

LOOKING AHEAD

# FACING MANY CHALLENGES

## Sun City agencies up to the task

By Rusty Bradshaw  
INDEPENDENT NEWSMEDIA

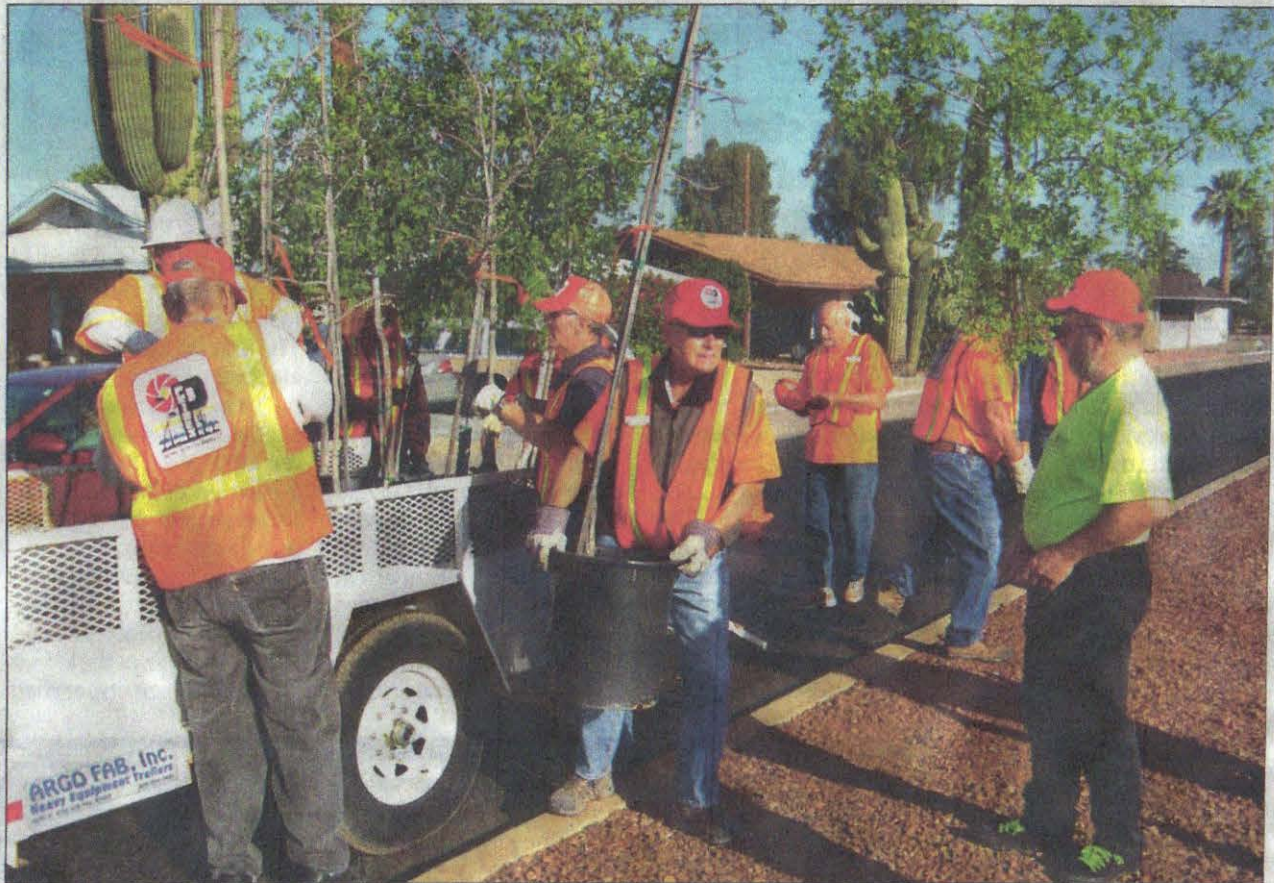
A new year normally brings challenges and opportunities. Sun City governing and service agencies have plenty of both in 2017.

Perhaps topping the challenges is the new minimum wage. While Recreation Centers of Sun City will perhaps be the most impacted directly, other agencies, such as Sun City Home Owners Association, Sun City Fire and Medical District, Sun City Posse and Maricopa County will see residual impacts. As businesses throughout the county adjust to the new law, Sun City agencies will see increased costs as their vendors raise their prices.

However, Sun City agency officials moved into 2017 with an upbeat approach, preferring to grasp the opportunities rather than dwell on the challenges.

### RCSC

Recreation Centers of Sun City officials will see a heavy impact from Proposition 206,



Sun City PRIDES member Mike Will unloads a tree from a Maricopa County Department of Transportation trailer to be planted along the sides of the median on 107th Avenue. Maricopa County works with the PRIDES and other Sun City agencies on various projects.

the voter-approved law in the November general election that called for a \$10 minimum wage in 2017, eventually reaching \$12 in 2020.

“One of the biggest chal-

lenges RCSC faces will be the continued pressure to maintain top quality services for cardholders, while trying to hold cost increases in line due to the passage of Prop-

osition 206,” Joelyn Higgins, RCSC communications and marketing coordinator, stated in an email.

RCSC officials faced not only an increased minimum

wage but a requirement to allow part-time employees to accrue and receive sick pay. Proposition 206 raised RCSC expenses \$1 million for 2017,

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# Future

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according to Jan Ek, RCSC general manager.

“With 55 percent of RCSC’s personnel under the \$10 per hour minimum wage and numerous pay-scales other than minimum wage being affected, plus the



Jan Ek

additional sick pay for part-time employees, RCSC’s operating costs increased by \$1 million for 2017,” stated a motion to increase corporate fees to members.

To address the new costs, the annual property assessment was raised \$22 to \$496. In addition, the board approved a variety of fee increases, including golf greens fees, club guest fees, short-term privilege cards, bowling fees and facility rental fees. The board kept the guest fee host punch card rate the same, but reduced the card from 10 punches to eight.

“This is a challenge that all communities and businesses in Arizona will need to address for at least the next three years,” Ms. Higgins stated.

RCSC will also be challenged in the future as many of the corporation’s management staff reaches retirement age. The RCSC management team has in place succession plans that should alleviate concerns regarding retirement of management staff, according to Ms. Higgins.

RCSC officials will continue to face the Proposition 206 challenge by carefully balancing fee increases with continued belt-tighten-

ing measures, according to Ms. Higgins.

“The challenge will be finding an equitable balance between the two, knowing full well that we cannot afford to reduce services too much, and that we must continue to recognize the needs of members living on fixed incomes,” Ms. Higgins stated.

RCSC officials will continue in 2017 to improve the open lines of communications. In response to requests from members, RCSC will begin video recording of member/director exchange and board meetings beginning in January, Ms. Higgins stated. The recordings will then be posted on the Sun City AZ YouTube channel for viewing.

“This will allow members who work, or cannot otherwise attend our meetings, to see first-hand what is going on,” she stated.

Another goal for RCSC officials is to conclude the current ad hoc Long Range Planning Committee’s work on finding suitable uses for the newly acquired property on Grand Avenue and obtain board approval on those plans, Ms. Higgins explained.

She also hinted the committee could be returned to permanent panel status.

“There are many who feel that based upon the ad hoc committee’s body of work that the upcoming Board of Directors may see the value in reinstating the Long Range Planning Committee as a standing committee once again to help with issues dealing present and future community needs and events, such as running town hall meetings for the board, and researching possible upcoming projects with an eye toward the next generation of Sun City residents,” Ms. Higgins stated.

**SCHOA**

Membership will be at the top of SCHOA officials’ list of goals in the new year.

“SCHOA membership is considered ‘the best insurance for your dollar’ as the income from membership allows SCHOA to continue its mission to address compliance concerns and to resolve them,” Carole Studdard, SCHOA marketing director, stated in an email.

However, the challenge is membership is voluntary. Ms. Studdard stated SCHOA officials want to help residents understand the value and need for their support. The SCHOA board



Carole Studdard

approved offering free memberships for one year with the hope residents will learn the value and will renew at the end of the first year.

A major goal for SCHOA’s Government Affairs Committee is to continue keeping Sun City residents apprised of rate case updates that are of great concern to the community, according to Ms. Studdard.

SCHOA officials will also educate the community regarding its outreach programs that are available to help those in need. These programs include the Sun City Community Fund, the Residents Assistance and Maintenance Program and the Community Intervention Program.

“The CIP is designed to assure a home that may be abandoned is maintained in order to support overall property values in Sun City,” Ms. Studdard explained.

SCHOA’s website will be a strong initiative in 2017 to continue to become more



user friendly and informational, she added.

"An ongoing goal in 2017 is to assure the mission statement is met and to continue to partner with all local service organizations for the betterment of Sun City residents through education and ongoing networking," Ms. Studdard stated.

### Fire district

In addition to an ongoing revenue shortage due to what is called an inadequate funding formula, Sun City Fire and Medical Department officials will face increased costs.

While few, if any, department employees are at the minimum wage level, the department will see increased prices from businesses directly impacted by Proposition 206. In addition, there are other cost increases.

Sun City will see a 10.22 percent increase in the district's contributions to personnel pensions. That amounts to \$425,000. However, the district board prepared for it by setting aside \$500,000 to help pay down its Public Safety Personnel Retirement System debt.

Fire district pension contributions are adjusted an-

nually. However, Sun City fire district officials will not see this kind of increase in at least the next 10 years, according to Gabe Baldra, the district's contracted finance director.

"It is supposed to level off to an average of 1 percent to 2 percent per year in the next 10 years," he explained.

Fire district officials are pushing ahead with expansion. Work has already begun to build a new station and replace aging equipment with a voter-approved \$10 million bond. The new station, at 111th and Michigan avenues in Youngtown, will replace an out-of-code and cramped building a few blocks away in Sun City.

Ron Deadman, Sun City assistant fire chief, said soil testing and surveying have already begun at the new station site.

"During the bond campaign we said we would get this done as quickly as possible," he said.

Fire department officials are preparing lists of equipment that need replacement.

Sun City fire officials also put a second ambulance into service Dec. 19 to supplement its initial vehicle put



Ron Deadman

into service in October. In the first two months of ambulance operations, the district averaged 200

runs with the single vehicle. There were 203 runs in October and 200 in November.

"In that time we only had three cancellations, so our dispatch protocols seem to be working," Mr. Deadman said. "The first day with the new ambulance it was sent on a call within a half hour of going into service, and that was because the first unit was already on a call."

Mr. Deadman said the department is now starting to collect funds for the ambulance service. The operation was funded with monies borrowed from the department's capital improvement fund, and those funds are to be reimbursed from the ambulance account as it begins to receive revenue, according to Mr. Deadman.

Fire district officials will continue to lobby state legislators to find a workable solution to fire district fund-

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# Some rules, procedures for medical pot in Arizona

By Jeff Grant  
DAILY NEWS-SUN

Obtaining clearance to use medical marijuana in Arizona involves meeting several requirements under state law, including diagnosis of a qualifying illness and obtaining a state-sanctioned patient card.

Information on meeting the requirements is available on the Department of Health Services Medical Marijuana Program home page at <http://www.azdhs.gov/medicalmarijuana/>.

The following illnesses or conditions may qualify an individual to obtain marijuana for medical use:

- Cancer.
- Glaucoma.
- Human Immunodeficiency Virus (HIV).
- Acquired Immune Deficiency Syndrome (AIDS).
- Hepatitis C.
- Amyotrophic Lateral Sclerosis (ALS).
- Crohn's disease.
- Agitation of Alzheimer's disease.

A chronic or debilitating disease or medical condition or the treatment for a chronic or debilitating disease or medical condition that causes:

- Cachexia or wasting syndrome.
- Severe and chronic pain.
- Severe nausea.
- Seizures, including those characteristic of epilepsy.
- Severe or persistent muscle spasms, including those

characteristic of multiple sclerosis.

An individual must be diagnosed by one of the following medical professionals:

Allopathic (MD), Osteopathic (DO), Homeopathic (MD(H) or DO(H), and Naturopathic (NMD or ND) physicians who have a physician-patient relationship with the patient may write certifications for medical marijuana. The physician must hold a valid Arizona license.

Once diagnosed, the fee is \$150 for an initial or a renewal registry identification card for a qualifying patient. Some qualifying patients may be eligible to pay \$75 for initial and renewal cards if they participate in the Supplemental Nutrition Assistance Program.

The fee is \$200 for an initial or a renewal registry identification card for a designated caregiver. A caregiver must apply for a new card for every patient under their care (up to five patients).

The application for a card must be completed online at <http://www.azdhs.gov/medicalmarijuana/patients/index.htm>.

Once approved, DHS will issue a registry identification card to the patient within 10 working days.

A qualifying patient may not consume medical marijuana at a dispensary but may eat medical marijuana in foods or use infused products at other locations.

VFS Human Services Daily News Sun Dec. 27, 2014



CLEARANCE

# Sun City marijuana dispensary cleared to do business

By Jeff Grant  
DAILY NEWS-SUN

A medical marijuana dispensary — the Sun City area's first and only one permitted under state law — has received clearance from the Arizona Department of Health Services to begin operations, according to the dispensary's agent and its medical director.

Laura Oxley, DHS communications director, said the agency is barred by law from identifying its newly approved sites, however, White Mountain Health Center, Inc., president Butch Williams confirmed the department had granted approval following an on-site inspection Monday.

Williams said the facility could be open to patients only as early as today, depending on completion of final preparations.

Since the 2010 state law creating an Arizona medical marijuana program took effect, dispensaries have been operating or cleared to operate in Glendale, Peoria and Surprise.

The Sun City dispensary's development plan was

» See Dispensary on page A4



The interior of White Mountain Health Center, Inc.'s medical marijuana dispensary at 9420 W. Bell Road is nearly ready for opening. [Jeff Grant/Daily News-Sun]



# Dispensary

» From page A1

approved by the Maricopa County Department of Planning and Development Oct. 17. The county also has granted a certificate of occupancy, and the Sun City Fire Department has confirmed the facility meets fire-safety code.

"We're excited for the opportunity to open, and we're excited for the patients in Sun City," Williams said during a brief tour of the facility — a newly renovated medical office suite at 9420 W. Bell Road.

The site will remain closed to nonpatients until an interior dividing wall is added between the lobby and patient-consultation areas, Williams said.

"We need to separate the lobby from the medicine," he said.

Meanwhile, Dr. Sue Sisely, a medical-marijuana researcher recently granted federal approval to conduct a study of the drug's effect on veterans with post-traumatic stress disorder, confirmed she will serve as the new dispensary's medical director. The nonpaid position required at all Arizona dispensaries is responsible for facility staff education and consultation, although the bulk of the interaction between patients and personnel will involve on-site dispensary employees and volunteers.

"The health department requires we be available at least by phone at all times," Sisely said, adding that an older population involves certain potential patient issues with medication.

"The older patients have



White Mountain president Butch Williams explains some of the procedures inside the dispensary site in Sun City. [Jeff Grant/Daily News-Sun]



multiple levels of illness with multiple medications, so it's important to discuss possible interactions with each patient."

The Sun City site will be the second where Sisely serves as medical director. She has filled the role at Nature's Arizona Medicine in Fountain Hills.

