

# Connections

A Newsletter for the Members of Community Care



Elsie's  
Musical  
Memory  
P.4



**PG. 11**

What is the  
New Normal?

WHAT IS COMMUNITY CARE  
DOING TO RETURN THINGS  
TO NORMAL AND HELP KEEP  
STAFF AND MEMBERS SAFE?

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# 5 Questions For...

Mary Maxey, *Community Care's Nutrition Services Supervisor*

## 1 Could you describe Community Care's nutrition services department?

Community Care's Nutrition Services Department consists of three registered dietitians all of whom have a bachelor's degree and have passed a registration exam. I have been working for Community Care for 15 years, Kate Krebsbach has been with Community Care for six years, and Kelly Essman joined our team in September 2019. The department works to keep members healthy and reduce the number of hospitalizations.

## 2 What does a dietitian do (is this the same as a nutritionist)?

Anyone can call themselves a nutritionist, but a dietitian is someone who has had formal education. If you see the initials RD or RDN after a person's name, this is someone who has had formal training, passed a national registration exam, and has to do ongoing education to maintain their registration.

A registered dietitian looks at the food a person is eating along with diagnoses, labs, medications, and the digestive and disease process. They will then work with the individual to set

goals to develop healthy lifestyle habits. Registered dietitians provide individual counseling to help people make healthy lifestyle changes to improve their health. They also provide general and group counseling on healthy lifestyle habits based on scientific evidence to improve health.

## 3 How does nutrition benefit Community Care members?

Making healthy food choices and maintaining an active lifestyle can help prevent things such as heart disease, diabetes, kidney disease, and cancer. Preventing these diseases or managing them properly can help Community Care members remain independent and active, as well as prevent hospitalizations.



## 4 What are some of the most important things you want members to know about nutrition?

The foods that we eat are fuel for our bodies to run efficiently. Grocery stores offer a lot of choices and convenience, but along with that comes added calories, sugar, and fat. Nutrition is all about understanding the foods we eat and how they affect our bodies' functions. For example, eating the right foods is like putting the right type of fuel in your car. The right fuel makes the car run smoothly. Eating an overall diet high in calories, fat, sugar and sodium eventually can cause diseases such as heart disease, diabetes, kidney disease, and cancer.

## 5 Are there any nutrition-related issues on the horizon?

A big focus will be the changes to nutrition labels coming out later this year. The changes to these labels are intended to help consumers make healthier food choices and understand how many calories they are really eating. Labels will include servings listed in bolder type; updated serving sizes; calories will be listed in larger type; and, updated daily value percentages. The labels will also include a new section for added sugars, along with a few other minor changes.



## A Positive Approach to Coping with Stress

Does COVID-19 have you feeling stressed? You are not alone. These are extraordinary times and we are faced with a great deal of uncertainty. This can be scary for anyone. It is especially difficult for anyone living with dementia and their loved ones.

### During this pandemic, we are experiencing extra sources of stress, including:

- Fear and worry about our health and the health of our loved ones
- Change in routine
- Learning new ways to communicate with others
- Not being able to see our loved ones in person
- Not being able to go places we used to frequent

### Things you can do to support yourself and your loved one:

- Keep your usual routine as much as possible
- Take care of yourself
  - Include some sort of exercise in your daily routine
  - Make time to unwind
  - Do some activities you enjoy
  - Take deep breaths, stretch, or meditate
  - Eat healthy, well-balanced meals
  - Ensure you are getting adequate sleep
  - Walk everyday
  - Start a new hobby
  - Listen to music
- Connect with others
  - Stay connected, by phone or computer, with loved ones
  - Talk with people you trust about your concerns

