Exciting new look and a new year at the Volen Center

The perfect solution for a much needed service – Our launch of the new Transport service LIFT

See what’s going on at the Center
Welcome all!

A new year brings a new perspective and a time to reflect upon the accomplishments of the past and the plans and dreams for the future. 2011 was a whirlwind of activity for the Volen Center as we unveiled our new name and new look to the community. Like a butterfly emerging from the chrysalis, last year the Volen Center took flight under its new identity and has been soaring ever since.

For almost 50 years, the Center has been a cornerstone of the community—a trusted place to turn for help. But we realized that although we had served thousands of people over the years that the greater community was not aware of all that we had to offer and our need for their involvement and support. We had become the best kept secret in Boca----but not anymore!

With a new look, we find ourselves refreshed and energized to get the word out to the community that the Volen Center is here and ready to help. I personally invite each and every one of you join us on this awesome journey as we soar into 2012, reaching new heights and achieving greater things for our community.

SCHEDULE A TOUR  Call 561.395.8920 ext. 205

Sincerely,

Elizabeth Lugo
President/CEO

Our Mission
To enhance the well-being of South Florida seniors, family caregivers, the disabled and their families by educating and advocating on their behalf and by providing health care and supportive services that meet their physical, emotional, social and psychological needs.
Need a Lift?

Have you ever considered how much it costs you to drive and maintain your own vehicle? Between the cost of insurance, the rising cost of gas and the routine repairs and maintenance, the total costs can be staggering. Wouldn’t you like to have the freedom to spend that money on things you really want to? Up until now, most of us would never consider giving up our own vehicle for fear of losing our independence. But not anymore! The Volen Center has the perfect solution for you. We have a new transportation service for the Boca and Delray area called LIFT by the Volen Center. This program offers personalized service, with extended hours and same day service available—all for a very low cost of $5 each way.

LIFT by the Volen Center is an affordable, responsive program to serve the needs of boomers, active older adults as well as the disabled in the Boca and Delray Beach area. LIFT uses sedans and smaller wheelchair lift equipped vans to provide personalized door-to-door assistance, shorter travel times, and extended hours of operation.

The Volen Center has a 40+ year history of providing quality services to the community and the LIFT program is just another innovative way the Center is reaching out to meet the needs of our community. If you are 60+ and have a transportation need, this program is for you. If you are an adult under the age of 60 and disabled, we are here to help get you where you need to be. The LIFT provides door-to-door transportation services from 5:00am to 9:00pm – Monday through Friday.

Our user-friendly registration process is very quick and is done over the phone, the day before, or day of, the requested ride.

FOR MORE INFO CALL 561.395.8920 ext. 231

volen highlight

Meet Charlie
One of our Drivers

Driver, Charlie Brown started working for the Volen Center on August 16, 2001—over 10 years ago!

Charlie is from Baltimore, Maryland and his interests include arts and sports. His background is very diverse including experiences in farming, working in a state hospital for mental illness, working as a prison guard and performing as a singer.

Charlie says he loves his job primarily because of his fellow employees, who are so nice to work with. He also really enjoys working with the riders on the bus and says that is very special to him. Although Charlie loves all of his riders, one of his favorites is Harold B. because he has a great personality and Charlie really enjoys having him on his bus. “These are the things that make work enjoyable,” Charlie says. As Charlie says “you never know what you will be doing next.”
volen highlight

Meet Kori
One of our Care Managers

Kori was introduced to a senior, referred by Adult Protective Services, meaning an investigator with the State of Florida Department of Children and Families had deemed it necessary for the Volen Center to get involved as he was at significant risk. When Kori arrived at the senior’s home to assess his situation, she found the condition of the home to be deplorable and the senior himself was in crisis. A former university professor, once retired, he became depressed and befriended individuals who did not have his best interest at heart and ultimately lead him to an undesirable lifestyle. With Kori’s social work skills and community connections, Kori immediately obtained the services of a placement agency who found an assisted living facility for him. Although hesitant at first, he transitioned into a beautiful apartment on the beach with some supportive coaching from Kori. 2 weeks later he was doing well in his new home and the crisis was resolved. Because of Kori’s dedication to the social work field, this man went from being isolated living in a dilapidated trailer to a confident man who is surrounded by people care for him. Additionally, he has made a new group of friends and is no longer depressed and in danger.

