving, such as caregiver stress, medical conditions such as Alzheimer’s and Parkinson’s Disease, advance care planning, and others.

Skills Lab: A place at Guiding Lights for family caregivers to receive training from qualified RNs in pertinent caregiving procedures. The Lab contains personal care equipment such as a hospital bed, IV setup, wheelchair, walker, commode, blood pressure measurement equipment, thermometers, dressings, and other items to help the family caregiver better care for their loved ones.

FOR PROFESSIONAL CAREGIVERS

The Nurse Aide 1 (NA1) Training Program provides extended and customized education that leads to certification as an NA1, with special emphasis on care of the older adult population, and particularly those with dementia. Our goals are to assure clinical proficiency and foster a compassionate attitude towards patients’ needs, creating a skilled workforce that is resistant to job-related stresses, and that works in institutions of excellence, seeks out opportunities for self-improvement through additional education, and stays in the health profession. The enhanced educational components in our curriculum:

“I contacted Guiding Lights in hopes of guidance on resources for a patient in need of safe, low-income housing which was also wheelchair accessible. The situation was urgent, and time was short to find a solution. It was one of many calls I was making on behalf of this patient, and I was delighted with the immediate response and offer of assistance at Guiding Lights. Corliss Dunlop and Ginny Vanderburg answered promptly each time I phoned, and I never had to leave a message and wait for a call back. They collected the relevant information on my patient, and Corliss called me the very next morning. She not only found the perfect housing opportunity, but was proactive in contacting the resource directly and arranging for the apartment to be held for my patient.

In my experience as a social worker, I have never worked with a more helpful and caring resource than the staff at Guiding Lights. In a profession where the population’s needs are high and the resources scarce, it is too common to find cynicism and a general inability to provide prompt and practical assistance. Without punting my patient to a different agency or department, without complicated applications, without long waiting lists and without requiring anything in return, Guiding Lights provided exactly what was needed at exactly the right time. I am impressed at the dedication of the staff and have already recommended Guiding Lights to my entire case management department.”

~ With sincere appreciation,
Erin B.T. Tucker, MSW, Clinical Case Manager, WakeMed Health & Hospitals
(1) provide integrated training of knowledge with clinical skills, (2) give the students a broad range of experiences in clinical settings that represent the continuum of care, and (3) support and strengthen the students through ongoing evaluation and feedback. The training is designed to open up economic opportunities for individuals seeking entry into the healthcare field while fostering a compassionate and caring attitude that is responsive to patients’ needs. Our goal is to empower our NA1 students to become exemplary caregivers who exemplify excellence.

The seven-week course comprises 125 hours of training, compared to the state minimum requirement of 80 hours. The Training Program is offered on-site at Guiding Lights in space that includes a classroom and a Skills Lab that is equipped with all equipment required by the state of North Carolina. The curriculum includes:

- Small class size, limited to 10 students, compared with other courses that have up to 25 students. Clinical rotations have a student to RN supervisor ratio of 5:1.

- Specialized training on critical topics that are relevant to eldercare but not typically included in NA1 training. These include dementia, death and dying, ethical and legal issues (with information about elder abuse), statistics, and an enhanced unit on Personal Care and Basic Nursing Skills. This training will prepare students to handle some of the most common but complex issues they will encounter while working in the medical field.

- An all-encompassing clinical rotation of 40 hours in facilities with the highest (5-star) ratings, including a skilled nursing facility and a Senior Adult Day Care.
Here’s one of our success stories:

JD (not real initials) comes from a low income background and, although she had little work experience when she enrolled in the NA1 program, she passionately desired to have a career in caregiving. She performed at a high level during the training and showed great compassion towards her patients. After graduating, she successfully passed her NA1 competency training and secured a job at a local Assisted Living facility. She has told Guiding Lights staff how grateful she is for the opportunity to receive the training, particularly, since having a full scholarship was the only was she could have made it happen.

- The innovative and interactive dementia training “Do You Know Who I Am?” was developed at Guiding Lights. It provides education about the nature of dementia and how to handle the caregiving challenges specific to this type of patient. The interactive and participatory workshop was offered nine times last year to 117 professionals.

- The Skills Lab offers a place for those seeking certification as NA1s to practice required competency skills under the supervision of a Registered Nurse.

About our Skills Lab

“The training that we got was exactly what we were looking for. We are new caregivers for my mother who is 96 years old and had lived at her home independently until recently. Caregiving has been a bigger task that I had expected and appreciate help and advice like that given by Sandy. Sandy showed us how to use a short sheet on the bed to assist in moving my mother in the bed. She also gave us advice like using a pillow behind the knees while sleeping to relieve back pain. She explained several simple things that meant a lot like placing our foot in front of my mother’s foot when she is standing to prevent her from sliding. We were also given helpful websites. I feel that my mother is safer now as well as my wife and I are safer as caregivers.”

