

FAMILY MATTERS

SEPTEMBER 2025

Welcome!

The *Family Matters* newsletter is now back. Our goal is to connect with you, our families, and make sure that you are up to date on all the news.



What Can You Do About Dementia?

Dementia is a condition that affects millions of families, often resulting in many questions, emotions and challenges. At its core, dementia is not a single disease, but a general term for a decline in memory and reasoning skills severe enough to interfere with daily life.

For families with loved ones in nursing homes, dementia can feel especially difficult as familiar routines and communication styles change. It is important to remember that behind the diagnosis is still the person you love – someone who needs connection, patience and understanding more than ever.

Here are a few simple ways to support a loved one with dementia when you visit them:



▲ Art Swap day was a hit!

Dementia is a condition that affects millions of families. At its core, dementia is a general term for a decline in memory and reasoning skills, severe enough to interfere with daily life.

- **Stay Present:** Even if they do not remember names or events, your presence can offer comfort. A smile, a gentle touch or simply sitting together can mean more than words.
- **Keep Conversations Simple:** Ask yes-or-no questions, speak slowly and give plenty of time for a response. Avoid correcting them if they become confused – it is more helpful to redirect gently.
- **Use Familiar Items:** Personal items such as photos, music, or a favorite blanket can bring reassurance and spark memories.
- **Accept Each Day as it Comes:** Dementia is very unpredictable. Celebrate the good moments and be kind to yourself on the hard days.

▲ Debbie Lester, BSN, RN, RNMH, DNS-CT, Director of Health Services

"We remember their love when they can no longer remember." –Unknown

Tip: Navigating Dementia

One important reminder is about conversations.

Someone with dementia likely doesn't remember what they ate for lunch, even if it was less than an hour ago.

Instead of asking: **How was lunch?**

Try asking: **How was the roast beef at lunch today?**

Allow time to respond and do not ask the same question over and over again because that will be very frustrating for them and for you, too.

Giving Hearts

With a smile and a kind word, Rod Vane manages transporting our Members to their various in-house appointments. He recently was recognized by Lifespan of Greater Rochester when he won the "Take It On" award. Rod is one of the most steadfast and dedicated volunteers at the Friendly Home. Congratulations, Rod! We are so grateful for your service!



▲ Sam and Easter celebrations all around.



▲ Rod Vane and Kathy Main, Volunteer Manager.



▲ Creativity at work! A recent Art Swap allowed Members to enjoy creating new works and sharing old ones.

Who's Who!

Kelly Utley
Nurse Manager
Morgan Place



Erika Bessell
Clinical Coordinator
Lindsay Place



Thank You For Reading
This Newsletter!



▲ Surprise... flowers from Trader Joe's.

Enjoying the Weather?

Now that the leaves are changing colors, it is a great idea to take your loved one outside. FIRST—please remember to tell the neighborhood secretary where you are going. Members should always wear a hat and have sunscreen on.



▲ Super Hero Day... serving our Members.



KIM INTERLICCHIA

Congratulations!

Kim Interlicchia, LPN, has been awarded the 2025 LeadingAge Employee of Distinction Award. This award honors the efforts of an individual making a significant impact on older adults. Always compassionate, with a huge and giving heart, Kim naturally puts our Members first. Even on the most challenging of days, Kim brings positivity, optimism, and a can-do attitude that is contagious.

Growing Together at Friendly Senior Living

There's much to celebrate at Friendly Senior Living! This year has brought exciting milestones as we continue to create welcoming spaces and meaningful connections for older adults.

In August, we opened Lily Brook, our new independent living campus beside Nazareth University. Half the building remains home to the Sisters of St. Joseph, while the other half now offers bright, modern apartments for residents. Partnering with the Sisters has been a joy, and together we have built a community that feels both peaceful and connected — nestled in nature, yet minutes from the Village of Pittsford.

We are also preparing to welcome Maplewood, a respected nursing home in Webster, into the Friendly Senior Living family. This partnership, pending approval by the New York State Department of Health, reflects our shared dedication to exceptional, person-centered care. Every step of growth strengthens our mission: to honor and support older adults with compassion and excellence.

▲ Amanda Brown,
Vice President/Administrator



Nursing Team News

I am Olivia Hansen, RN, IP, the Assistant Director of Nursing and Infection Control Nurse here at the Friendly Home. My current focus is on providing continued education about infection control best practices to help keep our community safe. As part of our infection prevention process, we assess each Member's eligibility for up-to-date vaccinations and offer vaccines at the time of move-in, during respiratory virus season (October-April) and whenever they are needed.



▲ Olivia Hansen, RN, IP

In line with CDC guidelines, we follow these recommendations:

- **Pneumococcal vaccine:** Adults aged 50 and older should receive one dose of PCV20, or PCV15 followed by PPSV23 one year later if PCV20 is not used.
- **Influenza vaccine (Flu):** An annual flu shot is recommended for everyone aged 6 months and older, with high-dose or adjuvanted flu vaccines preferred for adults 65 and older.
- **RSV vaccine:** Adults 60 years and older may receive a single dose of RSV vaccine based on shared clinical decision-making with their healthcare provider.

Infection Prevention

Some of these reminders seem very basic, but they are incredibly important. There are some rules that play a large role in preventing infections.

Here is a list of recommended actions to take:

Wash Hands Often –

Use soap and water for 20 seconds or use hand sanitizer.

Cover Coughs and Sneezes –

Use a tissue or your elbow.

Clean High-Touch Surfaces –

Daily disinfecting matters!

Clean Surfaces Daily –

Disinfect high-touch areas

such as doorknobs, phones and counters.

Stay Home When Sick –

Prevent spreading illness to others.

Wear Masks When Needed –

Masks protect both ways – the visitors and the Members.

Keep Vaccinations Updated –

Stay protected against preventable diseases.

Stay Informed – Follow local health guidance and updates.

▼ Infection prevention updates from Scott Schabel, MD, CMD, FACP.

Important Reminder About Open Enrollment

The Medicare Annual Enrollment Period is coming soon! From **October 15 to December 7, 2025**, Members can make changes to their 2026 coverage, including Medicare Advantage (Part C) and Prescription Drug Plans (Part D). Any updates will take effect on January 1, 2026. If a Member has new health insurance, please contact our Finance Department at (585) 789-3213.

- **COVID-19 vaccine:** Adults, especially those 65 and older, should receive the latest seasonal COVID-19 vaccine, updated annually as recommended by the CDC.

Fun Fact: Outside of work, I am a proud mom of four wonderful kids, a golden retriever, two beehives and thirteen chickens – so there is truly never a dull moment at the Hansen house!

If you ever have ideas on articles you would like to see in this quarterly publication, please contact Todd Pipitone at tpipitone@friendlyseniorliving.org.

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