Report from the Programs Department

By Rebecca Sincere and Lisa Peters, Care Management Supervisors

The Programs Department is excited to report that they have had another successful year opening new seniors for services in the Medicaid Waiver program. Although this process includes a lengthy application with a comprehensive and detailed financial eligibility determination, the care managers have been very successful with providing guidance and support to many seniors in Palm Beach and Broward County as they went through the process. The Volen Center also provides in home services through a network of quality providers under the watchful supervision of trained care managers. Our care managers make home visits to assess seniors’ needs and create individualized plans of care for each and every one. The services are designed to keep seniors in their homes and avoid nursing home placement, all the while providing support and care to the caregivers and family members. Home care is one of the most cost effective ways to provide care and it is the preference for almost every senior. Individualized plans of care are also designed to provide relief to caregivers who often suffer burnout and become ill from providing around the clock care. At the Volen Center, caregivers are just as important as the loved ones in their care.

FOR MORE INFO ON OUR CARE MANAGEMENT PROGRAM INCLUDING PRIVATE GERIATRIC CARE MANAGEMENT CALL 561.395.8920 ext. 284 or 292
Our Adult Day Care Family

We invite you to take a tour through one of our Adult Day Care to see why we stand above the rest. Our doors are always open to you! I can guarantee that if you did visit our day care, you would not see what you are expecting to see. It’s that image you have in your mind already. That preconceived notion of a nursing home with people just sitting around, unattended and neglected. We are here to dispel all of those myths and amaze you! What you will see is a lot of smiling, happy faces who are painting and singing, and people with the freedom to walk around and explore their surroundings and make choices about the activities they want to participate in.

Our day care is a family! You will see that our employees pour their hearts and souls into their jobs each and every day. They know the participants and their families like their own family members. When you are working that closely with people every day, you become a family unit. Family members feel safe knowing they are sending their loved ones to the Volen family each day where they will be loved and well cared for. Not only is staff here to care for individuals, we are here for the family as well. We offer caregiver support groups and free care management to all families enrolled in the day care. That means you have support at your fingertips anytime you need it.

As you can see, we do not fear this disease, we face it head on! Yes, we are happy to be a part of the health care field that is working towards making lives better. As new research reveals possible causes and cures, we are excited to look forward to the future of wiping out Alzheimer’s disease and other related dementias. We embrace the future as it brings the promise of new medicines and treatments. We want you to know that the Volen Center is the place for you and your loved one if you are dealing with the challenges of this disease. We invite you to any of the Adult Day Care locations for a complete informational tour.

FOR MORE INFO ON ADULT DAY CARE OR ANY OF OUR LOCATIONS, CALL 561.395.8920 ext. 231
Families who have begun to face the challenge of living with cognitive disorders face challenges most of us cannot understand. The person with Alzheimer’s, vascular dementia, or any of the many other forms of cognitive loss must come to terms with the loss of memory, loss of connection with past life, and sometimes face the loss of friends and even family. Friends and family are oftentimes unable or unwilling to maintain contact because of misunderstanding of, fear of, or lack of patience with coping with the effects of the disorder. The person experiencing these losses often has feelings of anger, guilt, grief, depression, and fear, and may even have suicidal thoughts. When faced with the realities of cognitive failure in a loved one, even the most capable family caregiver may experience feelings of loss, grief, denial, helplessness, and even resentment and anger. At the same time, the caregiver struggles with finding help. From the professionals who understand the issues surrounding cognitive failure, to programs that help address care issues; simply finding someone who understands and can help, has been one of the greatest challenges to be faced. The person experiencing cognitive failure is encouraged to continue to participate in normal activities that he or she has enjoyed in the past, while also engaging in activities in the Volen Center’s active senior program. These programs range from social activities, to day trips and special events that include individuals of all ages and interests. Each Garden Bridge participant also undergoes special memory training and exercises, conducted by skilled professionals on staff at the Volen Center. Every Bridge participant is given individualized attention and assisted by specially trained volunteers and staff, who guide them as necessary through the day. No time limits are set for participation. Caregivers participate in conveniently scheduled support groups, specially designed educational classes, one-on-one counseling, case-specific management and care planning, and many other senior and self-care options. Most importantly, caregivers experience peace-of-mind knowing that their loved ones are being attended to in a safe, clean, well-staffed and loving environment. This peace of mind relieves them of stress, whether they are at work or at home. The Garden Bridge Program supports the family through the changes that come with caring for and living life as a person with cognitive failure. This gradual transition from the life they are accustomed to is made easier because of the unique nature of the program. Support is ongoing and is not bound by limits on length of participation. It is the innovative and holistic nature of the Garden Bridge Program that differentiates it from other more traditional approaches to care.

