Our mission is to be the most comprehensive caregiver support center for family and professional caregivers in the Triangle area and beyond.
Guiding Lights’ presence in the community, its programs, and its education outreach affirm the important place of caregiving in family life. And our growth in the past year reinforces the need to continue expanding our work and building our networks so we can reach all the caregivers in the Triangle area who have nowhere else to turn with their unanswered questions, doubts, and fears.

We sometimes say that Guiding Lights “fills the gaps” in community support for caregivers, but the gaps often feel like gaping chasms! Family members want to care for their loved ones, but they can get overwhelmed by all the time and energy it takes, especially when they feel that, despite all their efforts, there are still unmet needs. And doubts arise: Can I be doing things better? Should I be able to take on more? Do I need assistance, and if so, what kind of assistance? How can I find the right providers? How can I keep on being a caregiver and still meet my other responsibilities, much less take care of myself?

Guiding Lights serves as a guide through these difficult waters — answering questions, providing training in caregiving skills, helping develop care plans, and connecting caregivers to appropriate providers whom we have personally vetted. Our staff fielded requests from an average of 265 Triangle-area caregivers each month over the past year. That’s a total of 3,188 caregivers. Our services provide assistance for ongoing problems, but we also try to be proactive, providing consistent follow-up to troubleshoot, before concerns become crises. We also work to increase awareness and knowledge of caregiving in the community through a weekly radio show, television appearances, the print media, as well as through the growing number of educational resources posted on our website.

As caregiving becomes an increasingly visible part of family life and enters the vernacular of everyday conversation, Guiding Lights strives to better equip all of us to be the best caregivers we can, so that our loved ones receive the best care possible. And that, of course, is what it’s really all about.

We at Guiding Lights wish you the best for a rewarding, satisfying, and enriching caregiving experience. Know that Guiding Lights is here for you to help make this wish come true.

From the Co-Founders of Guiding Lights,

Nicole M. Bruno, Executive Director & Julie Falconer, Director of Programs
In its fourth year, Guiding Lights continues to reach more and more caregivers, making sure they have the practical and compassionate support they need to handle the full range of caregiving challenges. Over the past year, Guiding Lights assisted over 3,400 caregivers through its services, and we impacted thousands of others through the Triangle Caregivers Conference, our online educational resources, radio show, and other media.

Some of the highlights of the year:

- Guiding Lights’ largest program, the Care Consultation and Support (CC&S) Service, grew by 15%. Altogether 3,188 CC&S clients received Guiding Lights’ assistance in the past year.
- Caregivers served per month on average.

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- We have also secured financial support from new community partnerships with long-term and acute care organizations and from new foundation sources. Guiding Lights has also demonstrated stronger corporate support and significantly increased its support from outside the healthcare industry.

Guiding Lights increased its efforts to spread the word about its work.

We received a wealth of media publicity, both in the press and on television, and we presented a workshop about the model we use to support caregiver at the North Carolina Conference on Aging Conference.

We have had our most successful fundraising events to date over the past year, including Share to Care, and the first-ever Triangle Charity Polo Classic.

- Guiding Lights advanced the training of professional and family caregivers in dementia care through its interactive and engaging “Do You Know Who I Am?” training. This training reached 187 individuals through in-person and online trainings, a 33% increase from the previous year. Our training is approved by the North Carolina Assisted Living Association (NCALA), to provide CEUs for Special Care Memory Units. In addition, retirement communities in Orange and Chatham Counties have asked Guiding Lights to provide this training to their employees. To better reach family caregivers, we are developing a new in-person training to specifically meet their needs. It will be offered for the first time beginning in October, 2014.

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We developed important new relationships and increased our financial stability through partnerships with larger healthcare organizations that serve the same population and have compatible missions.

We signed a contractual relationship with Transitions LifeCare that will enhance Guiding Light’s community impact while maintaining its independence as a free-standing non-profit. We also have been invited to join a collaborative of hospital systems in Wake, Durham, Orange, and Chatham counties, in an initiative to better involve caregivers when patients make transitions from healthcare facilities to home, or between facilities.
IN THE MEDIA

The News and Observer, in Raleigh, NC, wrote an article about Guiding Lights in June, 2014.

Hoofbeats Magazine wrote an article on Guiding Lights in June, 2014.

Guiding Lights writes a quarterly column on caregiving in Outreach NC.

Nicole Bruno was interviewed on ABC Channel 11 television on the “Heart of Carolina Perspectives.”