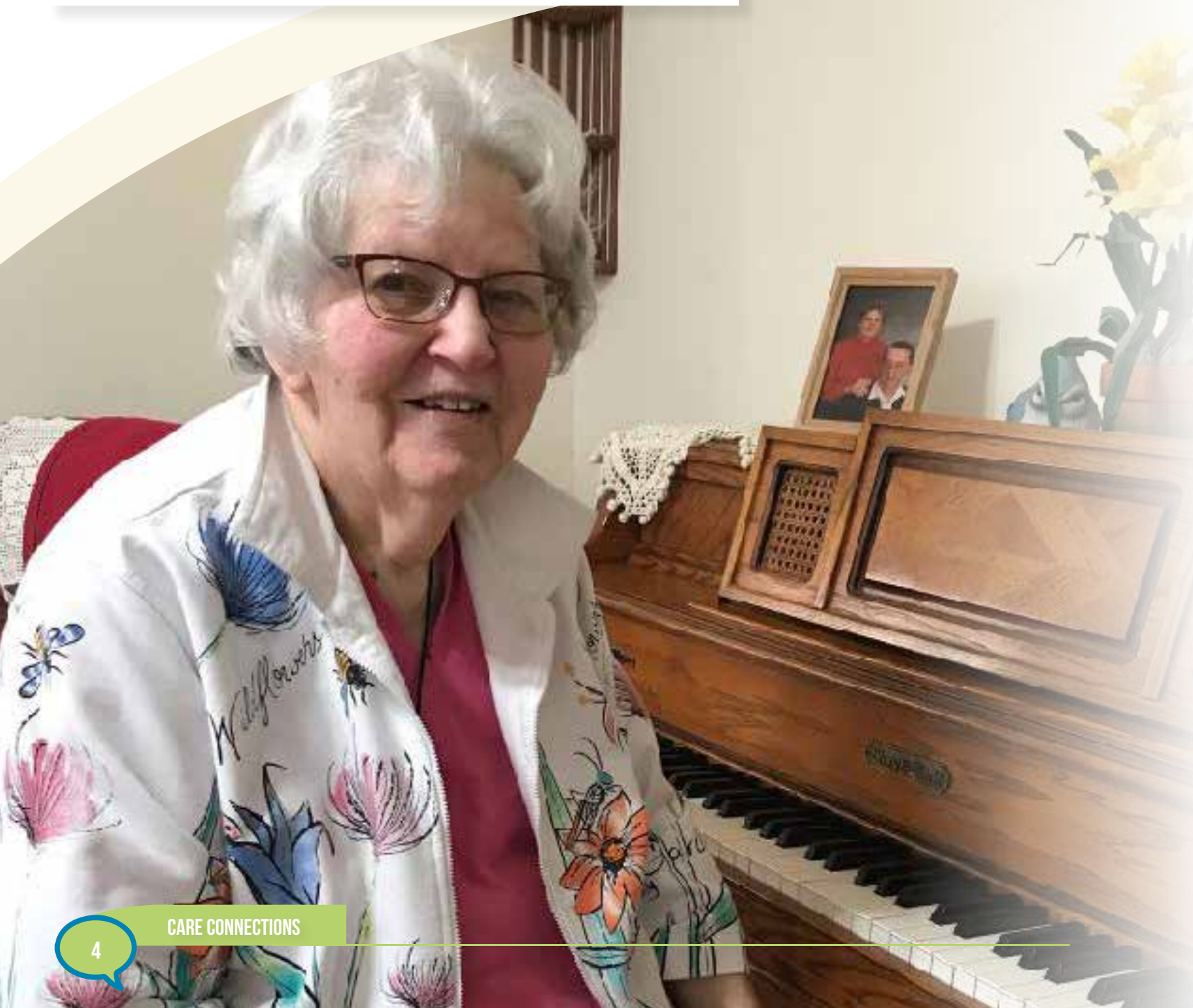
- and how you are feeling
- Stay up to date on factual news but also take breaks from the news, including social media
- If your loved one lives in a long-term care facility, maintain communication.
  - Send cards and/or letters
  - Send small gifts, such as books, puzzles, movies
  - Send photos, such as calendars, photo books, photo mugs
  - Call often and/or call staff for updates

### Resources for caregivers caring for loved ones with dementia:

Alzheimer's Association 24-hour hotline: 800-272-3900  
Virtual caregivers support group: sign up by calling 414-289-6259

# Elsie's Musical Memory

*Sharing her gift with the world*



Elsie Utke hasn't let the coronavirus stop her from sharing her gift with the world. Elsie, 81, lives in Waupaca County and receives support through our Family Care program.