FOR MORE INFO, CONTACT JARED 561.395.8920 ext.1272 or policanoj@volencenter.com
LIFE ENRICHMENT
The Active Senior Program at the Volen Center

Membership has its advantages!
Check out what a Volen Center Membership can do for you...

BASIC MEMBERSHIP
> All Center mailings
> Free PC Fundamentals class
> Access to Center field trips
> Basic Membership Advantage Card
> Adult Education class discount
  (Level 1 discount, $5.00 off)
> Membership Appreciation Friday Breakfast
> Free Chair Exercise classes

BRONZE MEMBERSHIP
> All Center mailings
> Free PC Fundamentals classes
> Access to Center field trips
> Adult Education class discount
  (Level 3 discount, $15.00 off)
> Membership Appreciation Friday Breakfast
> Membership Advantage Card (Includes incentives at the Volen Café and Bingo)
> Free Chair Exercise classes
> Two free semesters of any paid Adult Education class
> Qualifies you access to member-only special event and classes. Special event and luncheon fees may be applicable.

SILVER MEMBERSHIP
> All Center mailings
> Free PC Fundamentals Class
> Access to Center field trips
> Adult Education class discount
  (Level 2 discount, $10.00 off)
> Membership Appreciation Friday Breakfast
> Membership Advantage Card (Includes incentives at the Volen Café and bingo)
> Free Chair Exercise classes
> One free semester of any paid Adult Education class
> Qualifies you access to member-only special events and classes. Special event and luncheon fees may be applicable.

GOLD MEMBERSHIP
> All Center mailings
> Free full access to ALL Adult Education classes (day & evening)
> Free full access to all special events and luncheons
> Free full access to bingo
> Access to Center field trips
> Deluxe Member Advantage Card
  (Includes 3 free lunches and various snacks at the Volen Café)
> Unlimited free coffee & tea at the Volen Café
> Your name will appear in the Gold Membership list in our semi-annual newsletter
> Membership Appreciation Friday Breakfast

