



## KESWICK QUARTERLY

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VOLUME II • WINTER 2017



 **KESWICK**  
*Right Care. Right Time. Right Place.*



Keswick provides healthcare solutions to enhance the quality of life for older adults and their families.

VOLUME II • WINTER 2017

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## A Message From Our President and CEO



The history of Keswick is inextricably tied to the history of our volunteers. Over 130 years ago Keswick, formerly known as the Home for Incurables, was founded by a group of volunteers who brought flowers and gifts to patients in hospital wards. These volunteers were distressed to find that people who suffered from incurable illnesses were frequently released from the hospital with no place to go where they could receive the proper medical and nursing attention they needed. This group of volunteers, later called the Board of Lady Managers, decided to build a solution to this problem. It was from the compassion of a small group of people, Keswick was born.

In this issue of Keswick Quarterly you will read about Keswick's volunteer program. Since our founding, Keswick has been shaped by volunteers. Now, more than ever, Keswick is engaging with community members who bring their own unique set of skills and talents to further enrich the lives of our residents and participants. We have volunteers that teach computer classes, sew, sing, work one-on-one with residents, provide companionship and much more. It is the individuality and devotion of our volunteers that makes Keswick what it is today.

Volunteers donate thousands of hours each year to Keswick. This is because when you volunteer at Keswick, you become part of our family. Our volunteers build lasting, strong and meaningful relationships with our residents and staff members that bring them back year after year. Phoebe, a recent student volunteer wrote; "I would like to take a moment to express my gratitude to Keswick for allowing me to volunteer. I have truly enjoyed every part of coming in to volunteer, from helping residents to engaging in quiet conversation with them to organizing records. I have enjoyed my experience and will definitely come back next year."

Our diverse group of volunteers brings heart and joy to our Keswick community each week, whether it is Sunday Dining or the Gift Shop or Community Health Classes. You will read about some of our dedicated volunteers in this newsletter; yet, these are just a few of the volunteers that share their time and talents with us. So as we head into Volunteer Appreciation Month, I want to offer our deepest thanks and gratitude to all of our volunteers – you make Keswick who we are and for that, we honor you today and throughout the year.

If this newsletter inspires you to share your time and talent to improve the lives of older adults on our campus and in the community, please reach out to our Manager of Volunteer Services, Rosalyn Stewart. She can be reached at 410-662-4380 or [volunteer@keswick-multicare.org](mailto:volunteer@keswick-multicare.org). We promise that like us, you will love your time here.

With gratitude,

Carmel Roques  
President and CEO

Keswick is a 501 (c) (3) nonprofit organization – donations to which are tax-deductible to the fullest extent allowed by law. Keswick Quarterly is produced by the Development & External Relations Office, 700 W. 40th Street, Baltimore, MD 21211. Questions concerning content can be directed to Maria Darby, 410-662-4346, [darbym@keswick-multicare.org](mailto:darbym@keswick-multicare.org).

Visit us online: [ChooseKeswick.org](http://ChooseKeswick.org)

[keswickmulticarecenter](https://www.facebook.com/keswickmulticarecenter)

## Music & Memory<sup>SM</sup>: A new program at Keswick utilizing the power of musical therapy



“MUSIC, ONCE ADMITTED TO THE SOUL, BECOMES A SORT OF SPIRIT, AND NEVER DIES.”  
— Edward Bulwer-Lytton

### MUSIC & MEMORY<sup>SM</sup> AT KESWICK

Keswick has taken a customized approach to introducing MUSIC & MEMORY<sup>SM</sup>. Each individual's experience has been vastly different, but all have resulted in an improved quality of life.

### WHAT IS MUSIC & MEMORY<sup>SM</sup>?

Research has shown that personalized music significantly improves quality of life for older adults with memory loss and enables them to reconnect with the world, at least for a time. With this in mind, Dan Cohen had the idea for MUSIC & MEMORY<sup>SM</sup> eleven years ago. He brought new and gently used iPods to local nursing homes and began creating personalized playlists for residents. Today the program has been implemented in over 60 elder facilities across the US and Canada, including here at Keswick.

### WHAT ARE THE BENEFITS OF MUSIC & MEMORY<sup>SM</sup>?

Lisa Clerman, Brain Health & Dementia Program Specialist at Keswick and a certified MUSIC & MEMORY<sup>SM</sup> facilitator, has seen first hand the numerous benefits of the program. She said, “I have seen a decrease in difficult behaviors, an increased ability to connect with loved ones, improved verbal communication skills, and an overall better quality of life for participants.”

