



Supporting Independence  
for Older Adults

## NORTH SHORE AREA PARTNERS

### HOME CARE 101

NSAP's Home Care Program has been around in some fashion since our founding as a nonprofit in 2003. Volunteers helped elders with housekeeping, grocery shopping or other tasks they needed assistance with. In 2019, NSAP sought and received a 245D waiver license, a pivotal step in developing our existing home care program.



As part of our current program, many elders commonly receive housekeeping services (cleaning bathroom, kitchen, mopping and vacuuming), along with companionship and friendly visits. During this time, people often sign up for Meals on Wheels, a program through Arrowhead Economic Opportunity Agency. NSAP home care services are performed by our home health aides (HHA)—they are compassionate, highly skilled and come with exemplary experience. All HHA's have passed background checks prior to starting their position.

To receive home care services through NSAP, folks schedule an assessment with our Home Care Manager involving either a home visit or office visit to discuss what help might be needed. It usually takes about a week from the initial discussion until the HHA makes her first visit. Visits are scheduled out a month at a time by our Service Coordinator, and clients receive an invoice at the beginning of the month for the services rendered during the previous month. Elders share in the cost of home care services based on their monthly income and the type of services being performed.

Added services can include: assistance with laundry, running errands, grocery shopping, or washing inside windows. Assistance with personal cares (bathing/grooming) or setting up medications will require added responsibility for the home health aide and results in a higher cost for services. Basic costs for services at the highest income can range from \$25-40/hr. Individuals with a very low income could receive housekeeping for \$6.25/hour. Again, the services cost range varies based on the client's monthly income.

Live well at home longer with assistance from our skilled and compassionate home health aides! **Questions? Please call our Home Care Manager at 218-353-1464.**

### HOW WE CAN HELP

#### HOME CARE

Live well at home longer with assistance with housekeeping, personal cares, and more from our skilled and compassionate home health aides.

#### TRANSPORTATION

Get to your medical appointments and run local errands with the help of volunteer drivers.

#### PUBLIC PROGRAMMING

Attend educational workshops, social activities, and other opportunities offered by NSAP staff or guest contributors.

#### CARE NAVIGATION

Navigate aging transitions with our knowledgeable consultations and customized guidance.

#### RESOURCES

Resources designed to assist you with everyday hurdles.

#### CAREGIVER SUPPORT

Provide positive support and care for your loved one as long as possible with our confidential support, advocacy, and resources for caregivers.

**CAREGIVER SUPPORT GROUP**  
**2nd Tuesday each month**  
**1:00 – 2:30 PM**  
**36 Shopping Center, Silver Bay**

For any **new** or **interested caregivers**, please contact Amy at [caregiver@nsapartners.org](mailto:caregiver@nsapartners.org) or call 218-353-1561 before the meeting.

**Compassionate and confidential support for older adults age 60+ who wish to remain in their homes for as long as possible.**



## COST SHARING

A core value of North Shore Area Partners has always been to provide assistance to all elders regardless of their financial circumstances. The most important thing to us is that each person receives the support they need to maintain their health and quality of life. We trust that our services will be valued, and that individuals and their family members will contribute as they are able, so that we can continue to offer these services to our community.

There are many direct and indirect costs associated with providing any service, whether done by a volunteer (such as transportation) or by an employee (such as licensed home care). These include office coverage, insurance, training, supervision, scheduling, and mileage reimbursement. NSAP receives a variety of grants that help cover our expenses, but the demand on those resources is increasing. Some grantors require that we request cost-sharing from our clients to encourage long-term financial sustainability.

As a guideline, NSAP offers suggested cost share amounts using a sliding scale fee based on household income. However, it is up to each client to determine what makes sense in their own situation. We will never deny services solely because of the inability or unwillingness to pay. We want each individual to receive the care they need to live well at home, and we will do everything we can to help make that possible.