~ Regards, Gilbert
CAREGIVER EDUCATIONAL OPPORTUNITIES

Triangle Caregivers Conference in Durham and Raleigh: Guiding Lights is proud to have once again co-hosted the Triangle Caregivers Conferences in partnership with Hospice of Wake County and Alzheimer’s NC. This year we had record attendance of 973 people registered, 589 caregivers in Raleigh and 384 in Durham!

The conference included informative presentations on topics related to family caregiving, including, “Things to Know to Help Prevent an Avoidable Hospital Readmission,” “Fall Prevention and Home Safety,” “Medicare and All Its Parts,” and The Other Side of Alzheimer’s: A Caregiver’s Perspective.” In addition, exhibits from 95 service providers gave participants an opportunity to learn about community resources by talking directly with industry professionals. Participants were enthusiastic about the conference, giving consistently positive feedback.

Free “Caring Matters” DVDs. The 15 short videos on this DVD, each narrated by a local expert, including physicians, health care agency administrators, and hospice staff members, provide the lay person with information on a wide range of caregiving topics. Through wide distribution we extend our reach and

About Do You Know Who I Am?
“An incredibly powerful, life-changing experience! The class interaction, personal experiences and role play kept us engaged. How I wish that this class had been available to me when I was caring for my Dad.

As we move into a future where most all of us will be affected by this disease in one way or another, we must realize that denial and ‘out of sight, out of mind’ thinking is not the answer. Empowering ourselves with knowledge and understanding of its symptoms and progression, and receiving the tools to caringly deal with each situation, allows us to face it head on, making the journey a little easier for us and our precious loved ones.

I highly recommend this class to caregivers, family members, friends and anyone whose life is, or may one day be, touched by Alzheimer’s/Dementia.

~ Dianne F., September 2012
provide proactive education so that patients in hospitals can better prepare for the transition back into the community, and patients at home can receive assistance before they are in crisis. This year we completed the dissemination of 1,000 copies of the DVD. The videos are also available free of charge on our website, where already 8,802 people from 41 countries have viewed them.

- **“Do You Know Who I Am?”** is now online at www.guidinglightsnc.org. Both family and professional caregivers can view this 4.5 hours workshop at their convenience, to learn how to work more effectively with individuals who have dementia. Family caregivers may view it free of charge.

- **Caring Connections Radio Show** (http://chapelboro.com/category/wchl/lifestyle-weekly/caring-connections/). Executive Director, Nicole Bruno broadcasts a weekly show featuring local experts and providers talking about a range of caregiving topics. It airs four times a week on WCHL 1360 AM and 96.7 FM. In addition to reaching people listening directly or streaming the show, the show is downloaded on average 250 times per week.

The show covers a different topic weekly, addressing the issues and concerns of most importance to caregivers, including:

- 5 Tips for choosing an assisted living facility
- Adult Daycare: Long term care’s best kept secret!
- Advance directives defined
- Alzheimer’s Disease & Dementia: What is the difference?
- Alzheimer’s Disease - A public health crisis: The epidemic of the Baby Boomers
- Alzheimer’s Disease medications decoded
- As I watch my loved one decline, should I be considering Long-Term Care Insurance for myself?
- Brain health: What’s good for the heart is good for the brain!
- Candid discussion on pain killers
- Caregiver burnout: Warning signs and what to do if you are burned out
- Caring for an elder from far away

“This Corliss Dunlop’s attentiveness and progress with my concerns to find placement for my mentally and physically ill brother were acknowledged by a possible placement location within 5-7 business days. My brother has since been placed in an assisted living location with a previous family care service. My inner strength has now been restored with her help, guidance and calming phone calls. She truly is an honor to work with, and a ‘guiding light.’

Sincere thanks to all of you who contribute to Guiding Lights.”

~ Anonymous family caregiver, November 2012
Guiding Lights in the media: publicity and recognition

- Newspaper articles about Guiding Lights were featured in the *Holly Springs Sun* and the *Fuquay-Varina Independent.*

- The *Cary Living* magazine featured an article about Guiding Lights, and we continue to publish a quarterly column on caregiving in *Outreach NC.*

- Nicole Bruno was interviewed along with representatives of Alzheimers North Carolina and Hospice of Wake County on *ABC Channel 11* television in May, 2013 on the “Heart of Carolina Perspectives.”