Nature's AZ Medicine dispensary agent Mark Steinmetz said a large fraction of that facility's clients are seniors.

"We're very careful with them because of their age. Many of them are Boomers who might remember smoking pot in college. This is much more potent. It's important to start low (in dosage) and go slow."

While state law bars medical directors from prescribing marijuana to registered dispensary patients, both Williams and Steinmetz said having Sisely on staff is an advantage.

"We're proud to hang her credentials in our lobby," said Steinmetz. "The education she gives patients has been helpful, and our (staff) are better informed."

Medical marijuana became legal in Arizona in November 2010, after voters approved the initiative requiring the health department to set up a program within six months of passage. The program allows for one dispensary in each of 126 special districts set up by the department. As of Nov. 14, 100 dispensary registration certificates have been issued, 88 dispensaries have received approval to operate, of which 30 are

operational, states DHS in its Third Annual Medical Marijuana Report.

The program has continued despite a challenge by the Maricopa County Attorney's Office, which has claimed federal anti-drug laws supersede state law on medical marijuana. Superior Court Judge Michael D. Gordon ruled over a year ago in favor of the state. Gordon found the U.S. Constitution's 10th Amendment's "anti-commandeering rule" bars Washington from directing states how to enforce their medical-marijuana laws, according to Jeffrey S. Kaufman, the attorney arguing the case on behalf of the dispensaries. Kaufman said previous rulings in other states have sided with the states.

Arizona's program requires stringent security at dispensary sites.

At White Mountain, Williams showed a panel of video screens with feeds from

16 cameras throughout the suite. Video also is fed live 24 hours a day to the Maricopa County Sheriff's Office as well as DHS.

A security guard armed with a Taser is stationed at the front door to admit patients, and check their required two forms of identification, including a state-issued patient qualifying card. To obtain a card, an individual must be diagnosed with one of the debilitating medical conditions and obtain written certification from a physician (medical doctor, osteopath, naturopath or homeopath licensed to practice in Arizona) with whom he/she has a physician-patient relationship. The qualifying patient can apply online for a registry identification card.

Further information on the process and rules for medical marijuana use are spelled out in detail on DHS' website at <http://www.azdhs.gov/medicalmarijuana/>.



White Mountain president Butch Williams behind the counter at the company's dispensary. [Jeff Grant/Daily News-Sun]



# Census Count: It is all about \$\$\$

## Sun City base shrinks; housing units grow

By Julie Anne Maurer  
and Rusty Bradshaw  
Independent Newspapers

Residents were counted, addresses were checked and figures tallied, and cities are now figuring out the meaning of 2010 census data pouring in from the federal government.

The first numbers were released March 10, and showed some surprises for government officials. Some populations came in above estimates, some below. Meanwhile, a few of the senior communities showed a drop in population.

According to a release from the Maricopa Association of Governments, the resident population for Maricopa County was 3,817,117, representing an increase of 744,968 people, a 24.2 percent increase in population since Census 2000. The annual growth rate was 2.2 percent.

The 10 largest cities in Maricopa County were Phoenix (1,445,632), Mesa (439,041), Chandler (236,123), Glendale (226,721), Scottsdale (217,385), Gilbert (208,453), Tempe (161,719), Peoria (154,065), Surprise (117,517) and Avondale (76,238).

Census figures will have different meanings to Sun City and Sun City West residents than they do to people living in cities or towns.

Because Sun City and Sun City West are unincorporated areas of Maricopa County, the U.S. Census Bureau collects data for these areas as Census Designated Places, according to Jami Garrison, socioeconomic research program manager for Maricopa Association of Governments. While they may have a passing interest in the numbers, recreation centers and homeowners association officials believe there will be little impact on their organizations.

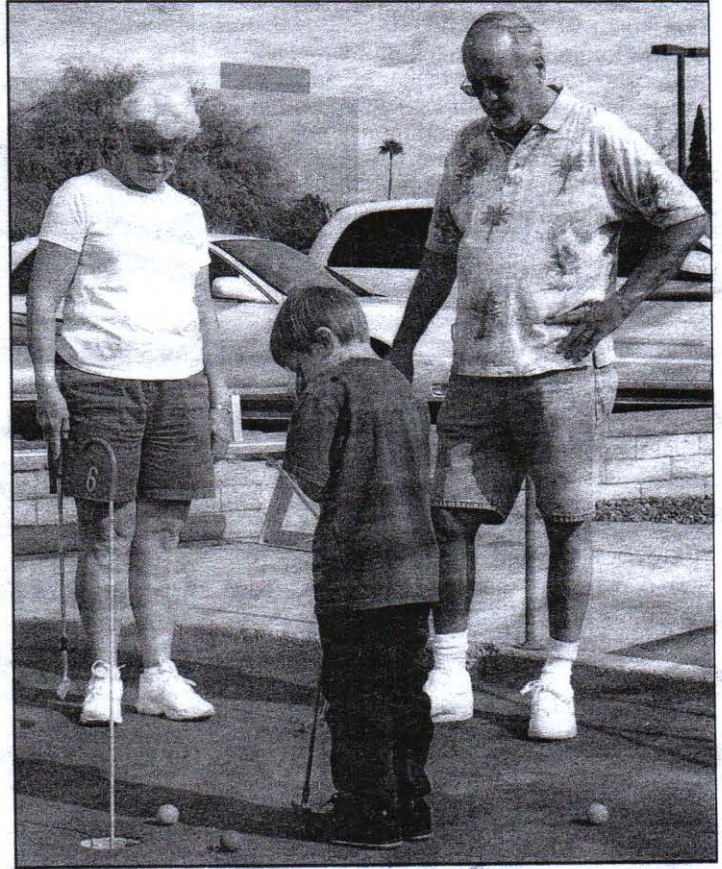
"Our purpose is to provide recreational and social activities and opportunities to Sun City, regardless of how many live in the community," Tim Gallen, Recreation Centers of Sun City spokesman, stated in an e-mail.

Katy O'Grady, spokeswoman for the Recreation Centers of Sun City West said the organization does not study the census results.

"We don't specifically watch the census because we are built out, but we do track and respond to demographic changes," She stated in an e-mail.

Cindy Knowlton, RCSCW recreation manager, agreed.

"RCSCW looks at the census report in terms of demographics. We look at Maricopa County as a whole and the number of boomers living in Maricopa County," she stated in an e-mail. "Recognizing that people are aging in place, if we were to spend marketing dollars to attract people to Sun



Independent Newspapers/Rusty Bradshaw

**Sun City residents Esther and Roger Sidwell play a round of mini golf with their grandson, Riley Hood of Buckeye. U.S. Census figures for 2010 show a decrease in population for both Sun City and Sun City West.**

City West, Maricopa County might be where we would look if the boomer number is significant, which I think it is."

Preliminary census figures show a population decrease in both communities although housing units increased. Sun City's 2010 population was 37,499 and there were 28,169 housing units, while in Sun City West the population was 24,535 with 18,218 housing units, according to Ms. Garrison. The 2000 Census listed a Sun City population of 38,309 with 27,584 housing units. In Sun City West the 2000 population was 26,344 with 17,267 housing units.

The Census figures will affect the Sun Cities in terms of services provided by the county. However, county officials had little information about specific affects.

Maricopa County will receive increased federal funding as county population jumped from 3,072,149 in 2000 to an estimated 3,817,117 for 2010. But the Arizona Legislature's proposed budget seeks to shift more than \$1 million in responsibilities from the state to the counties.

Maricopa County's District 4, including Sun City and Sun City West, could see significant change in the redistricting process. The district's population grew to 934,377 in the 2010 preliminary Census figures.

## City Population

City	Population
Avondale	76,238
Buckeye	50,876
El Mirage	31,797
Glendale	226,721
Goodyear	65,275
Peoria	154,065
Surprise	117,517
Youngtown	6,156
Sun City	37,499
Sun City West	24,535

Source: U.S. Census Bureau, 2010 Decennial Census, PL 94-171



# Census

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forward.”

This fall's election will not be impacted by redistricting, but the process will begin this year.

At a Jan. 27 council meeting, city staffers shared they would hire a contractor consultant to help with redistricting. The redistricting commission will meet in April or May to develop a couple of tentative redistricting plans. The city plans to host public meetings on the plans, one in each district, in June and July. At a July commission meeting, they will come up with an alternative recommendation for council to vote on in August. Then the plan will be sent to the Department of Justice, which city officials noted could take about 90 days to approve.

“We are one lopsided city,” Councilwoman Sharon Wolcott said at the meeting. “Poor Mr. Williams, you have an enormous amount of people you represent.”

John Williams District 3 covers the area south of Bell Road from Dysart Road to Perryville Road, and includes several of the new housing developments that have cropped up in the last 10 years.

According to Mr. Lynch, the first municipal election to be effected by redistricting in the city will be the 2013 election.

He noted the city will probably garner more federal dollars as a result of the population boost, but he is hesitant to make estimates.

“At this time there is no estimate of what the actual dollar impact will be...and it is prudent to be cautious about ‘counting chickens’ this early,” Mr. Lynch stated. “Widespread community participation helped a lot in getting an accurate count. This is good news for Surprise, but it is too soon to make projections with any confidence.”

For the city of Glendale, the numbers came in as expected, according to spokeswoman Polly Baughman.

“The city had phenomenal growth in the 70s, 80s, 90s. While new housing starts are important, Glendale has not relied heavily on homebuilding for a decade. In the time since the 2000 census, our focus in Glendale has been job creation and economic development that creates a high quality of life for our residents and visitors,” Ms. Baughman stated in an e-mail. “That focus is why Glendale has been able to navigate the downturn better than other areas that relied on population growth to sustain them.”

The Glendale population came in at the top of the Northwest Valley cities, with 226,721, up just slightly from 2000, which was 218,812.

Ms. Baughman noted the numbers will be used to help with budget planning, in areas such as transportation and recreation.

“As we dig deeper into the data, we can then determine the best course of action for funding based on population figures,” Ms. Baughman stated. “We have to remember that overall the city has always done an excellent job of planning, providing services and being innovative with cost-saving measures.”

She noted she is unsure if Glendale will face any redistricting.

“The full census always triggers a review of districts, but it's too early to speculate on what the impact would be,” Ms. Baughman stated. “Nor is a timeline established though we know it requires a long and thoughtful process involving public input.”

With the 2000 census, redistricting was completed one year before the filing date for the March 2004 elections.

“The new updated numbers will provide insight into the city's future on many fronts,” Ms. Baughman stated. “Glendale was actively involved in the 2010 Census count and is pleased to now be getting some high quality, very in-depth data to work with in continuing to plan and grow our community.”

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DAILY NEWS-SUN

THURSDAY, AUG. 26, 2004

# Forums examine region's social service needs

STAFF REPORT

West Valley cities and groups are getting together in the next few weeks to try and determine the best way to provide adequate social services in the region.

Valley of the Sun United Way is partnering with a host of agencies and 14 communities on public forums as part of an overview of the region's social services in attempt to find out what's available, what's missing and where the West Valley needs to go to meet the burgeoning population.

"We don't want it to be a gripe session about what isn't here," said Bahney Dedolph, community programs supervisor for Catholic Social Service, which will play host to the Surprise and El Mirage public forums.

The Olive Branch Senior Center in Sun City will sponsor a similar public forum for residents. Ivy Wixson, director of the center, said she's eager to learn what concerns the community might have

and how Olive Branch can better assist retirees.

"A different group of people have moved into Phase 1 who are younger and their needs for the different types of services might be different," she said.

While the United Way has partnered on similar programs with various communities, the study — which is dubbed the West Valley Community Scan — is the first of its kind to encompass multiple cities in a region, said Brian Spicker, senior vice president of community initiatives for the Valley of the Sun United Way.

Time for the study was based on the progressive growth of nearly every West Valley community and searching for new ways to deliver services, Spicker said.

The study focuses on Sun City, Sun City West, Surprise, El Mirage, Avondale, Buckeye, Gila Bend, Goodyear, Glendale, Litchfield Park, Youngtown, Tolleson, Wickenburg and Peoria.

## IF YOU GO

- **WHAT:** West Valley Community Scan open forums to discuss social services in the region.
- **WHEN and WHERE:** 1:30 to 4 p.m. Wednesday, Glendale Human Services Council Inc., 7206 N. 55th Ave., Glendale.  
2-4 p.m. Sept. 8, Olive Branch Center, 10765 W. Peoria Ave., Sun City.  
6 to 8 p.m. Sept. 8, Community Center, 6805 N. 81st Ave., Glendale.  
9-11:30 a.m. Monday and 6:30-9 p.m. Sept. 2, Surprise Senior Center, 15832 N. Hollyhock St., Surprise  
6:30-9 p.m. Tuesday and 9-11 a.m. Sept. 2 in Spanish, Santa Teresita Church, 14016 Verbena, El Mirage.  
6-8 p.m. Wednesday, Sunrise Mountain Branch Library, 21200 N. 83rd Ave., Peoria.
- **INFORMATION:** To confirm attendance, call Margarita at 875-0519. To RSVP for Glendale meetings, call the Glendale Human Services Council Inc. at 623-937-9034. For the Olive Branch Senior Center, call 974-6797.



DAILY NEWS-SUN SATURDAY, FEB. 15, AND SUNDAY, FEB. 16, 2003

# Capable of so much

## HANDICAPABLES:

Groups help get infirm back on track

ERIN REEP  
DAILY NEWS-SUN

When poor circulation led to the loss of Millie Immowitz's leg, she thought she would never walk again.

But 11 years ago, Immowitz discovered the Sun City West Handicapables.

"When I came here, I couldn't walk," she said. "Now I swim laps.

"I can walk the entire pool with one leg," Immowitz said.

Immowitz is the club's weekly dinner coordinator. The Handicapables helps those with physical disabilities find physical relief, friendship and moral support, members say.

The club meets three times a week for physical therapy sessions in Beardsley Recreation Center Pool, and for social outings Tuesday nights at local restaurants.

The Handicapables is distinct from other Sun City West clubs because of the strong bond between members, said the group's president, John Brown. Those in the club form close friendships and care for each other, he said.

The recreation center makes special accommodations for the Handicapables' special needs. The pool is closed to other members from 9 to 10 a.m. for the club's use. The recreation center provides special wheelchairs that are sealed to make them waterproof, said assistant facilities manager Gene Carson.



JOY LAMBERT-SLAGOWSKI/DAILY NEWS-SUN

Chuck Kvale, right, helped wife Ruthann into the water from her wheel chair Monday for the Sun City West Handicapables water exercise group.

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OVER



## From A1

In addition, bars have been installed to help people get into and out of the water easier.

"We have people that just fairly recently had a stroke or need extra help (with movement)," Brown said. "We have special wheelchairs that can ramp people into the water."

Sun City also has a Handicapables club, which meets from noon to 4 p.m. Tuesdays and Thursdays for water exercise classes at Sundial Recreation Center. Instructors are certified by the Arthritis Foundation.

Sun City Handicapables President George Showen said the group offers "Pool Fun" from 1 to 3 p.m. Mondays, Wednesdays and Fridays at Fairway Recreation Center. The pool event is an open time where volunteers help disabled persons to swim and float, but there is no certified instructor on hand, Showen said.

