

Charlestown Continuing Care Monthly Newsletter
May 2024 Issue

**Spotlight on Your Erickson Advantage Member
Services Representative**



With most health insurance plans, one of the biggest frustrations is finding a representative to talk to—someone who can help answer your questions and offer you the support you need.

When you choose Erickson Advantage, you gain the benefit of an on-site member services representative. Your representative can help assist with everything from helping to reconcile medical bills and claims to helping you select the best provider for your needs. Instead of spending hours on hold, you can get quality service and support from someone who works right here in the community.

The member services representative is one of three Erickson Advantage team members who operate within the community. This team includes a nurse care coordinator, who can consult on a variety of health conditions and help you prepare for upcoming procedures, and a health insurance resource manager, who can help answer your health insurance coverage questions and ensure that you're getting the most out of your plan.

Learn more about the benefits of Erickson Advantage. Schedule a health care coverage review today.

Call Jessica Simons at 443-297-3110, Monday–Friday, 8:30 a.m. to 5:00 p.m. local time.

Strategies to Prevent Restlessness



Strategies to Prevent Restlessness

Does your loved one with dementia struggle with getting a full night of sleep? Restlessness, agitation, and disorientation can worsen at the end of the day and sometimes continue throughout the night.

Experts believe this behavior, commonly called “sundowning,” is caused by a combination of factors, such as exhaustion from the day’s events and changes in your loved one’s biological clock that confuse day and night.

Here are some ways you can help improve their sleep:

- Decrease noise and clutter in the bedroom.
- Maintain structure by keeping the same routines.
- Keep objects and furniture in the same places.
- Reduce caffeine and sugar intake.
- Increase daytime activities and physical movement.
- Plan smaller meals throughout the day.
- Plan for the evening to be quiet and calm.
- Try structured, gentle activities like playing a card game or listening to soothing music together.
- Turn on lights before sunset and close curtains at dusk.
- As a last resort, consult with the doctor for support.

Try these tips to help reduce your loved one’s restlessness. Remember—it is essential that you get enough sleep too! We can better support each other when we are all well-rested.

May Holidays and Cultural Observances



Be sure to add these holidays and cultural observances to your calendar this May!

- World Press Freedom Day – May 3
- Yom HaShoah – May 5-6
- National Nurses Day – May 6
- Military Spouse Appreciation Day – May 10
- Mother's Day – May 12
- International Nurses Day – May 12
- Yom HaZikaron – May 12-13
- U.S. Armed Forces Day – May 18
- Pentecost – May 19
- Vesak – May 23
- Memorial Day – May 27

Welcome to our New Staff

Please join me in welcoming our new Memory Care Manager, **Lauren Holgate** and our new Assistant Director of Nursing in Continuing Care Assisted Living, **Anne Gitonga**.

Lauren lives in Catonsville with her sixteen year old son and shepherd-husky. She spent the last two years working at Riderwood Village as the Program Coordinator and assisting with their continuing care customer satisfaction initiatives. In the past two months, she transitioned to Charlestown to assist with the continuing care concierge program. Outside of work, she enjoys creative writing, distance running, and travel.

You may have met her as she assisted with our concierge program by meeting with residents, families and staff to gather feedback on the services

in continuing care and ideas to enhance engagement. She quickly made connections with everyone, We are glad she decided to join our Continuing Care leadership team at Charlestown. You will find her to be an open, available and supportive leader for our Memory Care neighborhood, along with our Wellness Manager, Cora Cornwell. She looks forward to building relationships with the residents, families, and staff on Wilton Overlook 4 and being part of the Charlestown community.

Here is her contact information. Feel free to reach out to wish her well or schedule to meet,

Lauren Holgate, Memory Care Manager

Lauren.Holgate@erickson.com

Office: 443-297-3136

Anne is returning back to Charlestown after spending the last two years as Assistant Director of Nursing at Riderwood. Anne worked at Charlestown as a 3-11 RN supervisor then was promoted to Wellness Manager of Caton Woods 1 and 2 before leaving Erickson to explore new opportunities in 2021. She returned to Erickson in 2022 as ADON at Riderwood.

Anne has worked within healthcare for over twenty years and has dedicated her career to working with the seniors. Her motivation in what she does is to make a difference in the lives of others. When not working, Anne enjoys spending time with her son, Shemar, and family and friends. She enjoys traveling, the outdoors in the spring, summer, and fall, sightseeing, volunteering, and catching a good movie.

Welcome back to Charlestown Anne!

Anne Gitonga, Assistant Director of Continuing Care Assisted Living

Anne.Gitonga@erickson.com

Office: 410-737-8839

Questions about Continuing Care?

Come chat with us!


Charlestown
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Have you ever visited Continuing Care?

Do you know all the services Charlestown has to offer?

Even if you aren't in need of additional care at this time, we love meeting our Independent Living residents and sharing our knowledge about Continuing Care so you have peace of mind.

Schedule a time to chat with us or take a tour today.

-Cara Miranda
Health Care Counselor



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