Membership Specials

For the months of January and February all new Life Enrichment Memberships will be $35.00 for individual and same household family members. The second membership is an additional $30.00. For existing members, all members can receive an additional $10.00 of any paid fitness class. This is an addition to the membership discounts.
<table>
<thead>
<tr>
<th>CLASS</th>
<th>HOURS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Volen Center Poker Club (M, Th)</td>
<td>9:00-11:45</td>
<td>$10 buy in to play.* Membership Required</td>
</tr>
<tr>
<td>In the News</td>
<td>10:00-11:00</td>
<td>Group discussion on today’s hot topics. Free</td>
</tr>
<tr>
<td>Computer for Beginners (M, T, Th)</td>
<td>10:00-12:00</td>
<td>Learn basic computer skills.*Membership Required</td>
</tr>
<tr>
<td>The Volen Center Book Club</td>
<td>10:30-11:30</td>
<td>Discuss the latest best seller books.</td>
</tr>
<tr>
<td>Sage/ Alternatives</td>
<td>11:00-1:00</td>
<td>Special social group for LGBT: field trips, lectures &amp; more. Free</td>
</tr>
<tr>
<td>Health and Fitness (M, W, F)</td>
<td>11:00-12:00</td>
<td>Maintain your flexibility, and strength the gentle ways.</td>
</tr>
<tr>
<td>Mid-Level Yoga</td>
<td>12:00 - 1:30</td>
<td>Gentle stretching &amp; relaxation techniques for body &amp; mind</td>
</tr>
<tr>
<td>Movie Vault (M-Fri, 12:30 – 2:30)</td>
<td>1:00-3:00</td>
<td>Box office’s hits and classic movies. Free.</td>
</tr>
<tr>
<td>Mah-Jongg</td>
<td>12:30-2:30</td>
<td>For intermediate and advance players. Free</td>
</tr>
<tr>
<td>The Volen Art Studio</td>
<td>12:30-2:30</td>
<td>Learn about famous artists &amp; create your own masterpieces.</td>
</tr>
<tr>
<td>Corner Pocket (everyday)</td>
<td>12:30 – 3:00</td>
<td>The official pool club at the Volen Center. Free</td>
</tr>
<tr>
<td>Brain Aerobics</td>
<td>1:30-2:30</td>
<td>Challenge yourself with games and puzzles.*</td>
</tr>
<tr>
<td>Senior Rap Session</td>
<td>9:45-11:00</td>
<td>Discuss on issues of living in today’s changing world. Free</td>
</tr>
<tr>
<td>Lunch Bunch</td>
<td>All Day Field Trip</td>
<td>Dine with friends in some in various restaurants around southern Palm Beach County. Transportation fee, *Membership required.</td>
</tr>
<tr>
<td>Tai Chi</td>
<td>11:00-12:00</td>
<td>Improve your balance, circulation &amp; decrease depression.</td>
</tr>
<tr>
<td>Arts &amp; Crafts Hour</td>
<td>11:00 - 12:00</td>
<td>Jewelry making, knitting, and other creative crafts. $3.00 admission</td>
</tr>
<tr>
<td>Personal Fitness Training</td>
<td>11:00-12:00</td>
<td>Workout tailored to fit your needs. Limited 4 per class.</td>
</tr>
<tr>
<td>You Be The Judge</td>
<td>1:00-2:30</td>
<td>Discuss real life situations and come up with a solution. Free.</td>
</tr>
<tr>
<td>Chi Gong **NEW TIME</td>
<td>12:30-1:30</td>
<td>Utilize life’s oxygen to increase energy &amp; improve health.</td>
</tr>
<tr>
<td>Chair Exercise (T, Th)</td>
<td>1:00-1:45</td>
<td>Exercise performed from a seated position.* Membership Required</td>
</tr>
<tr>
<td>Thinking “A-Loud”</td>
<td>1:30-3:30</td>
<td>Discuss topics on aging myths and current events. Free.</td>
</tr>
<tr>
<td>Bridge Club</td>
<td>9:30-12:00</td>
<td>Play Chicago style bridge.*Membership Required</td>
</tr>
<tr>
<td>Caregivers Support Group</td>
<td>9:30-11:30</td>
<td>Join other caregivers and get the support you need. Free.</td>
</tr>
<tr>
<td>Trivia with Elliott</td>
<td>10:00-11:00</td>
<td>Play trivia and have fun with others members. Free.</td>
</tr>
<tr>
<td>My Educational Series</td>
<td>10:00-12:00</td>
<td>Focusing on health and fitness, nutrition and safety. Free.</td>
</tr>
<tr>
<td>Low-Level Yoga</td>
<td>12:00- 1:30</td>
<td>Gentle stretching &amp; relaxation techniques for body &amp; mind</td>
</tr>
<tr>
<td>Chair Yoga</td>
<td>1:45 - 3:00</td>
<td>Enjoy Yoga with the comfort of sitting in a chair. Fee</td>
</tr>
<tr>
<td>Singing Workshop</td>
<td>9:00-11:00</td>
<td>Bring just your voice to join Volen Soloists. *Donations Requested, Membership Required</td>
</tr>
<tr>
<td>Eat &amp; Schmooze</td>
<td>10:00 – 1:00</td>
<td>Holocaust Survivors program. Socialize; enjoy various programs, lunch provided. 1st, Thursday of every month. Reservations required.</td>
</tr>
<tr>
<td>VIP Discussion</td>
<td>10:00-12:00</td>
<td>Program for visually impaired persons. Free</td>
</tr>
<tr>
<td>Bridge</td>
<td>12:30 –3:00</td>
<td>Play Chicago style bridge.*Membership Required **Open Play</td>
</tr>
<tr>
<td>Daily Living Skills</td>
<td>1:00-2:00</td>
<td>For visually impaired persons. Learn daily living skills and build the confidence to live independently. Free.</td>
</tr>
<tr>
<td>Prime Timer’s Social</td>
<td>1:30-2:30</td>
<td>Meet new friends and mingle with others. Pre-recorded music, dancing, refreshments provided.</td>
</tr>
<tr>
<td>The Volen Center Friday Breakfast Buffet</td>
<td>9:00-10:30</td>
<td>Enjoy pastries and other scrumptious breakfast foods, including a hot breakfast sandwich. $3.00 per person. Coffee and hot tea included.</td>
</tr>
<tr>
<td>Trivia with Elliot</td>
<td>10:00-10:30</td>
<td>Play trivia and have fun with others members. Free.</td>
</tr>
<tr>
<td>The Beat</td>
<td>10:30-12:00</td>
<td>Live music and dance. Free.</td>
</tr>
<tr>
<td>VIP Social Meeting</td>
<td>10:00-12:00</td>
<td>For visually impaired persons. Breakfast provided, *Free, Membership Required</td>
</tr>
<tr>
<td>Bingo Wednesdays &amp; Fridays</td>
<td>1:00-3:00</td>
<td>Great prizes and refreshments. Game fee starts at $7.00</td>
</tr>
<tr>
<td>MS Exercise &amp; Support Group</td>
<td>1:00 – 2:30</td>
<td>National MS Local South Florida Chapter Exercise and Support Group.</td>
</tr>
</tbody>
</table>
upcoming events