### HOW IS MUSIC & MEMORY<sup>SM</sup> IMPLEMENTED?

At Keswick, volunteers are trained to develop personalized digital playlists, delivered through iPods. Currently a volunteer team of students from Johns Hopkins University has been trained by certified MUSIC & MEMORY<sup>SM</sup> facilitators to help develop these personalized playlists.

According to Lisa a playlist can take a while to compile depending on how verbal the individual is and the type of music with which they connect. The goal is to make sure that the music impacts the participants' mood in a positive way. In some cases a participant will have multiple playlists. She said, “some individuals may have several playlists — one to relax, one to wake up, different music to meet different needs. The success of the program is dependent upon that personal connection a person has to the music.”

Once the playlist is developed, the iPods are kept securely on the residents' floor. This allows them easy access to their music whenever they want to listen to it.

Lisa recalled that the first resident was a little hesitant when she began working with a student to select music. She had Parkinson's disease, but was still verbal and able to collaborate in the process of creating her playlist. “She loved college fight songs, so they started her playlist there and eventually added to her repertoire to include old musicals, big band, and Barbara Streisand. The music has allowed her to relax and engage more,” said Lisa.

Another resident had significant memory loss; however, her daughter, who had a disability herself, became a collaborator with the student volunteer on the creation of her mother's playlist. This project had a positive impact on both the mother and the daughter. The mother's smile when she would listen to her playlist showed the joy she was feeling.

Keswick is now expanding the program to include participants in our Adult Day Program. Lisa specifically mentioned one of the gentlemen, with whom they are working, has a deep and emotional connection to music. “He spent time playing in the different clubs around Baltimore. He currently has a tendency to wander and our hope is that through the MUSIC & MEMORY<sup>SM</sup> program, listening to his music will keep him engaged, calm and in one place,” she said.

MUSIC & MEMORY<sup>SM</sup> demonstrates that anyone can benefit from the power of music. Multiple residents and participants in the Adult Day Program have benefited from this program. Lisa's hope is “that as we build the program at Keswick we will be able to offer it to all who are interested: residents, Adult Day program participants and those in the community.”

### YOU CAN HELP

**Please support MUSIC & MEMORY<sup>SM</sup> at Keswick through the donation of the following items:** Over the ear headphones, iTunes gift cards, CD music from the 1940's – 1960's (classical, jazz, international, opera or other genres), and gently used iPhones, iPod Shuffles, iPod Classics, etc.

Additional needed items can be found on our Amazon wish list: <http://a.co/fcgfRBS>

## Be Wise & Well

Keswick's Wise & Well programming enhances the quality of life for older adults, making it possible for them to meet their health goals and stay at home to live their best lives. The classes offered cover everything from creative arts to managing and maintaining your health. To learn more about the classes listed below or to find out about other upcoming classes visit [choosekeswick.org/news-events](http://choosekeswick.org/news-events) or call us at 410-662-4363.



### OPEN STUDIO ART PROGRAM

with Keswick's Libby Bowerman MICA Fellowship Graduate Fellow & Artist

March-May 2017

Designed for Baltimore's Older Adults - All skill levels welcome! Just bring your imagination and be ready to engage your creative brain. Projects will utilize various media, textiles and fabrics. Workshops are facilitated by Maryland Institute College of Art Graduate Fellow and Artist.



### BRAIN BOOT CAMP

**Series:** Begins March 7, 2017

4 weeks; 1.5 hours/weekly class

Exercise your brain! Engage with others in games to challenge your mind and improve focus, creativity, and mental clarity.

**Participants:** Anyone up for the challenge of committing to a weekly brain boot camp!



### STEPPING ON - FALLS PREVENTION

(A program of the Wisconsin Institute of Healthy Aging)

**Series:** Begins March 15, 2017

7 weeks + intro session; 2 hours/weekly class

This community-based workshop empowers older adults to carry out health behaviors that reduce the risk of falls! Guest speakers offer insight in how to reduce risk related to environment, medications, exercise and nutrition, etc.

**Participants:** Just about anyone!...Those who are either at risk of falling, have a fear of falling or have fallen at least once in the past year.