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)
- North Carolina Association on Aging (NCAOA)
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Raleigh, NC 27612-4824
Monday-Friday 10am-5pm
Saturday by appointment
919-371-2062
www.guidinglightsnc.org
WHAT GUIDING LIGHTS OFFERS

Guiding Lights provides innovative services to family and professional caregivers in the Triangle area and beyond.

(Names of caregivers and care receivers have been changed.)

SERVICES FOR FAMILY CAREGIVERS

Care Coordination and Support Service: 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 connect clients to high quality and affordable providers that we have personally researched and vetted to ensure the highest quality services.

In 2013-2014, Guiding Lights served 3,188 caregivers through this service, an average of 265 per month.

Testimonial

What a pleasant experience! I contacted Guiding Lights for referrals for in-home assistance for a loved one. First, the person who answered the phone was kind and professional. Second, their Referral Specialist Corliss listened to my needs and provided me with three referrals within hours of our phone conversation. As promised, Corliss contacted me one week later to see if I was satisfied or needed any additional assistance at this time. They really were guiding lights. Thank you!
HELPING FAMILY CAREGIVERS THROUGH DIFFICULT TIMES

> THE SITUATION: Mr. D walked in to Guiding Lights’ office requesting information about support group services. He was very emotional and distraught, as his 53 year-old partner was in the final stages of HIV. An area hospice was assisting his partner at home, and Mr. D struggled with the fact his partner had stopped eating more than three months ago. Watching his partner’s weight plummet to 70 pounds, he knew death would be imminent.

>> THE SOLUTION: The Referral Specialist contacted the Alliance of AIDS Services for information about support groups. Further contact was made to the Wake County Social Services Department that arranged grief counseling for Mr. D. He felt comforted and supported through the efforts made by Guiding Lights. When his partner passed, Guiding Lights extended condolences and sent him a sympathy card.

> THE SITUATION: Mrs. M contacted Guiding Lights seeking assistance for her 70-year old husband, who was diagnosed with terminal lung cancer. She and her husband lived alone in the Raleigh area with no immediate family members. She spoke of being overwhelmed with her husband’s care, his prognosis, and her feelings of isolation.

>> THE SOLUTION: Guiding Lights first made the practical suggestion for Mrs. M to consider home health services to assist with her husband’s care as well as provide respite for herself. She responded positively to this idea and also to the suggestion to join a support group geared specifically to lung cancer patients and their family members.

Guiding Lights then placed a call to the American Cancer Society’s Cancer Action Network. Among the many services offered, transportation services and emotional support were the two that seemed most pertinent to Mrs. M. The Lung Cancer Alliance in Washington, DC, was also contacted; this agency provides telephone support groups to patients and their families. Information about these services was given to Mrs. M.

> THE SITUATION: Ms. L learned of Guiding Light’s services through a representative at an area pharmaceutical company, and called from a small town in North Carolina with concerns about her father’s rapid weight loss. He had lost 51 pounds over a five month period, and his doctor was uncertain about the cause. Ms. L was interested in a second opinion and was willing to transport her father to the Raleigh area for a consultation.

>> THE SOLUTION: Guiding Lights contacted Wake Med Doctor’s Choice for information. A conversation with a WakeMed Case manager led to a referral to a local pulmonary specialist, who was quite familiar with the condition and symptoms. Also, an inquiry was made about a pulmonary specialist in the town where the family lived, and a specialist was identified who offered additional expertise with respect to the man’s symptoms. The information was presented to Ms. L, along with her options and Guiding Lights offered additional follow-up as desired.
HELPING CAREGIVING PROFESSIONALS
HELPING FAMILY CAREGIVERS

> THE SITUATION: A physical therapist contacted Guiding Lights for help in finding an appropriate placement for an 83 year-old woman who was recovering from a stroke. The patient needs considerable care - she is confined to a wheelchair and requires assistance with even basic self-care activities. Although the patient has a son, he lives out of state and has limited contact with his mother. The physical therapist sought information and advice from Guiding Lights about finding a place for the patient to live.

>> THE SOLUTION: Guiding Lights' Referral Specialist identified a family care home able to accommodate a non-ambulatory person, one of few in the state with this capacity. As a result of this information, the physical therapist was able to share this information with the patient's son and make plans to move his mother.