March 20, 2012 < Annual Flea Market
Come down and browse or shop an exciting collection of items!

April/May 2012 < Seminar for Professionals in the Social Service Field/Medical Field.
Including lecture, lunch and networking.

July 2012 < Preventative Health & Wellness Day
Featuring preventative health screenings, healthy eating lecture and nutritionist, free fitness class, expo vendors, and so much more.

July/August 2012 < “Hello South Florida!!” Welcome to the Volen Center! An open house, showcasing the Volen Center's programs: Adult Day Care, Life Enrichment, Garden Bridge, Transportation, Care Management, Children's Day Care, and more... Featuring a DJ and refreshments. You have to see us to believe us!

FOR MORE INFO ON EVENTS AND EVENT SCHEDULES, CALL 561-395-8920 ext. 208

Alzheimer’s Awareness Week at The Volen Center

During the week of October 31 - November 4, 2011, the Volen Center held its signature event, Remember to Care. This week was about honoring those who have been impacted by Alzheimer's disease and related dementia. The week was packed with lectures, activities, music, and it concluded with our traditional Candle Lighting Ceremony. The evening began with a cocktail hour featuring a selection of fine foods from around the world. The Florida Intergenerational Orchestra, featuring musicians from ages 9 to 92, delighted the audience with a variety of musical pieces. Caregivers gave testimonies and actual Adult Day Care participants recited the Alzheimer’s Prayer. The night concluded with the Candle Lighting which was a touching and emotional experience for all.

Elizabeth Lugo, President/CEO; Jared Policano, Senior Director of Operations; and caregivers participate in the Candle Lighting Ceremony.

FOR MORE INFO ON EVENTS AND EVENT SCHEDULES, CALL 561-395-8920 ext. 208

volen items for sale

Volen Center tote bag............$2
Volen Center t-shirt...............$8
Available at the Volen Center Welcome Desk
Why you should consider a gift to the Volen Center.

Every year, hundreds of people come to the Volen Center searching for answers and in need of help. This New Year will be no different and we need your help so that we can continue to provide support and assistance to those suffering and in need. Just a small contribution every month can go a long way. If you desire, a larger gift to the Center will go even further in providing much needed services to seniors, children, and everyone in between. The money that you donate is tax deductible.

As you contemplate the New Year and how you can make a difference in the lives of others, please consider supporting the Volen Center. It is a simple way to have an impact on the lives of others and the community as a whole. Your gifts will provide food to a senior who would otherwise go hungry this year. You can make an impact by volunteering your valuable time at our Center and working closely with people who genuinely need your help. A gift of only $325 will provide a week of Adult Day Care services for someone in a warm, secure, and loving setting and provide vital respite to a caregiver.

During this time of year, when so many people have so little and are facing yet another year of suffering and uncertainty, remember the Volen Center and how you can help us make community happen.