#### FOR MORE INFORMATION AND TO RSVP:

Contact 410-662-4363,  
or email [CommunityHealth@Keswick-Multicare.org](mailto:CommunityHealth@Keswick-Multicare.org)

#### ALL EVENTS HELD AT KESWICK:

700 W. 40th Street  
Baltimore, MD 21211

SAVE *The* DATE

KESWICK  
COMMUNITY CELEBRATION

April 27, 2017 • 6:00PM



## Petite Retreat

Keswick is kicking off a new series, funded in part by a grant from the Alzheimer’s Association, on March 23rd.

Petite Retreat is a relaxing and reassuring retreat for those recently diagnosed with early stage memory loss. Gain skills, thoughts and ideas to re-frame your daily experiences based on your own choices, strengths and values.

It is a place to make new friends facing similar challenges, share learnings, build self-confidence, develop new avenues for life enrichment and

functional engagement, and foster relationships and connections to live your life as you choose.

Participants: Have a diagnosis of early stage memory loss. Care partners are also welcome to attend.

- Group facilitators will lead participants in living their best lives
- Guest experts will be on hand to discuss finances, legal issues, nutrition, wellness and other resources

**The program will include discussion on the following topics:**

- Social networks

- Functionality – what changes are occurring
- Financial concerns
- Social adjustments, plus physical and fun exercises too!

**Series:** Begins March 23rd  
8 Sessions over 4 months on Thursday  
10am – 12noon

**Location:** Keswick’s Campus  
700 West 40th Street  
Baltimore, MD 21211

**For More Information or to RSVP:**  
Call: (410) 662-4363  
Email: [CommunityHealth@Keswick-Multicare.org](mailto:CommunityHealth@Keswick-Multicare.org)



## Give to Keswick — Make a Difference!

As one of the first not-for-profit institutions of its kind in the country, Keswick has enjoyed a rich history of philanthropy since opening its doors in 1883. Thanks to the vision, energy and commitment of our donors and volunteers, Keswick continues to provide excellent care for seniors. At Keswick, your gifts will be used to support an exceptional and caring staff, advanced medicine and technology, healthy living initiatives, and a warm and inviting facility that is second to none. We appreciate every

gift we receive and all gifts are tax-deductible to the fullest extent of the law. Learn how you can help by visiting [choosekeswick.org/give](http://choosekeswick.org/give). If you have any questions or would like to discuss your gift, please contact:

**Maria Darby**  
Director of Development and External Relations  
**410-662-4346**  
[darbym@keswick-multicare.org](mailto:darbym@keswick-multicare.org)

## Volunteering at Keswick: Endless Opportunities

### “EVERYONE HAS A STORY TO SHARE”

Rosalyn Stewart didn't hesitate when asked about the benefits of volunteering at Keswick. As Volunteer & External Relations Manager, she has seen firsthand the interactions between volunteers, employees and residents at Keswick, and knows how important they are to patient care. This theme of sharing – and caring – is an overarching one that is woven into all of the volunteering opportunities at Keswick.

### WHAT DOES VOLUNTEERING AT KESWICK LOOK LIKE?

Keswick has a long standing tradition of volunteerism. The organization itself was founded by volunteers over 130 years ago.

In addition to traditional opportunities for volunteering, such as transportation, companion care, and meal service, volunteers at Keswick help share their talents in many other ways.

Maria Darby, Director of Director of Development & External Relations, explains that “as Keswick has expanded its services beyond traditional long-term care to also being a community health provider, the need and opportunities for volunteering have grown tremendously.” Volunteers at Keswick are welcome in any capacity that they wish to serve, from a few hours a week to a few days a month to every once in awhile.

Maria added, “Keswick is focused on person-centered care, and part of that is having residents’ engaging in activities in which they are interested. These can be conducted in small groups or one-on-one, and that is where volunteers can really help.”

Other ways volunteers have recently stepped up at Keswick include leading a six-week Community Health program on gardening, sewing labels on residents’ clothing so that they can use the facility laundry, and manning a booth at HONfest.

### WHO CAN VOLUNTEER?

Anyone can volunteer: retirees, families, college and high school students and children, Rosalyn Stewart explains. “We’ve welcomed pre-school classes for trick or treating, elementary chorus groups who sing for the residents, high school and middle school groups who help the residents with transportation to recreational activities, and college students who gain vocational experience with us. Retirees and families are a tremendous help as well, serving our residents meals in our Sunday Dining program, as well the gift shop.”



Nik working with a student in Computer Class.

### VOLUNTEER SPOTLIGHT: COMPUTER CLASS: NIK FRANZ

A student volunteer at Keswick, Nik Franz, is a senior at the Baltimore Lab School. What started out for him as a school requirement quickly developed into an experience he will never forget.