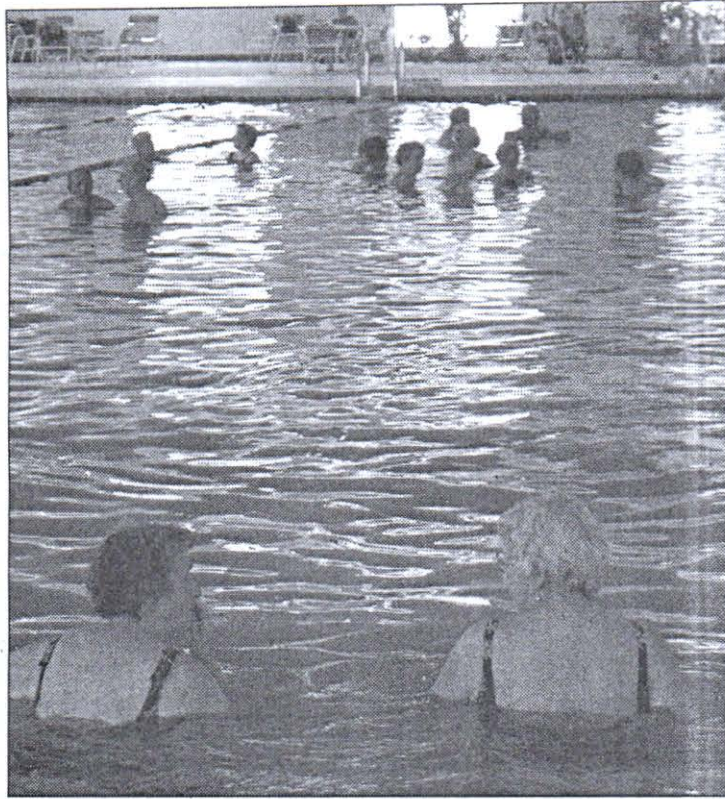
Licensed physical therapist Dawn Mortellaro has worked with the Sun City West club since it started.

"It's a wonderful group. The people are great," she said.

"It takes a lot of effort for them to come here. And they get a lot of benefit out of it too — not only physically, but socially and emotionally," Mortellaro said.

Ruthann Kvale wheeled her way into the pool Monday morning for Sun City West's therapy session. Kvale has multiple sclerosis. She and her husband, Chuck, heard about the Handicapables from their Realtor six years ago while considering buying their home.

"It's been a very big help. I



JOY LAMBERT-SLAGOWSKI/DAILY NEWS-SUN

Water walkers make their way across the pool during exercise at Monday's Sun City West Handicapables session.

didn't know anything like this existed," Kvale said.

The water therapy helps Kvale with movement, and she notices a difference after the sessions, she said. Friends made through the club have lifted her spirits, Kvale added.

"It's just very positive, and we have a very good social aspect of it, too. It's not just therapy," Kvale said.

The Sun City West Handicapables was founded by Sam Baressi, a World War II veteran who lost his legs in the Battle of Iwo Jima. The club now has more than 200 members, all of whom are disabled in some way. Volunteer aides and spouses of group members help those

with disabilities get in and out of the pool and take showers.

The Sun City Handicapables was founded by Father Waldron of St. Clement of Rome Catholic Church in Sun City, the Rev. Thistlewait of Sunshine Services, and other volunteers in 1974 and 1975, according to information from the club. Through the years, the club worked for better access to facilities, transportation and entertainment for the disabled.

For information about the Sun City Handicapables, call George Showen at 933-1234. To contact the Sun City West Handicapables, call Louise Horsman at 546-1342.



# Making dreams come true

**MINGUS MOUNTAIN:**  
Sun Citians provide  
90 percent of funds  
needed to purchase  
facilities of girls'  
treatment center

JEANNE WINOGRAD  
DAILY NEWS-SUN

Sun Citians have made a dream come true for Mingus Mountain Estate Residential Center Inc., a treatment facility near Prescott that can accommodate up to 50 troubled teen-age girls.

For more than a year, the MMERCI board of directors has been raising money to purchase the facility from the Bill and Pauline Don Carlos estate. The Don Carloses were killed in a plane crash in October 2000.

Bill Don Carlos was a lawyer in the Sun Cities, and the couple had ties throughout the Northwest Valley. Their deaths came as a shocking tragedy to those who knew of them or their work, making the purchase of the facility all the more difficult for the board of directors.

"It was a long process," said John Morrison, MMERCI's chief executive officer, who works at MMERCI's headquarters in Sun City. "We were dealing with the deaths of two people who founded it. Things like that don't tend to get taken care of in a hurry."

Sun Citians have contributed at least 90 percent of the funds needed for the 501(c)(3) facility, said Sue and Don Larkin, financial planners in Sun City on the MMERCI board of directors.

"That we were able to strike a deal with the estate means that we will be able to continue the work with MMERCI," Sue said. "We're very happy about the purchase."

The Larkins said they negotiated with the estate to purchase MMERCI's land, buildings, horses, facilities and other assets for \$1.7 million.



JOY LAMBERT/DAILY NEWS-SUN

Ann Distel of Sun City shops Monday in Sun City's Penny-Wise Thrift Shop, which benefits the Mingus Mountain Foundation.



JOY LAMBERT/DAILY NEWS-SUN

Josephine Gomez shops in Sun City's Penny-Wise Thrift Shop, which benefits the Mingus Mountain Foundation, Monday.

"It was more than we hoped to pay, but less than they asked. We negotiated," Sue Larkin said. "We didn't have to make a down payment, and have 18 months at half-payments."

Sun Citians have aided the estate's young residents through direct gifts, contributions to MMERCI's Charitable Gift Annuity, and through purchases from Penny Wise Thrift Shop at Bell Road and Boswell Boulevard in Sun City.

MMERCI's expenses are minimal, and include rent and salaries for three paid staff. All other workers are volunteers.

Morrison said those involved with the purchase had to deal with the financial aspects of the purchase and their own feelings of shock and grief over the Don Carloses' deaths.

"We worked out an arrangement with the estate — the Don Carloses' four sons. We will raise the money over the next three years, and we'll pay a mortgage payment every month for the next 15 years," Morrison said.

Among the assets the board of directors purchased are MMERCI's equestrian operations.

"We've had a great equestrian program, and our donations help pay for this," Morrison said. "Now we'll try to pay off the purchase of the land and the buildings, everything that's there."

Penny Wise Thrift Shop, from which MMERCI receives about 70 percent of all proceeds, will be expanding from 2,800 square feet to 4,300 square feet, Sue Larkin said.

"The move will allow us to display more items in one place," Morrison said.

Sue Larkin said volunteers such as off-duty firefighters from the Sun

City Fire Department will probably lend a hand for the move, which will involve furniture as well as other items the thrift store carries.

Many Penny Wise shoppers are aware the funds from their purchases support MMERCI.

"It's helping all those girls," said Josephine Gomez of Peoria. "I think it's a good thing."

Ann Distel of Sun City said she never leaves Penny Wise without buying something.

"They have good prices, and MMERCI is a good cause," Distel said.

In addition to the aid from Penny Wise shoppers, Morrison said MMERCI appreciates the center's volunteers.

"It's been a difficult year for everyone. The board has worked very hard to deal with the tragedy and the aftermath. We're hoping to keep helping the girls and pay off the mortgage," Morrison said.

Girls accepted into the Mingus Mountain program may have histories of self-destructive behaviors and many other disorders, and cannot return to their own families because there is abuse within those families. Girls often form a bond with horses on the Mingus Mountain Ranch property, which plays a part in helping them recover.

For information about MMERCI, call 972-6155.

Jeanne Winograd can be reached at 876-2532 or [jwinograd@aztrib.com](mailto:jwinograd@aztrib.com).

OVER





JOY LAMBERT/DAILY NEWS-SUN

Don and Sue Larkin, Sun City financial planners on the board of directors for the Mingus Mountain Estate Residential Center Inc., discuss the purchase of MMERCI's land, buildings, horses, facilities and other assets Monday at the Penny-Wise Thrift Shop in Sun City, which benefits the Mingus Mountain Foundation.



# Nursing homes' function evolves

Medicare changes cited as cause for decline in residency, study reports

By BRUCE ELLISON  
DAILY NEWS-SUN

A newly released federal study has found that the proportion of elderly Americans living in nursing homes has declined in 10 years.

Had the trends of 1985 continued through 1995, the report says, about 250,000 more Americans over 65 would have been living in the care centers than the 1.4 million who actually did.

The change occurred even as the number of elderly Americans has been increasing.

"A change in the role of the nursing home" is behind the reduction, the study concludes.

The comparison turned up in the federal study shows "some unexpected shifts in the way elders are using the nursing home," Brandeis University researcher Christine E. Bishop told *The Washington Post*.

Nursing homes today focus increasingly on people with severe disabilities, the report said, and on what it called "a group of patients barely in evidence in 1985: people receiving temporary, Medicare-covered care following surgery or illness."

It is precisely those two categories that have been hit by cuts in Medicare reimbursements, financially wounding the nursing home business even as the private-pay long-term residents decided to go elsewhere.

None of that comes as news to nursing home operators in the Sun Cities.

And, they said, the trend has continued since the report, the *National Nursing Home Survey* conducted by the



Steve Cherek/Daily News-Sun

Many retirees who don't need extensive care are turning away from traditional nursing homes and moving into living facilities that offer a resort-like atmosphere, such as Desert Amethyst in Peoria, where residents Bill and Jean Stolberg sit down for lunch.

**'A decade ago, the frail ill went to nursing homes; there was no alternative. But now there is a variety of facilities.'**

Karen Barno  
Assisted Living  
Federation of America.

National Center for Health Statistics, was compiled.

In the last year, many nursing homes have seen a variety of woes pile up as changes in federal Medicare reimbursements and coverages have put the financial squeeze on the homes.

About a dozen assisted living and independent living complexes have been built in the Sun Cities area over the last five years, ranging from Grandview Terrace in Sun City West to the Arden Courts Alzheimer's facility in Peoria, and the still-under way Youngtown Gardens complex in Youngtown.

"A decade ago, the frail ill

went to nursing homes," said Karen Barno, president of the Arizona chapter of the Assisted Living Federation of America.

"There was no alternative.

"But now there is a variety of facilities," from congregate apartments to assisted living to Alzheimer's and dementia facilities, all for people who don't need medical care but who can no longer live alone, she said.

There's generally a big cost saving between nursing home rates that can run \$125 or more a day, and the variety of assisted living accommodations that can cost as little as \$2,000 a month.

"The demand for those facilities is there," Barno said — one

reason so many have appeared, or been sketched out on the drawing boards in the Sun Cities area in the last few years.

The area's high concentration of seniors makes it likely that more people here will need such accommodation than in the Phoenix area in general.

Data compiled by Garry Davis & Associates, a consulting firm, show there are about 2,900 skilled-nursing beds available in the Northwest Valley, and about 1,700 assisted-living units of various kinds, with more under construction.

Vacancies in nursing homes began rising last year, Davis has reported, saying the change was the first he had seen in a decade.

Alan Brown, vice president for operations at Arizona Baptist Retirement Centers, notes that "everyone wants to remain at the lowest level of care possible," with staying at home the best choice.

The Baptists run the Baptist Village complex in Youngtown, and a nursing home in Surprise, among other sites.

When assisted-living facilities, and even apartment complexes that included food and maid service appeared, they offered an additional choice over the largely institutional nursing home setting, Brown said.

"On the negative side," he said, "Those assisted-living complexes are a way in which the elderly 'spend down' their cash, staying in the facility as long as possible, before they must go to a nursing home."

That leaves the new nursing home resident with fewer assets and less able to pay, and in turn results in a public assistance of some sort, often from ALTCS, the Arizona Long Term Care System.

ALTCS pays the nursing home operator less money than it would receive from a private-pay patient, he said.

Still, Brown worries that there may be too many assisted-living facilities in the area, something that Sharon Harper of the Plaza Companies warned about more than a year ago in a speech in Phoenix.

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Too many new operators of such facilities look upon them as hotel or apartment investments, she said — and find later that the level of personal service they need to provide is much higher, and more costly, than what they had planned for.

And with most new facilities operated for profit, pressures are on to keep up revenue and income.

At Royal Oaks, a non-profit life care community in Sun City, the need for an alternative to life in the Royal Oaks Health Care Center has prompted owner People of Faith Inc. to build its own on-campus assisted-living complex.

"We have people taking up care center beds who don't really need to be there," said administrator Kendra Eberhart. "They can no longer stay in their apartments because they need some help."

Putting them in the higher-cost care center "is a waste of resources" — both the care center's efforts and the residents' cash.

"Adding an assisted living center will let those folks stay in familiar surroundings and with people they know, while still providing some services they need," Eberhart said.

Barno, of the Assisted Living Federation, said that "a lot of people think we're fighting for the same client or patient as the nursing home, but that isn't true. It is, as the name implies, an alternative."

Most of the established nursing homes in the Sun Cities haven't been hurt by the change in preference, with occupancy rates staying between 90 and 100 percent, officials said, though Medicare reimbursement changes have hurt revenues.

In general, the newer care centers have higher vacancy rates.

"I think that we're still full partly because we've been here a long time and people know us," said Kathleen Langford, administrator at Brighton Gardens in Sun City, which is 10 years old.

"But I think it's also that they know the Marriott name (the parent company) and they recognize that we're hospitality-focused."



Maxine and Bob Williams dance to Sentimental Journey playing on the juke box during The Forum at Desert Harbor's Countdown of the Century last week. Centers such as The Forum are at the forefront of the changing trends in the way senior care facilities operate.

Lisa Goettsche/Daily News-Sun



# Alcoholism takes toll in Sun Cities

## Risks grow with age

By JEFF OWENS  
DAILY NEWS-SUN

Helen Johnson spends 95 percent of her time alone in her Sun City home. Her only recreation, she says, is two soap operas and frequent trips to the Walgreen Drug Store on north 99th Avenue. She returns home with a bottle — these days it's vodka.

"Me and Mr. Smirnoff have a deal," she said with a faint laugh. "I get a buzz on every night."

Johnson (not her real name) is an alcoholic. In the Sun Cities — the clean, quiet, conservative communities of grandparents and traditional morality — she's not alone. Not by a long shot.

As medical director for the Sun Health Center for Adult Behavioral Health in Sun City West, Dr. Paul Butzine sees the two kinds of alcoholism in the elderly. He treats not only people who have been drinking since they were young, but also the late-onset alcoholics who didn't become abusers until they retired, or until a spouse died or some other traumatic late-life event drove them over the edge.

In either case, Butzine said,

the Sun Cities' problem drinkers generally aren't rampaging drunks.

"A lot of people who drink alcoholically in Sun City aren't raising hell and dancing around with lampshades on their heads," he said. "They're ill. They're in doctors' offices, the hospital and nursing homes."

They have liver problems, anemia, bleeding ulcers or memory problems, Butzine said. The Sun City alcoholic is often the one who fell and broke his hip; the one who tripped and broke her shoulder. The effects of their drinking are often confused with Alzheimer's disease, and alcoholism is the third largest cause of dementia among seniors, he added.