• “Do You Know Who I Am?” for family caregivers. This innovative and interactive dementia training “Do You Know Who I Am?,” developed by Guiding Lights, provides education about the nature of dementia and how to handle the caregiving challenges specific to this type of disease. Online, with an in-person version under development for family caregivers, the training reached 82 family caregivers this year.

• 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.

Testimonial

Dealing with her mother’s mental decline has been very stressful on one of the caregivers of our client and she called me last week and shared that she was at the end of her rope. I told her that I understood exactly what she was going through as I had cared for my dad and had experienced the same. I told her about the Guiding Lights Dementia Program and how much it had helped me to understand the progression of dementia and how to cope when caring for a loved one with Alzheimer’s/Dementia. I sent her the contact info and, long story short, she contacted Guiding Lights and received the book. She and her husband immediately jumped right into it and both were blown away with the wealth of information it offered. She said that her husband stated “Oh my gosh, this stuff is amazing!” the entire time that he was reading.

She said that she has already started using some of the things that they have learned and has seen a big difference in her mother’s reaction to certain situations as a result. I just wanted to let you know how excited she is about the Dementia Training. Thanks for all you do. This powerful program is continuing to help so many family members and caregivers to understand, and cope with, this devastating disease.
The Lending Library is a free resource for the community, containing books and videos, as well as online access to information relevant to caregiving, covering topics 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.

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

AN EXAMPLE OF TEACHING CAREGIVING SKILLS AND PROVIDING FAMILY SUPPORT

A 47-year-old family caregiver named Marian called Guiding Lights to learn personal care skills so that she could provide better care for her mother Ann. Ann needs considerable assistance, as she suffers from a degenerative muscular disease and has symptoms of early to mid-stage dementia. At Guiding Lights Marian learned a range of skills: how to give a bed bath and dress Ann in bed, how to brush her teeth and wash her hair, how to transfer her, how to properly use a walker, and how to work with Ann on range-of-movement exercises in bed. Marian was also taught techniques to decrease the behavioral problems caused by dementia and to inspire Ann to participate in her own care.

Guiding Lights also helped Marian and her siblings resolve serious disagreement among them about who should care for Ann. When Marian came to Guiding Lights, Ann was in the care of her brother, and the brother was fighting to keep her. Marian and her other siblings, however, supported moving Ann to Marian’s house, because they felt she would receive better, more reliable care with Marian and because they had suspicions that the brother was mis-spending Ann’s pension and Social Security checks. To help with this situation, Guiding Lights connected the family with Legal Aid and a case worker, and a family meeting was set up. As a result of this meeting, it was decided that Marian and her brother would share Health Care Power of Attorney but that Ann would move to Marian’s house for her care.

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: (1) provide academic knowledge that is integrated with clinical practicum, (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 146 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 prepares 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 a skilled nursing facility with the highest (5-star) rating.

**FROM PARTICIPANTS IN “DO YOU KNOW WHO I AM?”**

- “I really enjoyed the class. I have been telling everyone how informative it was, and I have…asked that all my co-workers take the class. Job well done.” – Diana

- “I really enjoyed the dementia training I attended in June. It gave me great hands-on experience, and the ability to get into the mind of someone who is suffering from dementia. I will be referring all of my employees…as I believe that this was a fantastic training. Thanks,
  - Haley Gray, CEO, MBA, CSA

- “Do You Know Who I Am?” – (see above). A total of 105 professional caregivers completed the training this year.

**COMMUNITY EDUCATION AND OUTREACH**

Triangle Caregivers Conference in Durham and Raleigh: Guiding Lights is proud to have once again co-hosted the Triangle Caregivers Conferences in partnership with Transitions LifeCare and Alzheimer’s North Carolina. This year we reached 750 caregivers in Raleigh and in Durham! The conference included informative presentations on topics related to family caregiving, including a Virtual Dementia Tour; Using Social Media to Help with Caregiving; Male Caregiving; Empowered Dementia Caregiving: Understanding the Disease to Improve Relationships with People with Dementia; Scams, Fraud and Seniors; Prepare to Care;
Legal Information for the Caregiver; Meet Me Where I Am; Finding Balance in Caregiving; Understanding Good Nutrition; and Embracing the Life Changes Caregiving Brings.

Exhibits from 96 service providers also gave participants an opportunity to learn about community resources by talking directly with industry professionals. Participants were enthusiastic about the event, giving consistent positive feedback.

