

Innovating Through Proactive Partnership

Our new, innovative Proactive Partner Model is a holistic, person-centered care system that could be emulated in communities across the country. We are enhancing the way our Resident Services Coordinators work alongside our residents as they address the changing challenges our residents face.

Our Proactive Partner Model, developed in partnership with Seniors Together and Quinnipiac University, provides comprehensive geri-focused assessments of our resident “partners” that include: social, emotional, physical and spiritual well-being. The assessments’ findings are summarized to determine each resident partner’s personal level of frailty and level of psycho-social engagement. Through software developed by The Towers, an individualized profile is formed for each resident partner in the program. Aggregate data for the entire community is also developed from regularly-scheduled interviews with all residents and their Resident Services Coordinators. Combined, the software identifies cohorts of residents who share like characteristics and interests and identifies those facing similar physical or emotional challenges. Based on this information, clinical pathways have been developed to align programs with attempts to address, and improve, the issues residents need to focus on to avoid premature decline.

It was eye-opening for us to learn that approximately 38% of



*Richard Wurtzel
Klaatch Community Volunteer*

our residents felt they wanted more meaningful and impactful relationships along with deeper connections. That led us to Adam Greene and his company, Seniors Together, whose goal is to end the staggering burden of loneliness in older adult communities and to help foster and nurture meaningful relationships. To enhance support and to promote healthier living, The Towers enlisted Seniors Together to offer one of its flagship programs, Klaatch, to our residents. Klaatch is a 12 week program that helps turn neighbors into friends by providing a fun and interactive coach-led conversational group that offers a way to socialize, form friendships and stay connected. Klaatch is just one example of pathway programming offered through the Proactive Partner Model.

The first two Klaatch groups were held in person, but when COVID became more prevalent, the groups were held over the

phone, led by outstanding community volunteer, Richard Wurtzel.

According to Adam Greene, “I think that the Klaatch telephone program has been a great respite and support for residents at The Towers who want to maintain social connectedness during the pandemic. The technology is easy to use; you just pick up the phone at the scheduled time and you are connected to friends and neighbors. Having a coach like Richard who kicks off the conversation and who keeps the focus on building peer-to-peer connection is extremely important.”

Potential participants are identified through our Resident Service Coordinators, as well as recruited through flyers and word-of-mouth.

Resident Sal Garamella said “I just like the phone meetings in general, but most of all the learning about the residents’ lives was the best part for me.”

“Klaatch is a great program. Conversations with the others involved helped me remember who I ‘was’ and still am. Getting wound-up with medical concerns and grief over major life changes distracted me from my own strengths,” said resident Pam Kaus. “Klaatch and others in the program reminded me that I can use my strengths to move forward instead of always looking back.”

Dawn Owens, Director of The Towers Support Services, explains, “I am so proud of The Towers for innovating senior care and for creating a model that can be emulated by communities everywhere. This program will measurably improve people’s lives and also enhance the performance of our professional team. It’s a win for everyone. Offered at no cost, our residents can live their best lives, while also living affordably.”

If you or a family member are interested in joining the next Klaatch group or learning more about our Proactive Partner Model, please contact Dawn Owens, Director of Support Services, at 203-772-1816, ext. 140, or dawn@towerlane.org. If you are interested in learning how you can support Klaatch, please contact Jennifer Bayer, Director of Development and Community Relations, at 203-772-1816, ext. 290 or jennifer@towerlane.org.



Richard Wurtzel leading a Klaatch discussion group with Towers residents

Technology Improves Wellness at The Towers

The safety of our residents has always been at the forefront of The Towers. We are innovating and using technology to make people's lives easier and better. Our new wellness check system is both more user friendly and efficient.

Thanks in part to a grant from the Legacy Heritage Fund, we built a new system that calls our residents and allows them to simply touch any button on their phone keypad to let us know they're well.

This new initiative takes the place of the cumbersome "I'm OK" sign process. Many residents told us they prefer the new system because they no longer need to wake up early or remember to hang a sign on their door, and they find the new system more personal and easy to use.

Stacey DeLeonardo and her team at the front desk worked diligently with our residents to teach them how to use the new system on their phones, and because of their efforts we now have 95% resident participation in this program.

The system even allows for residents to call in early, if they're going to be out of the building that morning, to do an on-demand check-in and let us know that they're well before departing for their appointment. The system has also provided our staff with more time to focus their attention directly on our residents.