A 1996 survey commissioned by Sun Health shows chronic drinking (at least 60 drinks in the past month, or two a day) in 5.4 percent of adults age 65 and over nationwide, and in 7.3 percent of adults age 18 and over in Sun Health's primary service area, which covers the Sun Cities, Youngtown, El Mirage, Surprise and Peoria.

"That is fairly heavy drinking for people in the Sun

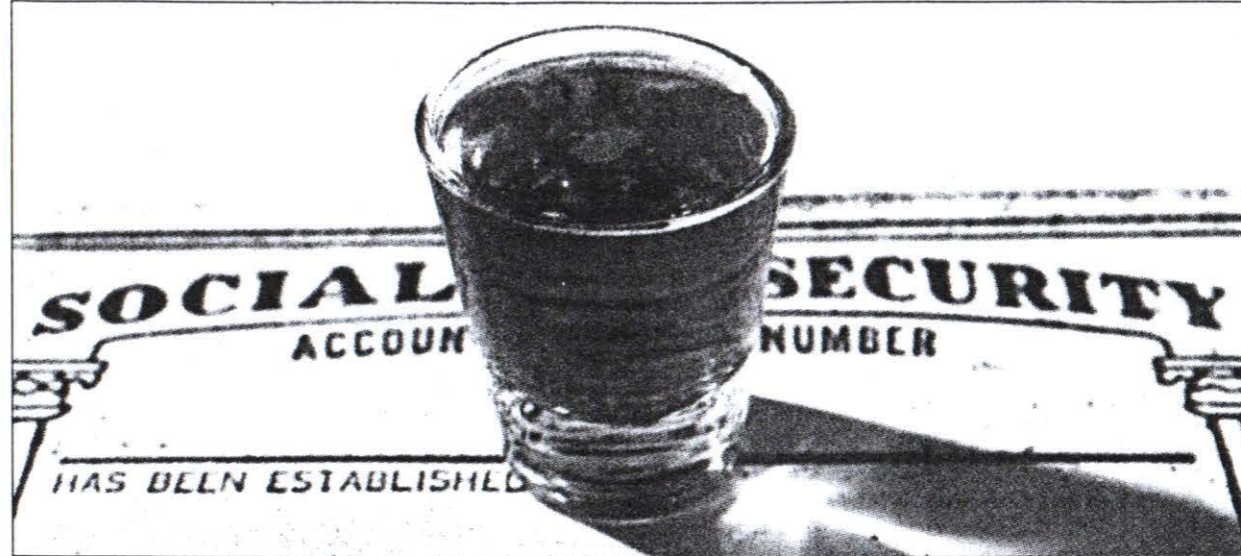


Photo illustration by Steve Chemek/Daily News-Sun

**'Two drinks a day for a person in their 70s or 80s is a substantial amount of alcohol ... the same as four drinks per day for someone in their 20s or 30s.'**

**Dr. Paul Butzine**  
**Sun Health Center for Adult Behavioral Health**

Cities," Butzine said. Due to the way the body metabolizes alcohol, "Two drinks a day for a person in their 70s or 80s is a substantial amount of alcohol ... the same as four drinks per day for someone in their 20s or 30s."

Further, Butzine said, the Sun Health study "probably underestimates the prevalence of heavy drinking in this community" because many alcoholics are in denial or attempt to keep their illness secret.

### New generation of drinkers

The U.S. government agrees. An April 1998 Alcohol Alert from the National Institute on Alcohol Abuse and Alcoholism says "surveys conducted in

► See Retiree boredom, A5

## Where to go for assistance

For help and information on alcoholism and other substance abuse-related problems, contact:

- Your physician.
- The Adult Recovery in a Supportive Environment (ARISE) program at Del E. Webb Memorial Hospital in Sun City West at 214-4056.
- The National Council on Alcohol and Drug Dependence in Phoenix at 285-1064 or 264-6214.
- Charter Behavioral Health System of Arizona at 878-7878.
- COMCARE Services Inc. at 640-1111, and the COMCARE Crisis Line, available 24 hours at 222-9444.
- Alcoholics Anonymous in Glendale at 937-7770.
- Alcoholics Anonymous in Phoenix at 256-0951.
- The Alcohol Abuse Action Helpline at 1-800-888-9383.
- Alcohol Abuse Addiction Information and Treatment at 1-800-274-2042.
- Alcohol Abuse Assistance and Treatment at 1-800-234-1253.

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VF HUMAN SERVICES



# Retiree boredom, genetics play roles in alcoholism

◀ From A1

health care settings have found increasing prevalence of alcoholism among the older population."

That's likely due in part to the aging of one of America's greatest generations of drinkers: Baby Boomers. It's part of the generational shift under way in the Sun Cities — the children of Prohibition are being replaced by the thirsty children of the Cold War.

"Persons born after World War II may show a higher prevalence of alcohol problems than persons born in the 1920s, when alcohol use was stigmatized," the alert said. It contains statistics showing that symptoms of alcoholism have been found in:

- 6 to 11 percent of elderly (age 65 and over) patients admitted to hospitals.

- 20 percent of elderly patients in psychiatric wards.

- 14 percent of elderly patients in emergency rooms.

- As high as 49 percent of nursing home residents in some studies.

Do many Sun Citians drink more than most people realize?

"Absolutely," Butzine said.

## Boredom can lead to abuse

There are no liquor stores per se in the Sun Cities and Youngtown, but the Arizona Department of Liquor Licenses and Control Internet site shows 82 active, replaced and pending liquor licenses in those communities, mostly for restaurants, recreation centers and grocers.

Grocery and liquor managers in the Sun Cities won't reveal liquor sales figures for what they call competitive reasons. But it is acknowledged that the bottles move briskly off the shelves.

"Sales are strong in Sun City," said Walgreen spokesman Michael Polzin, adding that "Alcohol sales in general tend to be stronger in Arizona."

Ms. Johnson can vouch for that.

Johnson, 72, has lived in Sun City for five years. A career woman who came from a

home with an alcoholic father, she never married or had children. She has a roommate who doesn't drink.

She started drinking at 15 and continued, harmlessly, she said, through nine years in the Army and 34 years as a manager at a large California electronics firm.

Why?

"Because I like it," she said. "I'm not depressed. I don't see any problem, and I never drive after drinking. I do what I want and I say what I want."

Despite her youthful start, Johnson said she didn't become an alcoholic until her early 60s. That's when she retired, or, as she put it, when she "had more time to do what I want to, which is nothing."

Sally Lara, executive director of the National Council on Alcohol and Drug Dependence in Phoenix, has heard that often.

"There are all kinds of addictive people," Lara said. "There are many different kinds of alcoholic/addicts."

Lara said Johnson may be a "functional alcoholic" — the type "who go on with their careers. They show up every day, but they drink every day."

The fact that Johnson started young but became alcoholic much later fits the profile, Lara added. "That's part of the disease. It progresses — you drink more, and eventually you have a lower level of tolerance. And you have signs of withdrawal when you try to stop."

As seen with Johnson, retirement can bring boredom and life-altering changes that make many older Americans easy prey for the insidious illness of alcoholism.

## Genetics plays a role

Mike Smith knows that insidiousness well.

"It's horrible," he said. "You never get over it."

Smith is a recovering alcoholic. He and his wife, Jo, have lived in Sun City since 1991. Alcoholism runs in his family. It affected the Smiths before Mike took his first

drink and after he took his last.

A genetic factor can carry substance abuse through generations, Lara said.

A retired newspaper man from the Midwest, Smith drank every night for more than a decade until, at age 41, Jo confronted him.

Mike's drinking had become increasingly alarming. After she found a bottle of Jim Beam stashed in a bathroom closet, she sought professional advice without telling him.

During his 30s, alcoholism crept over Mike. It was drinks with the guys after work. It wasn't melodramatic, drunken-rampaging "Lost Weekends." It was a suburban American white collar alcoholism, which was easy to hide. Mike Smith never got in over his head financially, and he never had trouble with the law or at the office.

But he was nonetheless out of control. At first, there was denial. There was frustration, shame and self-loathing.

"Hundreds and hundreds of times I said, 'I'm gonna quit,'" Smith said. "Next thing I know, I'm standing at the bar."

Smith said the guys from work didn't suspect a thing. "Nobody knew I had a problem except my wife and my daughter."

Jo, who grew up largely untouched by alcoholism, went through denial too.

"To me, an alcoholic was the town drunk wandering around," she said.

When Jo confronted him, Mike immediately checked into a treatment program in St. Paul, Minn. He was lucky — his family and his boss were supportive.

"I haven't touched a drop of liquor since Jan. 4, 1977," he said. "And I haven't wanted to."

Smith started a successful Alcoholics Anonymous program in his company. In retirement in Sun City, he and Jo don't mind being around others who order drinks, but he can't do it again. He won't even drink communion wine at Sunday Mass.



# Fruitful adventure

## Retirees glean fruit, goodwill

By J.J. McCORMACK  
Daily News-Sun staff

Like a swarm of fruit flies, a group of retirees swooped down on a Phoenix neighborhood Wednesday morning, ridding four homeowners of 12,000 pounds of unwanted citrus.

The group that calls itself the Sun Flower Gleaners stripped 32 orange and citrus trees of fruit within 90 minutes. It had taken them an hour to reach their destination by bus and carpool from the Sun Flower recreational vehicle park in Surprise.

Each Wednesday morning January through mid-April, the Sun Flower Gleaners group fans out across older areas of Phoenix where citrus is abundant to salvage the unwanted fruit for the Westside Food Bank.

The fruit is included in emergency food boxes or is juiced. This year marks the fourth year volunteers from the resort and other Sun Cities-area communities have gleaned for the food bank.

Cal Steele, the group's co-chairman, was pleased with the turnout on this sunny morning. "It's really exciting to see all these people lined up when the bus pulls up," he said.

Most of the 71 men and women who awakened early to go gleaned Wednesday were winter residents of Sun Flower, hailing from as far away as Ontario, Canada. The group was sprinkled with residents of Happy Trails in Surprise, Sun City and Sun City West.

When crowded into the back yard of an older Phoenix home with 11 prolific orange trees, the gleaners presented a colorful picture of community service.

A variety of methods were employed to dislodge the oranges from the small grove. Some volunteers used poles with hooks to snag stubborn fruit. Others picked the citrus off low-lying branches. A couple of agile gleaners climbed the trees and shook the fruit free.

"Sometimes the pickers get frustrated and they shake like mad," Steele said while watching a determined volunteer win a battle with an orange tree branch.

More than one volunteer felt the sting of falling oranges and grapefruit.

"I've already been bonked several times," said a woman as she made her way back into the fray.

Except for the rustling of branches and the continuous thud of fruit falling to the ground, gleaners went quietly and methodically about their work.

"It's just like now you see them, now you don't," Steele said as the fruit disappeared from the trees into the truck.

First bags, then buckets, then bins, then bigger bins were filled and stacked in a 35-foot-long Westside



J.J. McCormack/Daily News-Sun

Members of Sun Flower Gleaners use specially designed picking poles to dislodge oranges from a tree. The volunteers travel to Phoenix each Wednesday to salvage unwanted fruit for Westside Food Bank.

**'Sometimes the pickers get frustrated and they shake like mad.'**

**Cal Steele,  
Sun Flower Gleaners**



J.J. McCormack/Daily News-Sun

Ray Blais, a member of Sun Flower Gleaners, is one of 71 volunteers who picked 12,000 pounds of citrus Wednesday morning for Westside Food Bank.

Peter McAnally, a winter visitor from Alberta, Canada, said he gives his fruit away to neighbors unable to help glean. He always saves a few grapefruit for himself, however, using the juice to fill ice-cube trays.

"That's a little secret right from Alberta. Don't tell Arizonans about that," he said, chuckling.

The free supply of citrus isn't the only incentive for McAnally, McElroy, their neighbors and friends.

"Doing something for somebody else instead of just for yourself" is another, McElroy said.

Other intangible rewards of gleaned, volunteers said, are socialization, some sightseeing in previously uncharted areas of Phoenix and, in McAnally's case, praise from their children.

"My kids say, 'Gee, that's great, Dad. You're not just sitting around doing nothing all day long.'"

Food Bank truck.

The pace of the gleaned crew got the best of some workers, who rested out of the way of the busy harvesters.

Elizabeth Lee, a first-time gleaner, marveled at the scene while taking a short break from the action. "I think it's great that they had so many people show up," she said.

Lee, a winter visitor from Vancouver, British Columbia, said she didn't know what to expect when she joined her neighbors on the bus Wednesday morning. "I thought we were going to an orchard or something." She said it hurt the first time an orange fell on her. As a result, she was somewhat leery of the grapefruit trees she knew the group would be gleaned later that morning.

"I don't know what a grapefruit falling on your back feels like," she said.

Experienced gleaner Roger Carlson wasn't the least bit intimidated by the weightier grapefruit that had to be gleaned from two neighboring yards.

"You know you're going to get hit so what the heck," he said as he ducked under a tree, grapefruit showering all around him.

While the gleaned group was busy conquering three giant grapefruit trees, Anna Schultz and Joan McElroy were stashing their share of the harvest in the trunk of a car.

As an incentive to volunteers, each gleaner is encouraged to take home a bag of fruit. Shultz and McElroy said they share their bounty with neighbors.

"Then I never mind asking my neighbors to do me a favor," McElroy said.



# Calls bring comfort

## Computer checks up on elderly daily by telephone

By Lori Baker  
Staff writer

At 9 a.m. every day, the phone rings at Elwood Smith's home.

When he answers, a computerized voice tells him to hang up if he is OK. If he doesn't answer the phone after two tries, a law enforcement officer will check on him.

Smith looks forward to the calls. They make him feel safe.

"I'm alone here and I have a heart condition," said the 80-year-old Sun City resident. "My wife died two years ago and my children are scattered all over the United States."

Smith is among an estimated 250 elderly people and others with health problems who receive daily calls from the RUOK (Are You OK) computer. Communities served are the Sun Cities, Youngtown, Surprise, Peoria, Litchfield Park, East Mesa, Queen Creek, Cave Creek and Carefree.

The free service can accommodate about 400 more people, and law enforcement officers are encouraging people to sign up.

"It's a wonderful thing for people who live alone," said Cora Jester, a 75-year-old Sun City West resident who is recovering from an appendectomy.

Sun City West Posse Lt. Jack Lewis and



Peter Schwepker / Staff photographer

**The RUOK computer is a hit with the elderly people it checks up on. But Lt. Jack Lewis (left) of the Sun City West sheriff's posse and Gene McAbee of the Sun City posse say some people need to be persuaded to sign up.**

Sun City Posse Master Sgt. Gene McAbee say they've been working hard to convince people that the program would benefit them.

"People turn their minds off to RUOK like they do funeral plans, but I explain to

them that the service could help them one day," Lewis said. "This program saves lives and extends independence for those who are members."

He remembers the first emergency  
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## CALLS

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medical call he responded to five years ago, before the RUOK program started.

"A single woman, alone, in her early 60s, had an attack and she lay on her kitchen floor for over 2½ days," Lewis said. "A caring neighbor, after not seeing her for a couple of days, looked in the kitchen window and saw her lying on the floor."