Comments from attendees at the 2014 Triangle Caregivers Conference:
- “I have learned how to be a better caregiver because of the support and information received.”
- “I’m leaving feeling renewed!”
- “I would definitely recommend [the Triangle Caregivers Conference] to others needing information.”
- “Offer TCC [the Triangle Caregivers Conference] more than once per year!”
- “Make it into a two day event. I missed several sessions that I would have loved sitting in on.”
- “I think we could have a great two day conference and rooms would stay full cause everyone is hungry for creative ways to stay energized.”

FREE “CARING MATTERS” DVDS
The 14 short videos on this DVD provide the lay person with information on a wide range of caregiving topics. Each is narrated by a local expert, including physicians, health care agency administrators, and hospice staff members. Through wide distribution we extend our reach and 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. Last year we completed the dissemination of 1,000 copies of the DVD, with an additional 600 distributed this year. The videos are also available free of charge on our website; there have been 5,518 views in the past year.

“DO YOU KNOW WHO I AM?” IS AVAILABLE ONLINE
Both family and professional caregivers can view this 4.5 hour workshop at their convenience, to learn how to provide care more effectively with individuals who have dementia. Family caregivers may view it free of charge.

CARING CONNECTIONS RADIO SHOW
Executive Director, Nicole Bruno, broadcasts a weekly show featuring local experts and providers talking about the issues and concerns of most importance to caregivers. It airs four times a week on WCHL 1360 AM and 96.7 FM and has become one of their top rated shows. In addition to reaching people listening directly or streaming the show, the show is downloaded on average 250 times per week.
Ann Browning has helped out with great dedication of her time and talent since our founding in 2010. As she explains, she has been “passionate about Guiding Lights Caregiver Support Center from the beginning.” She understands how vulnerable people are when they need care, and how great the need caregivers have for information and education about available services and resources. Impressed by Executive Director Nicole Bruno’s vision and passion, she volunteered to help Guiding Lights in 2010, and is still with us! We thank her for all she has done and continues to do to help Guiding Lights thrive.

Anne enjoys educating others about Guiding Lights and getting people involved in our events. Since 2010, she has been our Volunteer Coordinator, and has singlehandedly trained and coordinated volunteers for every Guiding Lights fundraising event, as well as the Triangle Caregivers Conferences. Plus she volunteers at each of them herself.

She brings a wealth of experience and expertise to her volunteer activities. After spending more than 20 years in retail business, she made a career shift so she could satisfy her desire to help people in a personal and valuable way. Since that time she has held a variety of positions in the health care and senior care field. She has worked for a hospice agency, a medical equipment company, a personal emergency response system, an elder law firm and currently is employed at Homewatch CareGivers in Raleigh. Every job experience has given her the opportunity to make a difference in people’s lives. We appreciate her great generosity towards Guiding Lights.
The following individuals, businesses, corporations, and foundations have provided financial support to make it possible for Guiding Lights to serve the community. We list here all those who contributed $250 or more, but wish to thank the additional contributors whose gifts to Guiding Lights are equally valued. 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)
- Johnson Maserati of Cary

### LUMINARY LEVEL ($5,000 - $9,999)
- Anonymous Donor

#### FLAME LEVEL ($2,500 - $4,999)
- Alzheimer’s Foundation of America
- Brookdale Senior Living
- Homewatch Caregivers of the Triangle
- J.M. Edwards Jewelry
- Mary Duke Biddle Foundation
- Transitions LifeCare
- Waltonwood Cary Parkway
- Wells Fargo

#### EMBER LEVEL ($1,000 - $2,499)
- Atria Senior Living
- CareFirst Physical Therapy
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- Immanuel, Paul
- North Carolina Community Foundation, Inc.

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### 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.
The work of Guiding Lights is supported by the generosity of private foundations, corporate contributions, the City of Raleigh, and members of the community.

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.

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**SHARE TO CARE FUNDRAISING EVENT**

Come out to the Cypress Manor in Raleigh to take part in all of the excitement of a silent auction, music, and great food featuring chefs from seven of the Triangle’s finest long-term-care communities!

For more information and tickets, go to [www.sharetocareevent.com](http://www.sharetocareevent.com).

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**TRIANGLE CHARITY POLO CLASSIC**

Our contract is signed with MacNair’s Country Acres! We are so excited and appreciate their willingness to bring us back. Thank you to Johnson Maserati for becoming our presenting sponsor. For more information and tickets, go to [www.trianglecharitypoloclassic.com](http://www.trianglecharitypoloclassic.com).