Before COVID-19, she used to travel 45 minutes every Sunday to play piano in a church on one of the nearby American Indian reservations.

One of the parishioners would pick her up and bring her home because they enjoyed her music so much.

Sharon Sohr, an RN Care Manager in Waupaca, knew we were looking for positive, uplifting stories about our Community Care members and she delivered. Sharon said she and Care Manager Dan Bootz count their visits with Elsie among their favorites.

At 81, Elsie has had her share of health issues. After suffering a stroke, she spent some time recovering at a nursing home in Iola. When she was well enough, Sharon and Dan helped move her back in to her home in Marion. Elsie has done very well at home with her supports, Sharon said.

Elsie, a retired music teacher, is legally blind and can only read large, bold print. This hasn't stopped her from playing piano. All the songs that Elsie plays, mostly traditional



Christian hymns, she plays from memory.

Now, with the help of her long-time caregiver, RaeLynn, Elsie is once again able to share her musical gift. After posting a video to Facebook of Elsie playing piano, there was an overwhelming request for more. So RaeLynn helped set up a Facebook page devoted to Elsie's musical musings. The page is called Elsie's Music Memories.

"Elsie is delighted she can share her music once more and gifts the world with her songs via the internet, with RaeLynn's help," Sharon said.

Elsie and RaeLynn were featured in the Marion Advertiser, a local newspaper in Waupaca County.

# MEMBER SATISFACTION



*is our main goal*

Community Care recently received results from the Member Satisfaction Survey conducted in 2019 by the Wisconsin Department of Health Services.

First, we want to thank the more than 1,600 Community Care members who took the time to participate in the survey. Your feedback is important to us.

We were pleased with the results, which were favorable overall. Our Family Care and PACE programs both earned four out of five stars for “overall satisfaction.” Our Partnership program earned four out of five stars for “care team responsiveness” and “quality of communication.”

But a survey is only helpful if you use it to improve the way you do things. That is what we plan to do this summer.

Please review the questions below and give them some thought.

• **How often do you get the help that you need from your care team?**

*Even if you do not need help from us very often, how often do you get the help from us when you do need it?*

- If it is not EXTREMELY OFTEN, please let your Care Team know.

• **How involved are you in making decisions about your care plan?**

- If it is not EXTREMELY, please let your Care Team know.

• **How much does your Care Plan include the things that are important to you?**

- If it is not A GREAT DEAL, please let your Care Team know.

• **How well do the services you receive meet your needs?**

- If it is not EXTREMELY, please let your Care Team know.

Your care team will follow up with you to get your feedback, which is especially important.

**For anyone interested in helping Community Care to use these surveys to improve our services, we would love to have you join us for a Member Satisfaction Forum at 1 p.m. August 13.**

During the forum, we will review Community Care’s performance on last year’s Member Satisfaction Survey. We also want to hear your ideas about how we can improve the services we provide our members.

**To sign up, please contact our Quality Department at (262) 207-9325 or by email: [info@communitycareinc.org](mailto:info@communitycareinc.org) by July 31.**

Once registered, we will provide you with instructions on how to join the meeting by phone or computer. It is possible that we will make accommodations for some members to participate by phone or computer at one of our offices, if it is safe to do so.

Thank you for choosing Community Care. We are so happy to be your managed care organization.



*Meet your current representatives on the Waukesha Member Advisory Committee: Peter Bernas, James Parfey, Tom Swift, Joe Deroy and Jerome Meeth*

Community Care wants to increase participation in its member advisory committees. The committees are made up of members and/or their legal decision makers.

The member advisory

committee meets regularly to advise the organization on a variety of issues. Members share feedback about the services we provide and suggestions for improvements.

**If you are interested in participating in one of Community Care’s**

**member advisory committees, contact the Community Care quality department, at (262) 207-9325, and someone will get back to you.**

# Summer Abundance

## summer markets provide treats

Summer is in full swing here in Wisconsin. There is no better sign of summer than the area farmers markets filled with locally grown fruits and vegetables.

If it has been a while since your last visit to a farmers market, you are in for a treat. From apples to zucchini, depending on when you go, farmers markets provide an amazing selection of delicious and nutritious produce.