Even people who feel strong and healthy, but who live alone, should be checked on daily to make sure they are all right, Lewis said.

"We hear comments all the time

that the RUOK program gives family members peace of mind because they know their loved ones will be checked on," Youngtown Police Chief Mike Branham said.

Branham started the program in 1989, along with the Maricopa County Sheriff's Office. It later was expanded to other Valley communities.

Youngtown's computer is used to make the calls to people Valley-wide, and a Youngtown dispatcher contacts the appropriate law enforcement agencies to check on

people who haven't respond to calls.

Nationwide, RUOK is offered as a free service in more than 260 communities in 37 states and four provinces in Canada, said Bruce Johnson, president of Northland Innovation Corp. in Minneapolis, who wrote the RUOK software.

People who are interested in joining RUOK may call the Youngtown Police Department at 974-3665, the Sun City West Posse at 584-5808 or the Sun City Posse at 972-2555.



# Watchdog service continued

## Court extends aid for elderly

By Margery Rose-Clapp and Lori Baker  
Staff writers

A state-funded program that trains volunteers to monitor activities of court-appointed guardians for the elderly or others who are incapacitated will continue to operate.

Maricopa County Superior Court officials had said they feared it would be forced to close July 1, when grant funds run out, unless funding could be found.

Twenty-five volunteers in the Sun Cities, Tempe and Scottsdale meet with caretakers and update medical and financial files.

The Sun Cities Community Council started the program, which is a model for other communities.

"It has worked out well for volunteers to work with the courts to monitor the care of incapacitated people," said Sylvia Cartsonis, director of the Sun Cities Community Council.

The Arizona Legislature came to the rescue by passing a law allowing each county to create a probate fund to support guardianship-review programs, said Janet Cornell, a judicial administrator in Maricopa County Superior Court's probate/mental health department.

Revenue generated by the fund, including fees paid to courts by private estates for medical, legal and other services related to guardianship issues, will be invested in program operations, Cornell said.

The Maricopa County Board of Supervisors voted to make two administrative staff positions for the program permanent.

"That's just what a grant is meant to do: test a program's concept and operation, fine-tune it... and, upon finding out it works, make it permanent," Cornell said.

The Guardianship Review Project was funded in 1992 with an \$80,698 State Justice Institute grant, in response to a case-monitoring backlog in the court.

Project volunteers have performed  
See SERVICE, Page 4

## SERVICE

From Page 1

nearly 1,400 case-file reviews and updates that would not have been done otherwise, including more than 830 reviews last year and more than 500 in 1992, county officials said.

"This provides the tie between the court and the community and without their help, we couldn't get to these cases," said Probate/Mental Health Presiding Judge Robert Myers.

Besides reducing case inventory, volunteers provide supervision and reporting, educate/advise guardians on court-order compliance issues, track down those who fail to file required annual reports and identify elder-abuse cases.

While many of the cases involve the elderly, Cartsonis said the community council wants to help adults with developmental disabilities.



# Seniors pinch hit

## Volunteers look after welfare of needy

By MIKE GARRETT  
Daily News-Sun staff

Volunteers with one senior care program in the Northwest Valley make it a habit of going to bat for people in need.

"We literally become an advocate for the residents," said N.R. "Norm" Franklin, coordinator for the Senior Volunteer Long-term Care Ombudsman Program. "The whole purpose of our program is that residents need to know they have rights in the facility and that their rights are not violated in their treatment."

Franklin has 50 trained volunteers who visit the Valley's more than 200 state certified and licensed nursing facilities and care centers. Ten of the 50 volunteers work in the 14 Sun Cities-Peoria nursing homes, life care and retirement centers,

The volunteers' objective is to establish a rapport with residents and determine if the facility is meeting their needs and treating them with dignity and respect.

"When people have no family, there is no one there to follow up if nothing is done about a situation," he said. "When the volunteer or

ombudsman comes along and says we need to check into this, we go to the staff and say maybe they could adjust something about the cold food or something.

"When we go through a presentation with the administration or social services director of a facility, we want them to know that we're there for the residents and that they understand what we're going to do," Franklin said.

The federally funded, non-profit ombudsman program is contracted through the state Area Agency on Aging and was mandated by federal law back in the 1970s, Franklin said. "I helped start it in Phoenix three years ago after then-Gov. Rose Mofford signed the mandate into state law."

"In the advocacy role that we play, oftentimes the residents are not aware that they have rights," he said. "They're not aware that they can refuse things in their own best interests. You get cases where a 90-year-old woman is afraid of retribution if she says anything to anybody."

What his volunteers hear most often from residents, Franklin said, is that they're not

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## Advocate volunteers organized

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treated with special care.

"They say they're treated roughly sometimes, or that they feel like they're on an assembly line or they're not given a choice for their care," Franklin said. "Others say they don't see their doctors often enough and many times they don't know what their medication is for or whether they're making any progress.

"We don't go in there as the police or FBI to dictate compliance with state laws," Franklin said. "But in visiting residents, they oftentimes relate things to us regarding their food, care or laundry."

While Franklin makes a point of not recommending or criticizing any particular facility based on volunteer reports, he said the Sun Cities area has many excellent facilities employing people who really care.

In many cases, residents have no real complaints and just appreciate the fact that there is someone there to talk to, Franklin said.

People interested in volunteering may call Franklin at 997-6105.



# Guardian review program expands

By IAN MITCHELL  
Daily News-Sun staff

A Sun Cities program monitoring the performance of court-appointed guardians has expanded to include other parts of the Valley, and courts and volunteers in other states are looking to the Arizona project as a national model.

The Guardianship Review Project is the product of cooperation between the Probate Department of Maricopa County Superior Court and the Sun Cities Area Community Council.

Volunteers for the project, into its second year, visit the homes of elderly and disabled people who are not able to manage their own affairs and have had guardians appointed for them.

The review project has opened an office in Tempe through the cooperation of that city's community council, and Glendale and Scotts-



dale have asked to be included in the project.

Sylvia Cartsonis, executive director of the community council, has given two lectures on the project to national organizations concerned with issues affecting the aging.

"There is wide interest in this subject," Cartsonis said, "because the issue in Maricopa County is not unlike the situation all across the United States."

Cartsonis gave a presentation at last week's National Council on Aging convention in Anaheim, Calif. and at the American Society on Aging conference which met last month in Chicago.

Those attending the conferences were attentive during her presentation, Cartsonis said. "The people are very interested in our project and the volunteering that's involved — the partnership between the people and the court."

After entering the court's records into a computer system, volunteers for the project began reviewing case files in March 1992.

In the first year of the project, volunteers

reviewed about 900 files on guardians and their West Valley wards, project coordinator Barbara Valdez said.

Volunteers made about 200 home visits to people with court-appointed guardians, and referred "a handful" of cases back to a probate court judge, Valdez said.

In such cases, the judge would typically appoint a court investigator or issue a hearing which the guardian is required to attend, she added.

The court is supposed to make annual checks on the well-being of wards, but in the past a backlog of cases made that impossible.

Valdez said review project volunteers reminded guardians who had failed to file their annual report. "Many are unaware that they have that responsibility," she said.

Cartsonis said she thought the program, funded with grant money from the American Bar Association and the State Justice Institute, has made a difference "just by being there."

The program has about 15 volunteers with a wide variety of backgrounds. Doctors, lawyers, social workers and educators with experience in elder affairs issues give their time, Cartsonis added.

She said volunteers have learned to emphasize autonomy and self-determination for the wards.

"Just because someone needs a guardian for one aspect of their life doesn't necessarily mean they have to lose control over all areas of their life," Cartsonis said.

State legislation passed last year recommends limited or alternative guardianship and states that guardians should consult and abide by their ward's preferences whenever possible, Valdez said.

"If you're afraid of becoming dependent, it's important to hold on, to cling to every bit of independence that you have," she added.

Cartsonis said even simple things such as knowing what kind of food a ward likes can make a big difference.



# Sun City is focus on PBS medical series

By Diana Balazs  
Staff writer

SUN CITY — The Sun City Fire Department and Walter O. Boswell Memorial Hospital will be featured in an upcoming segment of the PBS series "Medicine at the Crossroads."

The series, which began Monday, examines critical issues facing modern medicine around the world.

+ The eight-part series can be seen at 8 p.m. Mondays on KAET (Channel 8). It is repeated the

same evening at 11 p.m. and also at 3 a.m. Sunday.

"Life Support," the segment featuring Boswell Hospital and the Sun City Fire Department, will be shown Monday. It focuses on health care for the elderly.

The hospital and Fire Department were filmed in November 1991, Fire Chief Jim Sebert said.

"They came to Sun City really as a result of Boswell Hospital. What they wanted to do was basically track a patient from the time they developed a medical

problem in their home all the way through the hospital system until they were discharged," Sebert said.

"They were here for about a week or two, focusing on different things, different aspects of the hospital," Boswell spokeswoman Linda Braverman said.

"We provided the personnel and set up everything for them, but there were some things that they did spontaneously," Braverman said.

The film crew also spent a few days riding with the Fire Depart-

ment and mounted cameras on fire trucks.

Fire and hospital officials have not previewed the segment.

"It's anybody's guess really what will air as opposed to what they shot," Braverman said.

The series is a joint production of WNET and BBC-TV. WNET is the Public Broadcasting Service affiliate in New York City. The BBC is the British Broadcasting Co.



■ OUR VIEW

## A must-see special

No matter what Sun Citians' viewing preferences are for Monday nights, there's one show most of them will want to see tonight.

It's "Medicine at the Crossroads" at 8 p.m. on KAET-TV, Channel 8 public television. Reason: the series, which deals with today's medical issues, will present the issue of medicine and the elderly at Walter O. Boswell Memorial Hospital, and include coverage of Sun City Fire Department paramedics as well.

The segment, filmed in the fall of 1991, reports on the health care techniques used in Sun City's hospital; it was planned to follow a patient through the local health care system from the time a call was made to 911. The fire department was made a part of the show after the crew learned how involved paramedics are in emergency care.

This series means worldwide exposure for Sun City and its outstanding health system. The programs have already been seen in Europe and it can be assumed that most PBS stations in this country will air the series.

The excellence of hospital care in Sun City is already well known to residents, of course. And now people all over America will be aware of what is offered in emergency services by our fire department and in a well-equipped local hospital with a superbly trained staff dedicated to patient care.

Tonight's segment is a must-see for Sun Citians, but if they miss it, KAET will show it again at 11 p.m. today and 3 a.m. Sunday.

We share the pride Sun Citians have in their hospital and in the paramedics who respond to their emergency health calls. It is gratifying that viewers across this country and overseas have an opportunity to see just how advanced medical care is in this retirement community.



# Call-in show will answer local queries

By BRITT KENNERLY  
Daily News-Sun staff

**B**eginning Thursday, the doctor is in, via a monthly healthline service titled The Doctor on Call.

Provided by the Daily News-Sun and Sun Health, the service will, on the first Thursday of each month, allow local physicians to answer calls and readers' questions on different health issues affecting both sexes.

The program kicks off from 5 to 7 p.m. Thursday with a look at prostate health. Doctors Louis V. Ciardullo, Joseph B. Priestley, Paul Block and Barry Stern, all urologists, are slated to answer phone calls, with that lineup subject to change.

By dialing 977-8351, callers can get answers to questions about the newest diagnostic tests and treatments for prostate cancer and problems, as well as those about prostate health in general, said Priestley, who answered a few questions about prostate health and cancer.

The only known function of the prostate is to supply fluid nutrient through which sperm travels through the cervix and, he said.

Other facts supplied by Priestley and "What You Need to Know About Cancer of the Prostate and Other



Male Genitourinary Organs," a pamphlet published by the U.S. Department of Health and Human Services:

■ More than half the men in the United States older than 40 suffer from noncancerous enlargement of the prostate. Most men start experiencing prostate problems at about age 50, with either benign enlargement that causes symptoms such as back pain or interference when a man urinates or ejaculates, or prostate cancer that gives no symptoms. After age 40, regular examination through the rectum is vital for early detection of prostate, as well as rectal, cancer.

■ Prostate cancer is the number one most common internal cancer in men and the second-leading cause of cancer death, after lung cancer, in

men.

■ There are four stages of prostate cancer. Stage A, or unsuspected cancer, is usually found incidentally by a pathologist when a patient has a prostate operation to relieve obstruction or enlargement of the prostate.

**Stage B** is confined to the prostate, while **Stage C**, local cancer, spreads into the nodes and surrounding tissues. **Stage D**, distant cancer, spreads to the bone.

Until about five years ago, stages C and D were most common. With newer diagnostic screening techniques, including a blood test called Prostate Specific Antigen or PSA, and ultrasound, the majority of prostate cancer is being caught by doctors at Stage B. This, Priestley said, is the outcome of a lot of publicity and

public education about the disease.

■ The latest treatment for prostate cancer is seed implantation. In this treatment, radioactive isotopes are implanted into the prostate through the skin. Seed implantation provides a different type of radiation than external beam treatment, or brachytherapy, which is radiation administered from an external source five days a week for seven weeks.

With seed implantation, patients can receive a higher dose of radiation with fewer side effects. It's done on a one-time, outpatient basis. Both types of treatment are for people who have stage B prostate cancer.

Both types of therapy, as well as radical surgery in which the prostate is removed, have support in the health field, Priestley said.

However, the National Institute of Health published a statement in November 1987, which says there is no difference in patients' survival rate over a 10 year period with either type of radiation treatment or radical surgery, he added.

"I personally favor brachytherapy," he said. "If there's no difference in long-term results, why subject someone to radical surgery?"



# Health seminars grow in popularity

By BRITT KENNERLY  
Daily News-Sun staff

When it comes to health concerns, chances are someone's interested, no matter the topic.

Hospitals and health care providers take that gamble every time they offer community education events and seminars, but burgeoning interest in all aspects of health, careful topic selection and evaluation of seminars make such events a winning proposition in most cases, Northwest Valley organizers say.

CHOICE Health and Lifestyle Enrichment Program is 21 years old, making it one of the oldest such organizations in terms of senior health promotions.

It presents about 36 events a month, from bereavement education and exercise programs to physician lectures and support group meetings.

A Sun Health program, CHOICE schedules events for Walter O. Boswell and Del E. Webb Memorial hospitals, and all other entities within Sun Health's range of care.

Although CHOICE is focused on the needs of seniors, its mission shares a common thread with hospitals planning educational events everywhere, said director Helen Bartholomew.

"Basically, we are consumer-driven," she said. "We ask people constantly what they want to learn about, and they call us with their ideas.

"When they call, we ask how they learned about us and what health issues they want to know more about. That kind of ongoing information gathering is integral to our program."

CHOICE's speakers are volunteers with a rich and varied background, Bartholomew said.

"I get them anywhere I can steal them," she said. "We get wonderful people who are doctors, nurses, social workers, community people, community leaders. These

are people who are comfortable with our mission, people with experience, desire and commitment."

There is ample evidence of the popularity of CHOICE programs.

A spring "Self-Discovery Through Autobiography" class, led by retired psychologist Genevieve Meyer of Sun City, drew 70 people eager to pen their life stories. By doing so, many of them examined areas of their life which they had forgotten or which might have been painful.