MARK YOUR CALENDARS

**Guiding Lights Triangle Charity Polo Classic**

will be held on

**Sunday, June 8, 2014**

**MacNair’s Country Acres**

**4321 Tryon Road, Raleigh**

Join us for a day of fun, food and excitement at the Guiding Lights Triangle Charity Polo Classic, the first of its kind in the Triangle area.

Guiding Lights affiliations

- North Carolina Center for Nonprofits
- Health Affairs Round Table (HART)
- Senior Resource Alliance
- Chapel Hill and Durham Eldercare Resources (CHADER)
- North Carolina Community Resource Connections (CRC)
- Chatham-Orange Community Resource Connections for Aging and Disabilities (CRC)
- National Association of Women Business Owners (NAWBO)
- Alzheimer’s Foundation of America (AFA)
Sources of Income
- 53% - Foundation and Government Grants
- 16% - Corporate Partnerships
- 14% - Fundraising & Direct Public Support
- 13% - In Kind
- 4% - Program Revenue
- 0% - Investments

Sources of Expenses
- 75% - Programs & Services
- 14% - Administration & Overhead
- 10% - Fundraising
- 1% - Advertising

Income Summary
- Grants
- Corporate Partnerships
- Fundraising & Direct Public Support
- Gifts In Kind
- Program Income
- Other

Grants: $19,803.72
Corporate Partnerships: $6,587.92
Fundraising & Direct Public Support: $24,196.00
Gifts In Kind: $19,803.72
Program Income: $24,196.00
Other: $82,455.92

Total Income: $82,455.92
Total Expenses: $60,982.92
Net Income: $21,473.00
The following individuals, businesses, corporations, and foundations have all provided the financial support that has made it possible for Guiding Lights to serve the community.

**On behalf of all those we have served, we thank you!**

**NOVA LEVEL ($50,000 and more)**  
Oak Foundation

**LANTERN LEVEL ($10,000 - $14,999)**  
Carol Wood Retirement Center

**LUMINARY LEVEL ($5,000 - $9,999)**  
Anonymous Donor  
City of Raleigh  
Glenn Carr  
Heartland Hospice Services  
Homewatch Caregivers of the Triangle  
Stewart Altman

**FLAME LEVEL ($2,500 - $4,999)**  
Hospice of Wake County  
Falls River Village  
Michael Shaw

**EMBER LEVEL ($1,000 - $2,499)**  
Barbara Vosk & Howie Shareff  
Brookdale Senior Living  
Eisai, Inc.  
Good Health Services  
Kisco Cares Foundation  
Linda Craft & Team Realtors  
Michael Stalls  
Parentcare101  
Performance Technical Sales  
Renaissance Funeral Home, Inc.  
Rex Healthcare  
Wake Assisted Living  
Wake Med Health and Hospitals  
Waltonwood Cary Parkway

**DONORS ($100-$999)**  
101 Mobility RDU  
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Adrassy’s Culinary Delights Inc.  
Aegis Homecare  
Aging Family Services  
All American Relocation & Office Solutions  
Allison O’Shea  
Anne Kathryn Browning  
Another Daughter  
Arbonne Independence Consultant  
Balancing Life Touch  
Beckman Associates, Inc.  
Body Listening  
Bodylase Skin Spa  
Bone-A-Fide Pet Care  
Brad Brautman  
Bridgette Specht/Sunrise Senior Living
Wendy Mallon
William Carraway
Windsor Point Retirement Community
Wines of Humanity
Woodland Terrace
World Series of Poker Academy
Waddell & Reed
Wallace Mercogliano, PA
Windsor Point Retirement Community
Your Next Move

ADDITIONAL DONORS (UNDER $100)
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Alliance4Aging.Com
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Jennifer Sharp
Joey Elphick
John Thoma
Joseph & Jo Anne Heberle
Joseph & Judith Clark
Joseph & Patricia McPherson
Judith Davagnino
Judith Parker
Julie Brown
NOTE: If we have made an error, misspelled your name or omitted to mention you, please let us know!
Call 919-371-2062 or email nicole@guidinglightsnc.org.
A heartfelt thank you to all our community partners, foundation funders, and individual donors, plus the dedication of dozens of volunteers, who have made all of this possible!

Without you we could not have reached the 2,500 caregivers who used our services over the past year. And we hope that you will be as excited as we are about our accomplishments of the past year and the potential for continued growth in the coming year.

With your continued help, we plan to continue lighting the way for even more professional and family caregivers in the coming year!
Discover what happens when the innovative meets the unprecedented.

Guiding Lights
Caregiver Support Center