Here is what a few Towers residents shared with us about the new style of wellness checks:

"At 9:30am I look forward to the call from The Towers, we just press a button to check in to say we're OK and ready for the day! And plus when you've got an appointment away from the building you can call the wellness number and check yourself in. It's great!"

—NORM FEITELSON

"I think it's wonderful! Makes it easier than getting up and putting that sign out!"

—YVONNE SCHALL

"It's great to wake up to such a pleasant voice and not have to worry about whether or not I put out my sign. I love it!"

—SANDRA NACLERIO

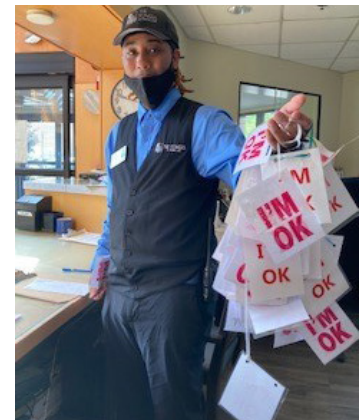
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This program is made possible with support from
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Bye-bye, signs!



JFS Programs Offered at The Towers

Jewish Family Service of Greater New Haven (JFS) has always had a close relationship with The Towers, with several members of the JFS staff facilitating programs.

Andrea Joseph, LCSW, Aging Adult Program Coordinator, facilitates a stress management group twice a month. The session offers an opportunity for residents to express themselves, explore ways to manage daily stressors, and engage in mindfulness activities. Andrea says "I truly enjoy my time with the older adults. I find it very enriching. I often walk away and say 'I hope I'm just like that when I'm that age!'"

Margaliet Ligtenstein, LCSW, has been providing counseling for residents at The Towers for about two years. During the pandemic, Margaliet stays connected with the residents through telehealth video or over the phone.

Patrice Brown, LCSW, is another member of the Mental Health and Aging Adult team. Patrice holds The Towers near and dear to her heart as she did one of her social work internships at The Towers way back in 2006 before coming to JFS!

As part of our Aging Adult team, Sydney Perry, JFS Community Social and Wellness Coordinator, leads several discussion groups that are very well attended, focusing on current events, Jewish holidays, and memories. "It's important to me that people feel that they are valued. They have so much wisdom from life to share. We need to recognize and honor their knowledge, and their sense of Jewish values. It's nice to have an audience when you talk about memories. It gives the residents a chance to share and they feel good that they are still growing!"

Another JFS presence at The Towers is Rachel Scolnic Dobin, LMSW, who coordinates the JFS Holocaust survivors program.

For information on these or any other JFS programs at The Towers, please contact Dawn Owens, Director of Support Services, at 203-772-1816, ext. 140, or dawn@towerlane.org.



Andrea Joseph, LCSW, of JFS facilitating a stress management group at The Towers

Co-Gen Ribbon Cutting: A Look Back

The Towers is proud to celebrate the launch of our Meal Sustainability Project, Fueling Seniors through Co-generation, which was two years in the making and involved much community support. Through the one-time investment in a co-generator, The Towers will produce about 40% of its own energy and use the savings to feed those elderly residents who live on a fixed income. The project makes meals more accessible and affordable.

The goals of the project are:

- Improve Nutrition for Those in Need Through Our Expanded Dining Plan
- Increase Socialization and Foster Deeper Connections
- Reduce Our Carbon Footprint and Help the Environment

At our Ribbon Cutting, we honored our donors, our Corporate Sponsors, 2G, Key Bank and United Illuminating, our volunteers and Senators Blumenthal and Murphy, who supported The Towers Foundation's request for Congressionally Directed Funds to help pay for a portion of the equipment.

"I am so grateful to our Towers Foundation donors. This one-time investment will allow us to save on our utilities expenses for a generation, and we will be able to use those savings to support and expand our meal program for our residents. Thank you!" Cindy Leffell, Board Chair, The Towers at Tower Lane.





THE TOWERS
AT TOWER LANE

THANK YOU!

The Towers at Tower Lane and Towers Foundation

Thanks Our Generous Donors

Fueling Seniors for a Generation: Meal Sustainability Through Co-Generation

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Date range for Tribute List is July 21, 2021 – September 23, 2021

*The Towers makes every effort to list donors as they wish. To make a correction, please contact Jennifer Bayer.
To make a gift in someone's honor or memory, contact Jennifer Bayer, Director of Development and Community Relations,
(203) 772-1816, ext. 290, Jennifer@towerlane.org. A beautiful card will be mailed to the recipient.*