A few years ago, entertainer Alice Faye talked to almost 1,600 people about fitness and how she dealt with pain in her life.

Such demand reinforces CHOICE's belief that its community-education goal is vital, Bartholomew said.

"It's a very traditional public health responsibility, in that the more we can do to assist people in mastering certain kinds of skills, to be more in charge of their lives or in more of a partnership with health care as a whole, the better satisfied all customers will be," she said.

At Arrowhead Community Hospital and Medical Center, 18701 N. 67th Ave., Glendale, increased knowledge on the public's part has demanded that community education be addressed, said Cherie Sweeter, marketing director.

"In this particular day and age, people are very astute, very concerned and seek knowledge regarding health care and how to handle health care needs," she said.

Topics are chosen on two levels, Sweeter said.

"If it's a particular ruling by the state or federal government that impacts the community at large, it's up to us to inform the community in which we live as to what it's all about," she said. "A prime example was living wills. Once all the regulations and laws regarding them came down, we had to let the community know how they

are handled.

"To that end, we brought in one of our corporate lawyers, a registered nurse and an admitting person, so that we could go through that new law step-by-step with the community."

Actual community need is another barometer when choosing seminars or educational events, Sweeter said.

"This is something we feel very strongly about," she said. "We see indicators through our various research, incoming calls, questionnaires and patients themselves. When we sense a need, we put together a community lecture."

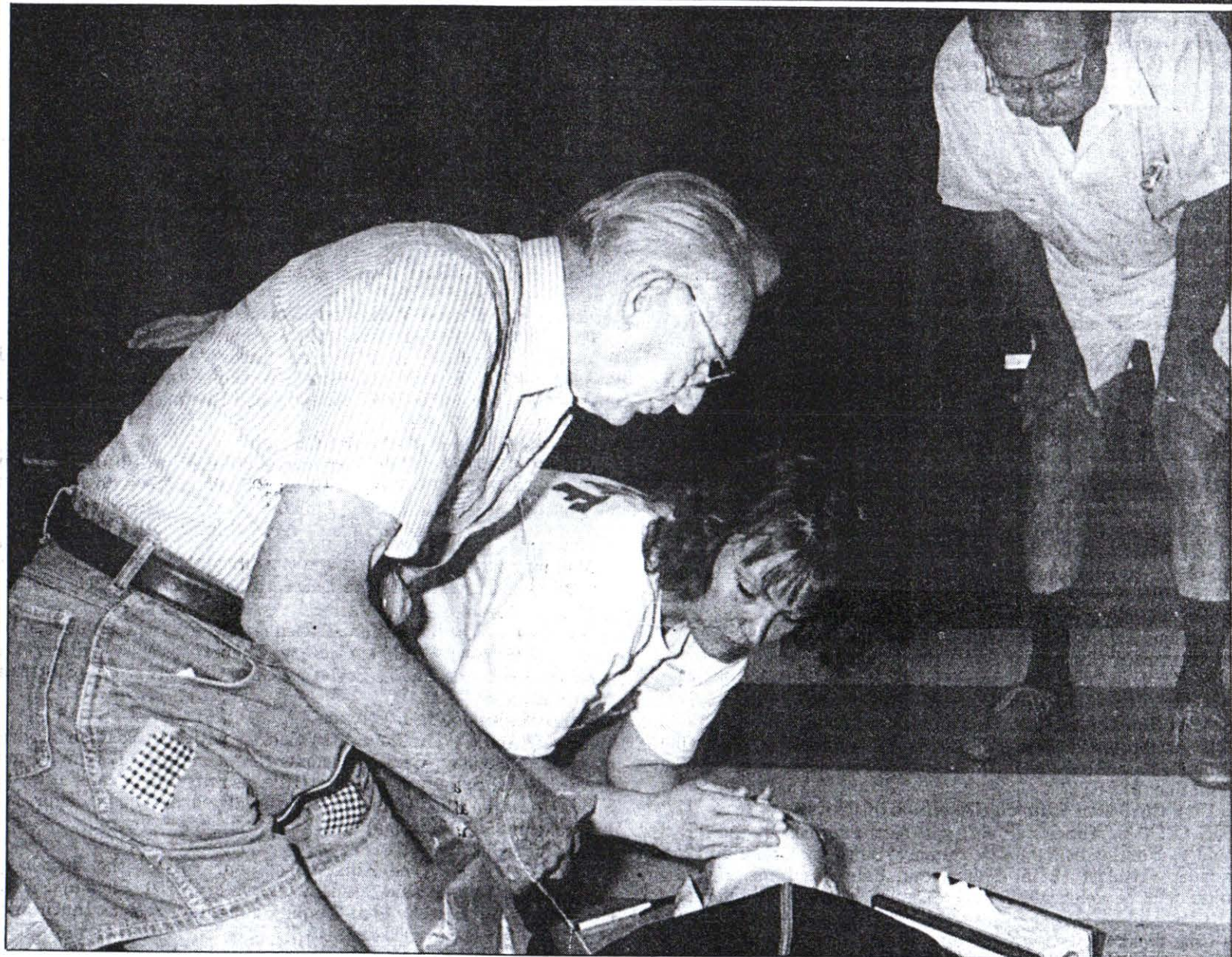
Most speakers for Arrowhead's community events, most of which are free, are chosen from the hospital's staff and do the job gratis, Sweeter said. If an event such as cardiopulmonary resuscitation instruction demands contracting outside help, those people are paid and participants pay a small fee for instruction. This is a common practice in the health care field, event organizers say.

A strong interest about prevention issues on the part of health care consumers, and what kinds of actions they can take to maintain their health, should keep pace as baby boomers enter their "golden years," said Penny Free, director of community relations for Camelback Behavioral Health Services.

Free slates programs for West Valley Camelback Hospital, 5625 W. Thunderbird Road, Glendale, which presents seminars and programs spanning a wide range of behavioral health issues such as ritualistic behavior.

"We choose them mostly from suggestions from people who have attended workshops and other programs, and from suggestions from people who have worked with us," she said. "They'll suggest we do a presentation on a certain topic."





Ralph Krzyzak of Sun City, assisted by instructor Pam Conn, learns how to help a choking victim during a life-saving technique seminar sponsored in May by Sun Health and the Daily News-Sun.

Daily News-Sun



# Widows, widowers put caring arm around shoulders

By John C. Tucker  
Special to Community

SUN CITY — Several times each month, a group of Sun Citians get together to talk, reminisce and perhaps share a meal. Sometimes they swap tips on money matters or on how to keep clothes from fading in the wash.

More importantly, though, they offer support to help each other get through the heartache and despair brought on by a spouse's death.

They are members of the Widowed Persons Service, a mutual help program in which trained volunteers, the majority of whom are widowed 18 months or longer, offer help to newly widowed people in more than 230 communities nationwide.

"The main thing these people (the newly widowed) need is for someone to listen to them and to get them back on their feet," said Bob Martin, a grief support leader for the group in Sun City. Twice a month, Martin helps run grief sessions for six to 12 newly widowed men and women.

"We try to help them recover from the loss and put their lives back together," he said.

The 80-year-old retired Air Force colonel and businessman speaks from personal experience. Martin lost his wife almost four years ago.



Pauline Box (left) listens to conversation at a meeting of the Widowed Persons Service in Sun City. The service acts as a support group for other grieving persons.

James Garcia / Staff photographer

After she died, Martin remembers, sympathy and offers of help poured in from friends and relatives. But in time, the support slowed to a trickle, and Martin found himself depressed and unsure of where to turn.

He read a newspaper article about the service and began attending sessions. Then, about 1½ years ago, he decided to become a volunteer. He received special training and soon after began leading the Sun City grief support

group.

"The group helped me through some rough times," Martin said. "It got me talking and living life again. Now I get a lot of satisfaction helping others to do the same."

The American Association of Retired Persons founded the Widowed Persons Service in 1973. Service groups throughout the country are organized and run by social service agencies, religious groups or local chapters of the American Association of Retired Persons.

The first such program in Arizona was introduced in 1987 when the AARP helped Millie Jakoubek, a Sun City homemaker, start the Sun City group. She organized the group as a way to help others learn to deal with the grief that she had been through.

"It can be devastating when you are married 40, 50 or 60 years and suddenly you don't have that mate to look to for advice or support or companionship," the 73-year-old said.

Since forming the Sun City group, Jakoubek has helped organize six other programs in Arizona. The non-profit groups are free and open to anyone, regardless of age, who is widowed. The AARP provides technical assistance to develop, organize and maintain local programs but the heart of the Widowed Persons Service is its volunteer outreach program.

The Sun City group has about 35 core volunteers who assist in many ways, from calling the newly widowed to check on them, to taking them out to lunch, to

helping with organizational activities such as board membership and planning social outings. All volunteers undergo special training, Jakoubek says.

Volunteers learn listening skills and how to draw people out and get them talking. They also learn to recognize signs of serious depression other than normal grieving. In addition, they become well-versed in available community resources and how to reach them.

An important part of outreach is getting the newly widowed out of their homes.

Withdrawal is a common reaction after the death of a spouse, Jakoubek said.

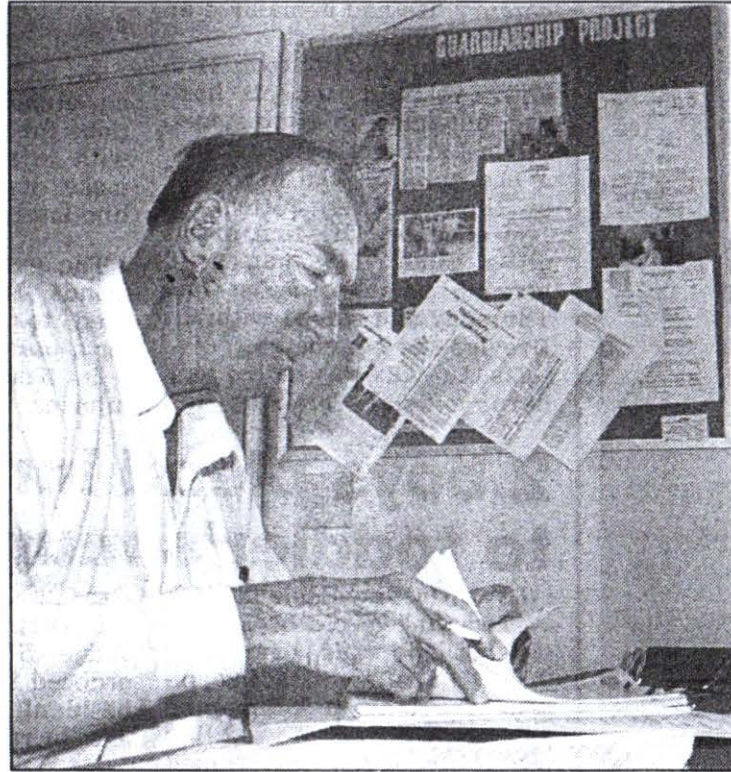
"If you were accustomed to being a couple wherever you went, it can be overwhelming in the beginning to walk out that door and face the outside world alone. Even eating alone can be devastating," Jakoubek said.

Volunteers will invite the newly widowed out to a movie or shopping or to lunch. "Our goal is to get them back into circulation," Martin said.

There are currently seven Widowed Persons Service groups in Arizona, including Sun City, Glendale, east Phoenix, central Phoenix, Ahwatukee, Kingman and Yuma. For information, call 972-1992 or write: Widowed Persons Service, P.O. Box 1145, Sun City 85372.



Jack Quinn reviews cases in a pilot project undertaken by more than 40 volunteers in the Sun Cities to monitor guardianships.



Stephen Cherneck/  
Daily News Sun

# Raising the GUARD

Who's watching whom

## Court pushes for reviews

### Pilot project monitors care received by wards of court

By DAN BURNETTE  
Daily News-Sun staff

As much control as guardians have over the lives of their wards, the court that creates guardianships in Maricopa County until recently has done little follow-up to ensure that wards aren't being abused, exploited or neglected.

That may change, if a pilot project to monitor guardianships, launched in Sun City, becomes a permanent fixture in the Probate Division of the county Superior Court.

The guardianship project "got off the ground in October 1991, when

### Special report

*This is the second of a two-part report by staff writer Dan Burnette about the control guardians have over the lives of their wards.*

Sylvia Cartsonis of the Sun Cities Area Community Council approached the court about a joint project to help monitor the care that wards of the court received and to

monitor the performance of guardians," said Barbara Valdez, a lawyer, a deputy court administrator and coordinator of the project.

"We had reports at the council that people were not receiving the attention they should by their guardians," Cartsonis said. "The council, of course, has been interested in issues of elder abuse since the early '80s."

A state law enacted in 1988 required guardians to file an annual report on wards, but since the Probate Division wasn't sure how many active guardianships existed, it also

See SC project, A5



# SC project judged unqualified success

—From A1

didn't know how many reports it should be getting. One thing was certain, though — few of the annual filings were being made to the court.

"We decided to explore the issues of guardianships and conservatorships and wanted the state to explore them with us," Cartsonis said. Court officials were concerned that they weren't able to meet their legal obligation to visit people annually and review their treatment by guardians. So the Community Council and the court formed a partnership to review cases, using court-trained volunteers.

"Sylvia was in a position to see a need for such a program, especially out here in the Sun Cities area because of the elderly population and the probable number of people under guardianship," Valdez said.

Cartsonis and Valdez said another concern behind the project was the number of privately operated fiduciary companies that have sprung up the past 10 years.

"Every time you turn around, somebody else has gone into the fiduciary business," Cartsonis said. "We were concerned about conflict of interest, and wanted to take a look at how these businesses were operating."

## Steering committee established

A steering committee was set up to guide the project and to apply for grants to cover some expenses. The project eventually won \$4,000 from the American Bar Association and \$60,000 from the State Justice Institute in Washington, D.C., to fund some expenses and pay the salaries of a coordinator and an assistant.

dinator and an assistant.

But before those grants were secured and Valdez was appointed to coordinate the project, area volunteers went to work putting the names of 5,000 wards all over the county into a computer system belonging to the Community Council. Youngtown resident Ab Flury donated another computer, and more than 40 volunteers have entered files on wards into the computers and visited wards.

Until the volunteers had compiled the cases on computer, court officials didn't even have an inkling of how many wards were in the county, and whether they were alive, dead or still needed to be wards of the court.

"Now, the court has the knowledge of who's who," Cartsonis said.

## Volunteers review 700 files

Volunteers then began tracking down wards, to find out if they were still alive, and if so, to determine if they were getting adequate care.

"We've reviewed over 700 files (on as many wards)," Valdez said. Some of the wards had died, or moved out of the county, or had been released from guardianship. About 200 of the 700 Sun Cities-area wards whose files were still active were visited by volunteers. The visitors used forms developed for the project to question the wards about the care they were receiving.

While abuse and exploitation were rare, neglect was common, Cartsonis said. Many wards hadn't been visited by their guardians in years. In other cases, wards were bounced around from care facility to care facility, sometimes several times within a few

years, and often without regard to their particular circumstances of health.

## Movement can pose problems

Being moved a lot is a form of abuse in itself.