Not only do farmers markets in Wisconsin provide an important food resource, they also provide a great opportunity for Wisconsin farmers to connect with their communities.

In case you did not know, Wisconsin has a program that helps low-income seniors afford fresh produce. The Senior Farmers Market Nutrition Program (Senior FMNP) provides vouchers to purchase fresh, locally grown fruits, vegetables, and herbs from certified farmers.

The program is available from June 1 through October 31 at any participating farmers market or roadside stand in Wisconsin. This is one way to help provide seniors with access to fresh fruits and vegetables while also supporting the local economy.

To be eligible to receive Senior FMNP

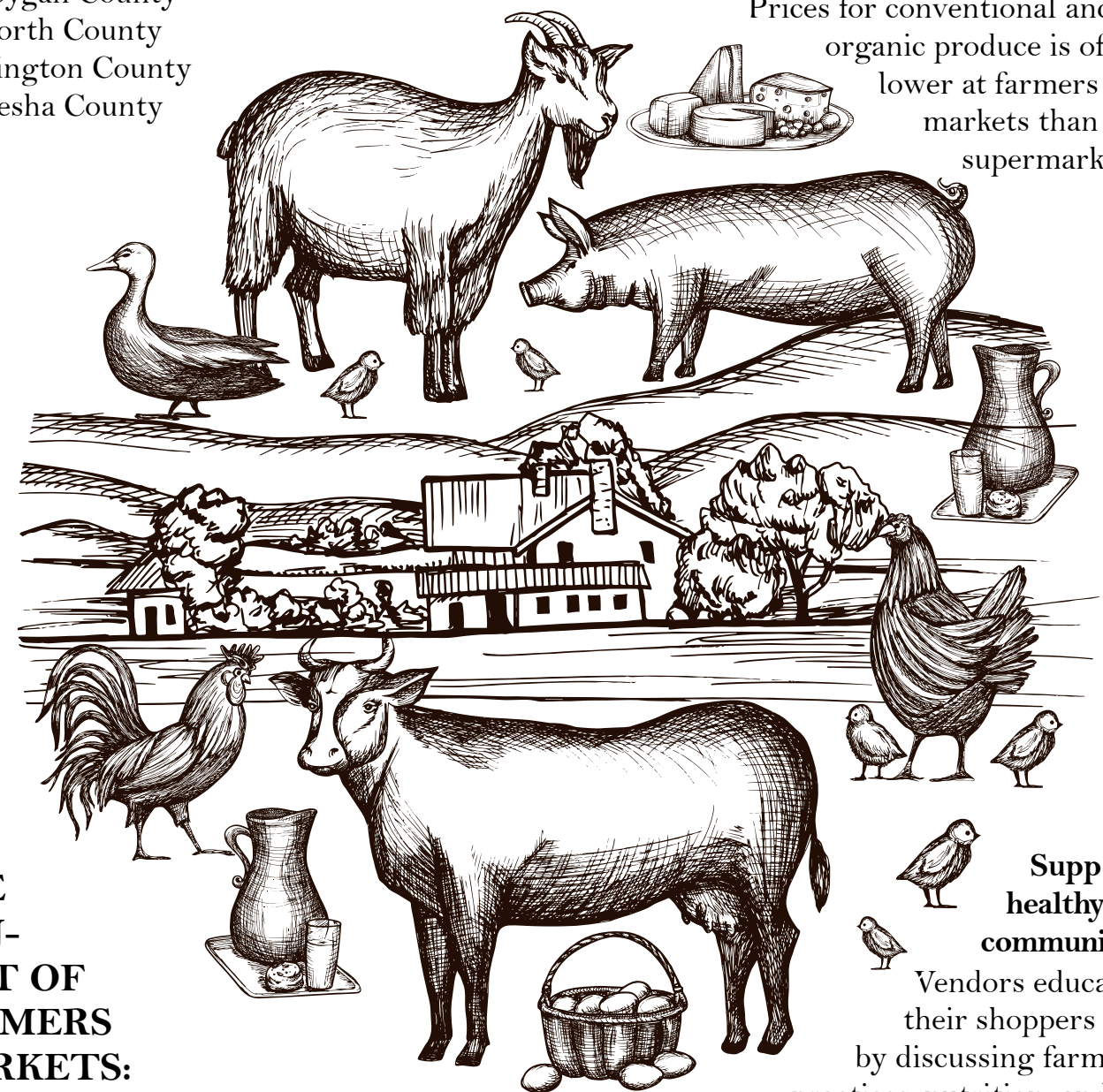
vouchers, you must be 60 or older and meet certain income eligibility requirements. Native Americans may participate at age 55 or older. In addition, you must live in a participating county. Vouchers can be used at any participating farmers market or roadside stand. Vouchers can also be used at markets throughout the state.