## VOLUNTEER SPOTLIGHT

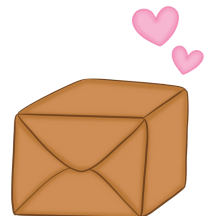
### Crystal LeBlanc

Crystal has been an essential volunteer at NSAP for 4 years. Her main role as volunteer is driving elders to medical appointments, one of our most used and requested services. Crystal has given countless rides to folks in the community, sometimes with very short notice. She serves our community and organization always with a smile and a caring attitude. Thanks to Crystal and volunteers like her, older adults in Eastern Lake County are able to stay living at home longer than otherwise possible.

Crystal grew up in Two Harbors but has lived in Silver Bay for 30 years. She works at ECFE on Tuesdays at William Kelley as an assistant teacher and used to work at North Shore Oil and Propane. She has three adult boys and a daughter-in-law. Crystal loves traveling, being with the family, gardening, lawn care, being outside and walking. She began volunteering at NSAP because she and her husband sold their business and she had the extra time to help. Crystal loves volunteering because she is able to help others, be a friendly face for those who need one, and because she gets to help people stay in their homes.

## NSAP CARE PACKAGES

With the help of volunteers, NSAP assembled **54 Care Packages** in April that went to elder community members. If you are interested in being an **NSAP Helping Hand** to assemble and/or deliver care packages, or if you know a community elder who would appreciate a care package, **please contact Nancy Christenson, our Outreach Coordinator at [nancy@nsapartners.org](mailto:nancy@nsapartners.org) or at 218-353-1483.**



## SUCCESSFUL 2021 TAX PREP SEASON

We would like to extend our heartfelt thanks to the Vita Tax Volunteers in Cook County, our local AARP tax volunteer, Chris Mattila, and our own NSAP staff member, Nancy Christenson. **An eye-popping 68 returns were filed this season!** Their assistance with this year's income taxes was invaluable to our elders who have counted on this service through NSAP for many years. **We are grateful for the cooperation of our North Shore communities. Thank you!**

## BAY DAYS 2022

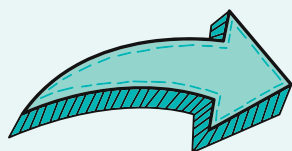
### Come Support NSAP!

We will be hosting three events on Bay Days weekend, a cook out and silent auction sneak peek on Friday night, as well as bingo and a silent auction on Saturday! It has been two long years since we've been able to hold our most important fundraiser, our usual silent auction, and during this time we have continued providing essential services and support to the seniors in our community. Now we are eager to welcome you to our new space in the Silver Bay Shopping Center and invite you to contribute towards our ongoing efforts.

### COOK OUT & SILENT AUCTION SNEAK PEEK

**FRIDAY, JULY 8 | 4 – 8 PM**

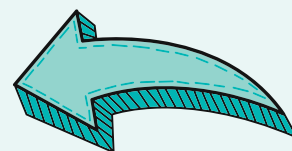
Pulled pork sandwich, pickle, chips, pop or H2O & check out the auction items!



### SILENT AUCTION

**SATURDAY, JULY 9 | 9 AM – 3 PM**

Bid sheets and tickets stop @ 3 pm



### BINGO

**SATURDAY, JULY 9 | 11 AM – 2 PM**

Gift and cash prizes!

## COMPANION PETS

By Amy Renne, Caregiver Consultant at NSAP

What's new in the Caregiver Support Program at North Shore Area Partners? Puppy and Kitty are new! NSAP's Caregiver Support Program received two, JOY FOR ALL Companion Pets from the MN Board of Aging back in February—a cat with silver fur and white mitts, and a golden retriever puppy. JOY FOR ALL Companion Pets are robotic (battery-operated) animals designed to bring comfort, companionship, and fun to seniors.

Originally designed by Hasbro (home of NERF, Monopoly, GI Joe, and much more!) as a way to inspire play and fun for older adults, JOY FOR ALL Companion Pets are now used in many settings as an alternative to traditional pet therapy. For example, companion pets have been shown to alleviate feelings of loneliness and isolation for elderly people living by themselves. Companion pets have also helped people living with dementia find comfort by helping them calm themselves and create a sense of well-being. Research shows that JOY FOR ALL Companion Pets can improve cognition, quality of care, and reduce caregiver burden for people living with Alzheimer's Disease and other forms of dementia.