"You're taking people who are already disoriented and confused and putting them in a strange, new setting that takes them out of their routine," Cartsonis said. "Getting moved around a lot would be disorienting to any of us, but it's especially hard for wards," who may be suffering from dementia or other problems.

Valdez recalls a case in which "a ward had been doing fine in independent living, but developed some health problems that led to her being moved to an adult care home, instead of a skilled nursing care center. So we brought that to the attention of the court and the ward was moved to more adequate placement."

In other cases, wards diagnosed with the early stages of Alzheimer's disease have been taken to a secured Alzheimer's unit, which is too restrictive for patients who haven't yet developed dementia, Valdez said.

## Council pushes for state law

Partly out of the experience with some of the cases reviewed in Sun City, the Community Council and a number of other senior advocacy agencies backed the passage last year of a state law that requires all guardians, whether individuals or members to register with the state. The registration requires anyone who wants to be a guardian, whether as an individual

or as a member of a private firm, to file an affidavit disclosing whether they've been convicted of a crime and their previous and current standing, if any, as a guardian, conservator or other position related to the care of wards.

The Sun City project demonstrated that volunteers can be used to augment the court's regular staff of visitors, Valdez said.

The project also allowed the court to get started with computerization of files, which will allow court officials to regularly track where wards are living. Valdez said computerization also will allow the court eventually to send out 60- to 90-day advance reminders to guardians and conservators to file their annual reports.

## Success for Sun City project

The Sun City project has been judged an unqualified success, Cartsonis said. An independent evaluator working for the State Justice Institute, which gave the project \$60,000, "had nothing but positive things to say" about the way the project was run.

"One of the greatest things that's come about from this project is that it has generated national attention (and) local attention," Valdez said. "It has served as a catalyst for the probate department to really get its act together. Although our project was initially targeted in Sun City, I think it's safe to say that all of the wards in Maricopa County have benefited by the changes brought about through the project."



# System fails to protect elderly wards

## Case overload leads to neglect

By DAN BURNETTE  
Daily News-Sun staff

Imagine being completely under the control of another person who makes all decisions about where you live, how you spend your money and what kind of health care you receive.

You have no right to drive, no right to vote and no right to decide who you see.

You aren't a prison inmate, although getting to such a state does involve a judge.

Last year, more than 2,000 people in Maricopa County, including many adults, became wards of the county. The wards have been judged to be legally incapacitated — unable to make or express basic decisions about their own well-being.

A ward is placed under the care of a guardian or a conservator or sometimes both, who see that the ward is housed, fed and receives medical care, and that the ward's assets, if any, are used to provide for that care as long as possible.

### Falling through the cracks

Yet once the initial court proceedings are over, and a ward's life has been turned over to someone else, the court in recent years has done little follow-up to ensure guardians and conservators are acting in the ward's best interests.

An overload of cases, an inadequate number of court officials to handle cases and the lack of computerization for case files and accountings are blamed for the lack of court oversight.

The overload of cases in courts is a nationwide problem, but is particularly acute in Maricopa County, where the population grew from 1.5 million people to 2.1 million people, or nearly 41 percent, between 1980 and 1990. While wards include some juveniles and younger adults, many of the guardianship cases involve senior citizens, who constituted one of the faster-growing segments of the county population between 1980 and 1990. The number of people 65 and older rose 51.8 percent, from 174,732 people to 265,257.

Guardianships and conservatorships are determined in the Probate Division of the county Superior Court. The court's other responsibilities include settling estates and holding mental health hearings to determine whether people should be committed to mental institutions, a

### Saturday:

**If a pilot program launched in Sun City becomes part of the Superior Court system, court-appointed guardianships would be monitored to ensure elderly wards of the state aren't abused, exploited or neglected.**

different procedure from guardianship hearings.

### Budget doesn't match caseload

Probate Division saw 8.9 per cent of the caseload in the county Superior Court last year, but the division received only 3 percent of the total budget for the Superior Court, said Judge Robert D. Myers, who was appointed to the Probate Division last fall upon the retirement of Judge Morris Rozar.

The Probate Division in 1992 had 5,660 cases, of which 804 were mental health hearings and 2,050 cases involved guardianships, conservatorships or both. All of those cases were handled by two judges, four court commissioners and 15 staff members, including five investigators, also known as "court visitors."

Guardians and conservators are required by law to file annual reports on their wards, but the huge caseload of the probate division keeps staff from following up on those reports or making sure they're even filed.

The court also for several years has been unable to keep up with its obligation to send court visitors to interview wards about the care they are receiving and whether guardians and conservators are fulfilling their duties.

### Hit-and-miss system

"The (probate) department has really been neglected," said Myers, who handles all the cases involving guardians and conservators. "We have no way to follow up, except on a sort of hit-and-miss basis."

See Pilot project, A6



# Pilot project in Sun Cities monitors guardians

—From A1

The Probate Division has one staff accountant who, using manual accounting methods, can only keep up with an estimated 20 percent of the reports that conservators are required to file. The accounting reports show how the money of wards with estates is being spent.

The five court visitors are "as busy as five human beings can be," Myers said. They can only concentrate on current cases, "so they really don't have any time to go back and stand over 27,000 cases, which is how many we think we have," Myers said. He put an emphasis on the word "think," because the Probate Division has no accurate count of the number of cases on file. Out of those files, the court doesn't know how many of them involve wards, how many of the wards are still alive, how many have moved out of the jurisdiction of the court. Most of the guardianships and conservatorships involve people who are likely to be in-

capacitated for the rest of their lives, but sometimes people do get better. The court doesn't know how many wards may no longer need a guardian or conservator to run their affairs.

"We've got to find a way to learn what is going on in those files that are a year old or two years old ... or five years old, because nobody's ever looked at them," Myers said. "Nothing's been done on them."

## Volunteers take lead

In the past couple of years, efforts have been under way to make the Probate Division more effective. The Sun Cities Area Community Council two years ago, acting on complaints about the neglect and possible exploitation and abuse of wards in the retirement communities, approached the court with a proposal for a pilot project to more closely monitor guardianships. Although the project has followed up on some conservatorships as well, the largely volunteer corps of

more than 40 workers has concentrated on guardianships, said project coordinator Barbara Valdez.

Project volunteers so far have logged some 7,000 cases onto computers lent to the project. Volunteers also have served as court visitors, who have gone out to visit with wards and their guardians. The visits often found that guardians were doing a good job taking care of their wards, but there were cases in which wards were neglected, moved around a lot, or otherwise housed in facilities that didn't offer the care that particular wards needed, Valdez said.

## Overhaul due

While the project got under way, Presiding Judge C. Kimball Rose of the Superior Court and Court Administrator Gordon Griller agreed the Probate Division needed an overhaul, including improving the way it monitored guardianships and conservatorships.

"There's a sense (among

court administration) that we really need to pay a lot of attention to this now," said Marcus Reinkensmeyer, deputy court administrator. "We have to kind of posture the court, not just right now, but in the years ahead, because we do see a growing elderly population in the Sun Cities and so on."

Thus, when Rozar announced his retirement last year, Rose named Myers to head the Probate Division as much to deal with some of the systemic problems within the department as to mete out justice.

## Challenges ahead

"I was previously presiding judge in the civil department, but the problems (in the Probate Division) interested me, so I said, 'OK, I'd do it,'" Myers said. "I had no probate experience either as a lawyer or in the previous three years on the bench, but it's an interesting challenge."

Myers has made a number of changes since starting his new duties in November:

■ Procedures for filing guardianships and conservatorships, as well as filing

other cases, have been streamlined down to easier-to-read checklists.

■ Court practices and procedures have been changed. "Lawyers have traditionally controlled the progress of their cases," Myers said. "If you let lawyers do that, it will take forever. So we've instituted and will continue to institute some management of the caseload." The reception area outside the judge's office has a sign posted notifying lawyers they have to give 48 hours notice to cancel a hearing, so that if a cancellation occurs, the court more likely can work in another case for the hour or so usually set aside for a hearing.

Probate Division staff also has met on retreats to discuss problems and possible solutions.

Janet Cornell, judicial administrator for the probate department and the branch court in Mesa, said the staff recently came up with more than 80 recommendations, but set the greatest priority on the following improvements:

■ Automating all department operations.

■ Centralizing services under one roof, because the operations are now in three different buildings.

■ Providing seminars for lawyers and officials from the county fiduciary's office, the state Adult Protective Services and others who regularly deal with the Probate Division.

■ Create new forms and improve existing forms to make them more "user-friendly."

Computerization, two additional accountants and more administrators are priorities for Myers. Some additional funding is being sought in the 1993-94 county budget. Referring back to his selection to head the Probate Division, Myers said, "I guess they thought I had one of the loudest voices to try to get more resources."

"You know, volunteers are great, they're wonderful, but they won't take the place of automation," Myers said about the Sun City guardian project. "There's limitations with volunteers. You've got to have a staff person who's knowledgeable, to train those volunteers. You've got to have somebody to oversee them."



## Judge picks conservators

By DAN BURNETTE  
Daily News-Sun staff

"Most people don't give guardianships and conservatorships two minutes thought in 10 years," said Judge Robert D. Myers.

Until last fall, when he was appointed chief judge of the Probate Division of Maricopa County Superior Court, Myers hadn't given guardianships or conservatorships a lot of thought, either. Since taking the appointment, though, Myers has had to make a lot of decisions about who should become a ward of the court.

In the case of adult wards, guardians are appointed to people who are legally incapacitated. The court defines legally incapacitated as "any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause to the extent he lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his person."

A conservator is a person appointed by the court specifically to manage the assets of another person.

Appointing a guardianship or conservatorship for a person is a monumental decision. Becoming a ward means a court-appointed person will make decisions on your life.

"You can't vote, you can't drive, you can't decide where to live, you can't decide where to eat — you are like an infant, and this person (a guardian or conservator or both) has control over everything," Myers said.

Nonetheless, the court steps in to consider a guardianship or conservatorship when it's apparent someone who's incapacitated may be neglected, abused or exploited because of that incapacity.

Most of the wards never recover their faculties, but until they do or throughout the rest of their lives, guardians and conservators try to make the wards as comfortable as their personal assets and sometimes public agencies allow.

Sometimes people who are incapacitated from injury or illness get better, and are released by the court to continue running their own lives. But it takes another court hearing,

See Make court, A6



# Make court last resort

—From A1

which is time-consuming and expensive, and to get released "you've got to move the mountains, the sea, and you've got to move Myers," the judge said. "You've got to convince me things are substantially different now, and you don't need protection anymore."

Myers said probate court should be the last resort for people with family or friends having difficulty managing their affairs.

"If they can get away without coming here, God bless 'em," Myers said.

He and other court officials suggest looking into the many community agencies that can serve people who might have trouble with some daily tasks,

but who otherwise think clearly and are able to make decisions about their lives and can communicate those decisions to others.

Once in court, Myers will encourage anyone petitioning the court for a guardianship or conservatorship to look into "the least-restrictive alternative."

The alternatives may include:

■ Enrollment in a number of social service programs, such as Meals on Wheels, in-home health care, adult day centers and others.

■ Granting a power of attorney, which allows a family member or friend to make decisions on a person's behalf without going through the

formality and expense of creating a guardianship.

■ Writing a living will, which allows a person to leave written directives on medical care in the event he or she becomes incapacitated.

■ Setting up a trust to protect assets for medical care or survivors without the hassle or expense of going to probate to settle an estate.

Deciding someone should be a ward of the court is "sometimes easy, and sometimes not," Myers said. "I will listen to everything in the courtroom and decide. It ain't always easy, and if I'm wrong, then some appellate court can overrule me. I'm not the last word, fortunately."



# SENIOR CAREGIVERS

Today's Daily News-Sun features "Senior Caregivers," a series of stories examining health care issues for seniors and senior caregivers

throughout the Northwest Valley, state and nation.

Also included are phone numbers for a range groups and services.

## Health care debate ensnares seniors

By BRITT KENNERLY  
Daily News-Sun staff

Diagnosing and curing the ills of the nation's health care system is challenging doctors and administrators already hard-pressed to meet the needs of a rapidly aging population.

As that demographic group swells, those living in retirement communities such as the Sun Cities have access to some of the finest medical studies and care in the country.

But future generations of senior citizens may suffer from the woes of the health industry, causing care providers around the country to consider how best to provide a shot in the arm for programs affecting seniors and senior caregivers.

Health care will continue to be affected by the nation's economy, said George Perez, executive vice president and chief operating officer at Walter O. Boswell Memorial Hospital in Sun City.

"The federal deficit will continue to be a driving force behind the government's development of policies and regulations," he said.

A key concern is Medicare reimbursement policies, said Dr. Bill Mangold, president of the Arizona Medical Association.

"If I were at the Medicare patient

level, I'd be concerned with the potential lack of availability of health care resources," he said. "We're going to need to look even more closely at the health-care system as it involves Medicare patients. Clearly there's some impetus for something to happen."

Mangold, a plastic surgeon with offices in Phoenix and Tucson, estimated that 20 percent to 25 percent of his patients are on Medicare.

"The cost of doing business with Medicare is going up," he said. "There's the paperwork hassle, the margin between what a doctor gets as income from a Medicare patient and the amount he has to have to break even — it's narrowing."

Serving Medicare patients is "no longer an economically viable thing," Mangold said.

"Young doctors just out of training are getting more and more in debt and reimbursed less and less," he said. "If they're getting close to being unable to retire that indebtedness, they'll go to where they can make a living."

"If they see Medicare reimbursing only 40 percent to 60 percent of what normal communitywide charges are for any given service, it doesn't take a rocket scientist to figure out what im-

See Medicare policies, A5

## Medicare policies take toll

—From A1  
pact that will have."

Neither the unsettled state of the health care system nor the debate over Medicare reimbursements has deterred the efforts locally to develop more resources to serve the elderly.

Ironically, the same economy that put the health care system at risk spawned many new services to benefit the elderly, said Dr. Michael Cofield, director of behavioral medicine at Sun Health Corp.

"Whenever we have a downturn in the economy, people experience more stress-related psychological problems," he said, pointing to development of Sun Health's lineup of behavioral and mental health resources.

What Sun Health has, Cofield said, is "some of the best mental health care and behavioral health care for senior citizens in the country."

"It's under-recognized," he said. "It consists of a variety of different programs, such as rehabilitation, and SAGE, the first in-patient medical/psychiatric unit in Arizona. It's very comprehensive."



# Council makes a difference

First in a series.

By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — Linking people with people to provide much needed social services is what the Sun Cities Area Community Council is all about.

It's providing a hot meal and a warm social environment.

It's listening and resolving problems.

It's about people.

"The Community Council" has made very real changes in so many people's lives," said Minni Harlow, one of the non-profit organization's founding members.

"I remember one gentleman whose life started falling apart when his wife went into a nursing home. He had to walk everywhere, since he could no longer drive, and he was virtually starving himself because he didn't cook. But with the help of the Community Council, we got him a meal every day, transportation, got the house cleaned."

The Community Council grew out of

three years of informal meetings between Harlow, Mary Wheeler and Winifred Wheeler, all social workers in private practice; and Helen Bartholomew and Jacque Ensign, both employed by Walter O. Boswell Memorial Hospital.