Check with your local Aging and Disability Resource Center to learn more about participating in the program and when vouchers will be available. If you're looking for a farmers market near you, check the Wisconsin Farmers Market Association website (<http://www.wifarmersmarkets.org/find-a-farmers-market.aspx>)

Like many other businesses, farmers markets around the state are encouraged to adopt new safety measures in the wake of COVID-19. The Wisconsin Department of Health Services has provided a list of recommendations for market vendors and shoppers to follow to help prevent the spread of COVID-19.

### Community Care Counties Participating in the Senior Farmers Market Nutrition Program:

Dane County  
Manitowoc County  
Milwaukee County  
Ozaukee County  
Sheboygan County  
Walworth County  
Washington County  
Waukesha County



### THE BENEFIT OF FARMERS MARKETS: Farmers Markets ...

**Preserve America's rural livelihoods and farmland.**

Farmers markets provide a way for beginning farmers to get started.

**Stimulate local economies.**

Growers selling locally create 13 full time farm operator jobs per \$1 million in revenue earned.

**Increase access to fresh, nutritious food.**

Prices for conventional and organic produce is often lower at farmers markets than at supermarkets.

**Support healthy communities.**

Vendors educate their shoppers by discussing farming practices, nutrition, and food preparation.

**Promote sustainability.**

A large percentage of farmers selling at farmers markets say they use practices consistent with organic standards.



# YOUR Signature YOUR Plan

When you enroll in one of Community Care’s programs there is a lot of paperwork. You have to fill out and sign a lot of forms.

Most of this paperwork is required by the state and federal agencies that set the rules that we need to follow when delivering services like Family Care, Family Care Partnership, and PACE (Program of All-Inclusive Care for the Elderly).

Besides all the rules, you should know that your signature is a necessary and important

part of your care plan. It shows that you helped design your plan.

Our care teams work with each member to set goals and outcomes. You let your care team know what you want to work on and sometimes what you don’t want to work on.

We serve more than 12,000 members, and every single care plan is different, because each of our members is unique.

So when it comes time to sign your care plan, you should be proud to know that your plan belongs to you.

# what is THE NEW NORMAL?



Maybe you have heard the phrase “the new normal” during the past few months.

At Community Care, you should know that we are being extra careful as things return to normal, whatever that may look like.

We will do everything we can to keep our staff stay safe and healthy so they can help keep you as safe and healthy as possible.

There is still a concern about the possible spread of COVID-19. To address this, we developed a plan called “Moving Forward” that includes several new practices we will put into place at our offices, clinics, and day centers.

We will make sure anyone who comes into a Community Care facility does not have a fever or other symptoms of COVID-19, we will do extra cleaning throughout our facilities, and we will maintain recommended social distancing.

Many of our employees will keep working from home during the next few months and will be in the office on a limited basis.

We know how important it is for your care team to visit with you in person. However, care teams will only perform in-person visits if it is safe for you and anyone else in your household and safe for your care team.

Your care team will call you before any visit to make sure you, or others in your household, are not sick. They will also cancel any appointments if they are not feeling well.

We understand that this may be tough to manage during the next few months. Our goal is to provide care management and services to you as safely as possible.

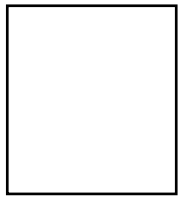
As always, please contact your care team if you have questions or concerns about your services or about COVID-19. We appreciate your loyalty and your patience during these challenging times. Thank you.

*“We will do everything we can to keep our staff safe and healthy so they can help keep you as safe and healthy as possible.”*





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