While helping transport people to and from activities, he saw the need for a computer class and offered to teach one.

As Nik taught basic computer skills such as typing, how to shop on Amazon, navigate to YouTube and conquer the computer mouse, he says he learned as much from the residents as they did from him. “It is not just about what you can bring to the table, but making a real connection in which you are learning something from the students too,” he said.

One way he did that was by kicking off each class with the participants typing an answer to the question of the day.

Nik shared, “The one answer that stood out to me was a gentleman who typed, the fear of the unknown. It was in response to the question what is your greatest fear? Although we are both at different stages of our lives, that was something I could really relate to and we had a conversation around that shared fear.”

### SUNDAY DINING: RENEE CONNOR, ED NOLLEY, LEONORA HAMBERSHAM, JESSEHNA EWING

Sunday Dining began in the 1950's as a way for residents to gather for their mid-day meal, and is Keswick's longest-running program. Renee Connor, Keswick's Director of Recreation believes that its popularity stems from “the experience, the tradition and the group of volunteers that participate.”

Renee likened the set-up as being similar to a fine dining experience and commented “this tradition is very special for the residents and has become equally as special for the



Sunday Dining Volunteers.

program's volunteers."

When asked about his commitment to volunteering at the Sunday Dining program, Ed Nolley laughing said, "I don't know what else I would do on Sunday."

Ed is a longtime volunteer that began his involvement with Keswick at 17 years old. A retired brigadier general, he has gone from working as an orderly to Chairman of the Keswick Board and has spent 50 years serving Keswick in a variety of different roles.

"The residents look forward to Sunday Dining all week and although they don't start coming downstairs until 11:15 with the meal being served at noon, they start gathering an hour before by the elevators. They can't wait for Sunday Dining. This excitement and joy is contagious and the volunteers get just as much out of it as the residents."

This sentiment is also shared by Leonora Hambersham. Leonora, a local CPA, and her sister, Jessehna Ewing, first came to Keswick to visit their grandmother who had entered Rehab and then transitioned to the Long Term Care Facility.

"My sister and I are a tag team, we go upstairs and bring everyone downstairs. Sunday Dining is a win/win. The residents enjoy being waited on and the volunteers have become so familiar with them that they already know their drink orders."

"It is nice to be able to serve people and everyone is so grateful. If you were in a similar situation you would want someone to do this for you," she said.

#### THE GIFT SHOP:

#### ETHEL CEDONE, CATHY WOODS, SHAMIA NIX

The Gift Shop is a place for residents, staff and visitors to stop by and grab a snack, a small gift or if it is Friday, just a hug from volunteer Ethel Cedone. Ethel, a retiree from Perry Hall, shared, "Hugs are important and much needed by everyone."

Ethel began volunteering in the gift shop in July of 2015. She had retired from the paper manufacturing company

where she worked in receiving in 2006, and her sister-in-law convinced her to volunteer. And she said, "I have been working one day a week in the gift shop ever since."

The pace of volunteering at the gift shop fits in perfectly with her lifestyle. "I had downsized and enjoy being a part of the Moose Lodge and walking. But I missed being around people and hearing their stories," she said. The gift shop is a friendly place where people stop in to pick something up and to chat."

When it comes to volunteering, 77-year-old Cathy Woods has one piece of advice. "Just do it. You'll never regret it," she said. Retired for a year from the Social Security Administration, where she worked for 43 years, Woods has found joy in volunteering weekly at Keswick's gift shop.

"I felt like I needed to help someone else," Woods said. "The Lord has blessed me with good health and volunteering has helped me feel useful. I like to do things with other people and help them if I can. I like talking to people. I never worked retail in my life, but the people, the doctors, the staff ... whoever comes in, it's a wonderful experience," she said.

Students like Shamia Nix, a senior at Cristo Rey, also intern in the gift shop. They learn about retail management and customer service through their interactions with the residents. Shamia enjoys "the different experiences I learn about when talking with visitors and helping people that cannot always help themselves."

Rosalyn shared that one thing consistent across all programs "whether you are volunteering in the gift shop, helping out with Sunday Dining, playing the piano for a group or sitting with a resident playing cards, is that the appreciation of these interactions is genuine and heartfelt."

**Interested in Volunteering? Contact Rosalyn Stewart at:** 410-662-4380 or [volunteer@keswick-multicare.org](mailto:volunteer@keswick-multicare.org)



Ethel working in the Gift Shop.



700 West 40th Street  
Baltimore, MD 21211

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