NSAP's companion cat, Kitty, and companion dog, Puppy, are available for check-out if you'd like to take them home for a visit. As you can imagine, I have thoroughly enjoyed working with the two pets, and the community response to them has been extremely positive. Kitty spent two weeks with a local family (who now have a JOY FOR ALL cat of their own), and at least one local caregiver has purchased a companion pet for their aging parent after hearing about and seeing the animals here at NSAP.

**Please let me know if you'd like more information about the JOY FOR ALL Companion Pets or the Caregiver Support Program by calling 218-353-1561. Peace!**

### Sources:

- **Pet Ownership Patterns in Community-Living Older Adults:** <https://bit.ly/3ym1n40>
- **Connecting the Lonely: Making a Difference in the Well-Being of Older Adults:** <https://bit.ly/3yjksDV>
- **Research Findings for Joy for All Companion Pets from Ageless Innovation:** <https://bit.ly/3yioJav>
- **Addressing The Social Isolation & Loneliness Epidemic with The Power of Companion Animals:** <https://bit.ly/3FnFToE>

# BONE BUILDERS AT NSAP

Tuesdays & Thursdays 9:30 - 10:30 am

Bone Builders is a nation-wide, free strength training and balance exercise program for those 55+. Classes led by trained volunteers from the Retired & Senior Volunteer Program (RSVP) take participants through an established curriculum and standardized exercises tailored to individual's capabilities and comfort level.



As of May 3rd, the Bone Builders group that previously met at the Lake County service center are now meeting at North Shore Area Partners, Tuesdays and Thursdays from 9:30 - 10:30 am.



If you are interested in joining the program—come to any class. There, you will complete a self-examination form on site, and receive a medical waiver that your physician needs to sign (can be done without making an appointment). **Wear gym shoes and comfortable clothes, and remember to bring a water bottle!**

## WELCOME NEW BOARD MEMBERS!

**Randall Walz**  
Vice Chair



**Dean Rudloff**  
Board Member



## PLEASE CONSIDER NORTH SHORE AREA PARTNERS FOR YOUR CHARITABLE GIVING!

**We can't do it without your support! Thank you for your gift!**

I wish to make a gift of: \$10 \_\_\_ \$25 \_\_\_ \$50 \_\_\_ \$100 \_\_\_ Other \_\_\_\_\_

Please accept my gift in honor/memory of: \_\_\_\_\_



**NORTH SHORE AREA PARTNERS**

36 Shopping Center  
Silver Bay, MN 55614

218-226-3635

[www.nsapartners.org](http://www.nsapartners.org)

### OFFICE HOURS

MONDAY – THURSDAY  
8:30 AM – 4:00 PM

### PROGRAM STAFF

- Lise Abazs**, Executive Director
- Diane Knust, LISW**, Home Care Manager
- Amy Renne**, Caregiver Consultant
- Keri Johansen**, Services
- Wendy Johnson**, Office
- Stacey Hohman**, Programs & Volunteers
- Nancy Christenson**, Outreach
- Sarah Thomson**, Communications

### HOME CARE STAFF

- Debie Moore**, RN
- Annette Lewis**, CMA
- Collette Klemmer**
- Samantha Ahlbeck**
- Chris Hill**
- Nicolle Parks**

### BOARD OF DIRECTORS

- Alis Stevens**, Chair
- Randall Walz**, Vice Chair
- Cindy Hanson**, Secretary
- Mary Planten-Krell**, Treasurer
- Theresa Rose**
- Dean Rudloff**
- Tom S.**
- Bev Yoki**

### SUPPORTED BY:

- Minnesota Live Well at Home,
- Lake County Health & Human Services,
- Arrowhead Area Agency on Aging-ARDC,
- AEOA, Lloyd K. Johnson Foundation,
- Northland Foundation, United Way,
- Cliffs Foundation, Co-op Light & Power,
- & many local individuals and businesses