The women's concerns about the lack of formal services for seniors in the area came to the attention of the Sun City Taxpayers Association, which established committee headed by Vivian Hewer to determine the needs of Sun Citians.

"We quickly found out there were no social services in the community. Del Webb built Sun City for active retirement and at first to even talk about providing services for the frail elderly was taboo, so we had a great hurdle to overcome," said Harlow, who still serves on the board. "Now, it's hard to believe how much we've grown and become such a part of the community."

The Community Council was es-  
See Group overcomes, A5

People to people



OVER



# Group overcomes number of hurdles

—From A1

established in 1979 with an executive board of directors and members who included a variety of social workers and health care professionals.

The purpose was, and still is, to determine unmet needs in the community, coordinate resources and enhance seniors' quality of life through a variety of programs and services, said Sylvia Cartsonis, executive director of the council.

And with those objectives in mind, the council has been the springboard for organizations such as Sun Cities Interfaith Services, Sun Cities Area Transit System and the Volunteer Bureau of the Sun Cities.

"Most of the organizations we know in town today were started

by the council. The children are better known than the parent," Cartsonis said.

Cartsonis was hired in 1984 as the council's first paid staff member.

Since she took over the organizational reigns of the council, seven separate programs established to benefit seniors in the area have bloomed.

They are the Olive Branch Senior Center, Wake Up/Tuck in, Happy Nooners, Visually Impaired Program, Senior Housing Counseling Service, Almost Antique thrift shop and Guardian Review programs.

In addition, the council sponsors a listing of long-term care options in the Northwest Valley, countless workshops and educational programs and participates

in a number of advocacy efforts on behalf of seniors.

The programs are supported for the most part by volunteers in the community and also by paid staff members.

The council's 530 members, headed by a 21-member volunteer board of directors, meet monthly for informational sessions at various health care centers in the area.

Annual dues are \$10 for individuals and \$25 for organizations. For more information about the council, call 972-9372.

With more than \$279,600 in expenses for the 1990-91 year, for example, the Community Council must depend heavily on government grants and donations.

The Sun City Community Fund and other charities are prime contributors to the council, as is the Area Agency on Aging, which provides federal money for food and the operation of the senior center.

While the Community Council has a myriad of programs to help seniors in the area, Cartsonis said there are many people in the community who do not know about them or need other help.

"It may appear that there are not a lot of unmet needs in our community, but we know there are isolated elderly people," Cartsonis said. "The Community Council searches for ways to fill their needs for companionship and physical assistance."

**Next Monday:** Happy Nooners.



# Seniors chew 'n chat in hot meal program

*Second in a series.*

By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — Lunçtime is no longer a lonely time for Sun Citian Ben Sutz.

Sutz, 97, now spends his noon hour with other seniors eating a hot meal in the dining room of a local retirement center.

He is one of more than 75 seniors who call themselves Happy Nooners.

"I do this more to get away from home and not be alone. We get to know each other, eat and talk. I feel better after I have been here. I enjoy the company," said Sutz, who attends several Happy Nooners lunches every week.

Happy Nooners is one of the many services that link people with people provided in Sun City, Sun City West and Youngtown by the Sun Cities Area Community Council.

Happy Nooners got its start in September 1986 when the Area Agency on Aging granted the Community Council \$10,000 to coordinate and plan the program.

Isabel Ferlise, coordinator of the Happy Nooners, said most residents who participate are in their 70s, 80s and 90s. And there are several who are 100 years old and older.

"Many are lonely. They tell me that if it weren't for the Happy Nooners they wouldn't have too much going," Ferlise said. "They look forward to seeing each other because they become like a family."

Happy Nooners is a socialization and nutrition program in which groups of 10 to 22 seniors lunch once or twice a week at

Camelot Manor, Hearthstone of Sun City, Del E. Webb Memorial Hospital, Sun Health Care Center, Vencor Hospital or Wooddale Village.

A lunch is served at a different place seven days a week.

Ferlise said the lunch costs anywhere from \$2 to \$3. Seniors interested in participating as a regular or alternate Happy Nooner can call 972-9372 weekdays.

"Most of these people aren't able to be active in Recreation Centers activities any longer so this is very important to them," Ferlise said.

Mary Scott, administrator of Camelot Manor, said the retirement center hosts the Happy Nooners twice a week.

"I think it's a great program. They get to socialize and get a good diet. It's something for them to do," Scott said.

Sun Citian Harry Kraus attends the Happy Nooners lunch with his wife every Monday at Wooddale Village.

Kraus also volunteers as an organizer for the group, collecting money and making sure everyone is happy.

"We are all able and alert. This gives us an opportunity to go to a nice place, have a good meal and socialize and meet people," said Kraus, as he ate his lunch last Monday of lamb shanks, potatoes, vegetables and carrot cake.

## People to people



"We all share a lot with each other. Some people bring pictures of their family or a gift they just got so they can show it," Kraus said.

Even with the advent of the Olive Branch Senior Center, the Happy Nooners program has thrived, said Sylvia Cartsonis, executive director of the Community Council.

"Once we got the senior center I thought we'd give up the Happy Nooners, but they have become so involved with each other," Cartsonis said. "They have become bonded like a family."





Mollie J. Hoppes/Daily News-Sun

Nola Webster stretches her neck during an exercise class for members of the Visually Impaired Program.

## Council supports visually impaired

*Third in a series*

By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — Mary S. Kay got a scare recently when she heard someone trying to break into her home.

The 79-year-old, legally blind Sun Citian screamed and the intruder fled.

"I was scared. I didn't know what to do," Kay said.

Kay talked about the incident with fellow members of the Sun City Community Council's Visually Impaired Program.

"The group was just great. I was all ready to go to Ohio and live with my son, but they said that I should stay here because I have a family in Sun City. Now



I know they were right," Kay said.

The Visually Impaired Program has been housed for two years in the community council's Olive Branch Senior Center, 107th and Peoria avenues.

Every Monday a group of 20 to 50 visually impaired Sun City, Sun City West and Youngtown residents meet at the center for a program of aerobics, crafts, bridge, lectures entertainment and a hot meal.

Group counseling services are provided to the visually impaired on Fridays.

For information, call 974-5691 or 972-9372.

"I think it's great. These people have become my support and my family," said Kay, who like many residents, relies on the

Sun Cities Chapter of the American Red Cross for transportation to the Visually Impaired Program.

Sun Citian Merwin Graubart established the Visually Impaired Program at the senior center two years ago this month. He now serves as program coordinator.

Blind and visually impaired residents have met for many years in Sun City, but the Community Council's program was the first attempt to mainstream low-vision residents with the vision population, Graubart said.

"The blind have been segregated into separate groups  
See Program instills, A5



# Program instills sense of security

—From A1  
throughout the United States. They would usually eat at separate tables but now they eat together. Everyone can knock over a cup of coffee once in a while," Graubart said.

Graubart, a professional social worker and administrator for the state of New York for 30 years, worked for the Center for the Blind in Sun City and Phoenix for 15 years.

He said very few people involved in the program were totally blind all of their life. Most are in their 80s and recently started losing their eyesight.

"It can be a frightening experience for a person coming here for the first time who has lost their vision. Some say they are not blind enough, many men are too proud," Graubart said. "The idea is to help folks stay in the community as long as possible with their independence and dignity. There are many things they still can do."

At 10 a.m. every Monday,

Graubart leads a general meeting of all Visually Impaired Program participants. Members bring up problems, ask questions and get information about community resources available to them.

Since about 40 percent of the visually impaired are also hearing impaired, Graubart and Youngtown resident Ab Flury recently installed a portable microphone, amplifier and two speakers in the meeting room so all can hear and participate.

Before and after the general meeting, the visually impaired participate in a variety of planned activities from making crafts to playing cards to doing aerobics.

Sun Citian Ruth Puhl, 82, volunteers every Monday as the aerobics instructor.

"Because most of them are sedentary I teach them that it's good to always try and keep their hands and feet moving to keep the circulation going,"

Puhl said. "It's very rewarding and they are very close people."

On Fridays, Graubart meets with a group of 10 to 15 visually impaired residents who live alone. They use the resources of professionals who come into their homes to help them live independently.

"Many of these live-alones can't see the thermostat or know what the color of their blouse is. We have a rehabilitation teacher on staff who will go to their home and mark stoves, make them special large-print phone books and do many other valuable services," Graubart said.

At least once a month, Graubart and local volunteers take the visually impaired participants on a field trip.

Last Friday, the group went to the Glendale Central Library to see an optical scanner that converts printed material to audio.

"It's hard to walk in someone else's shoes — it's impossible," Graubart said.

Sun Citian Patricia Roberts, 61, said she is grateful for the Visually Impaired Program.

"It's devastating when you can't see. People think there's something wrong with your head. People put a label on you," said Roberts, who is legally blind in her right eye and has hemorrhaging in the left eye.

**Next Monday: Wake-up/Tuck-in**



# Personal care enhances life

Fourth in a series  
by JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — Ida Mancuso's life has changed considerably.

In January, the 79-year-old Sun Citian had her right leg amputated after suffering complications from sugar diabetes.

In addition, she undergoes renal dialysis three times a week and uses a wheelchair.

While her husband, Carl, does the housecleaning, cooking and yard work, Ida still needs personal care.

And she gets that care three times a week, thanks to the Sun Cities Area Community Council's Wake-Up/Tuck-In program.

Wake-Up/Tuck-In is a service that provides in-home personal care such as bathing and dressing for elderly people in Sun City, Sun City West, Youngtown and the bordering retirement areas in Peoria.

The program has about 15 personal caregivers who are paid \$6.50 an hour to help residents in the morning or at night on a long-term or temporary basis.

"When I hear the doorbell ringing in the morning I am so happy because I know I am going to be helped," Ida Mancuso said. "I think it's wonderful. They are able to wash me up and help me get ready for the day."

The purpose of the program is to help elderly people stay in their homes as long as possible and delay having to be institutionalized, said Rose Ann Roe, Wake-Up/Tuck-In coordinator.

"We are keeping people in their own homes among their own belongings. Otherwise many of these people would have to go into a nursing home," Roe said. "They are extremely grateful because we provide a service that is so desperately needed here."

Wake-Up/Tuck-In was established by the Community Council in 1986 after a survey

## People to people



was conducted to see if a personal care service for the chronically ill was needed in the community.

The care providers offer strictly personal care, and not nursing care such as giving injections or changing catheters, Roe said.

About half of the program's 100 clients live alone.

"Many times their only contact with the outside is with one of our people coming into their homes," Roe said.

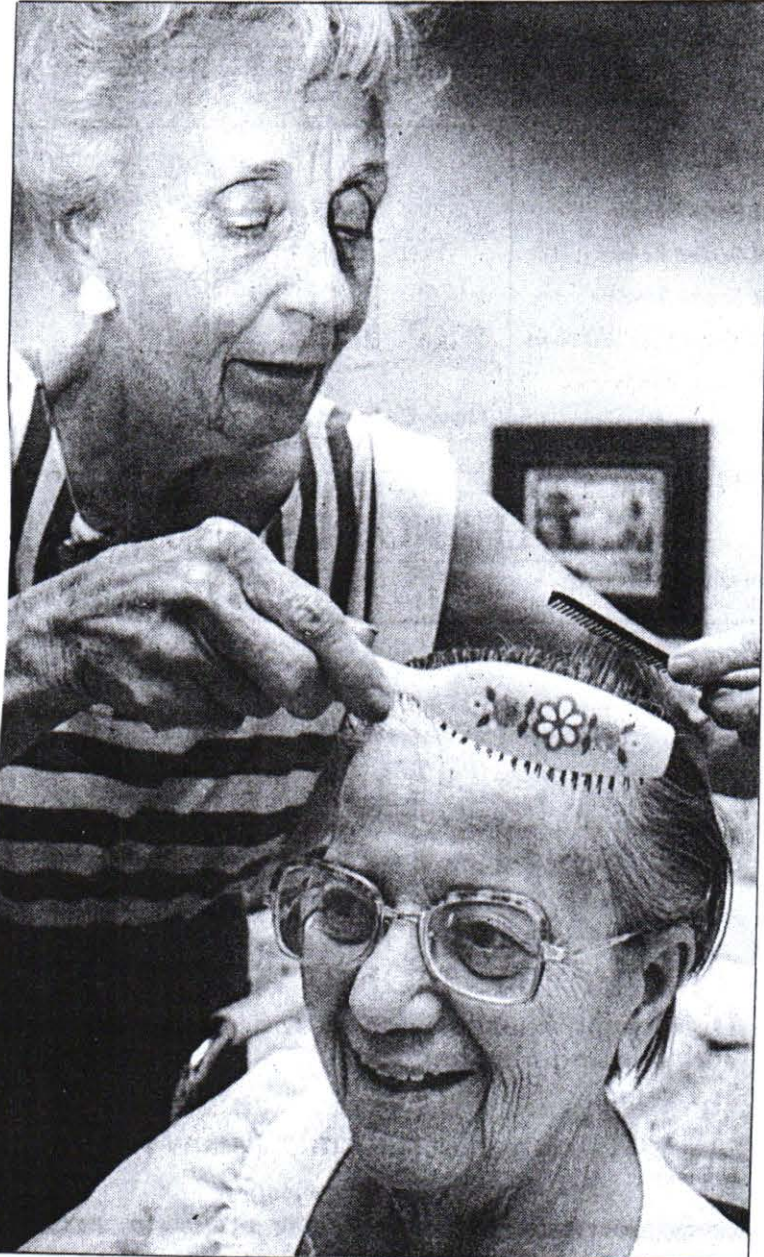
Roe said she gets calls from residents from all parts of the Valley asking if they can use the Wake-Up/Tuck-In services. The program, however, is exclusively for residents in the Sun Cities area.

Caregivers visit the home for one-hour periods anywhere from one to 14 times a week.

Sun Citian Betty Jean Holtzman has been involved in the program for 18 months and visits a number of local residents who need personal care in the morning and night.

"I took care of my husband who was bedridden for nine years so I felt I had experience in this area. I realize that there are a lot of people who need help whether it be giving them a bath, combing their hair or just helping them in and out of bed," Holtzman said.

*Next Monday: Almost Antique*



Mollie J. Hoppes/Daily News-Sun

Betty Jean Holtzman, a caregiver for the Sun Cities Area Community Council's Wake-Up/Tuck-In program, helps Ida Mancuso three times a week.



# Area thrift store pays off for Community Council

Fifth in a series  
By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — The Sun Cities Area Community Council was established 13 years ago to provide social services in the community.

Today, those services have expanded along with the need for more money to support a variety of programs for the elderly.

"The Community Council does such good for so many people, but that good depends entirely on donations," said Ab Flury, council treasurer.

"We knew we needed an ac-

tivity to bring in money for the council and specifically for the senior center."

In an effort to raise money, the council opened a thrift store on Dec. 7, 1990.

Called Almost Antique, the store is just around the corner from the Olive Branch Senior Center in the Sun Bowl Shopping Plaza at Peoria and 107th avenues.

The store is packed with clothing, jewelry, small appliances, furniture and collectibles.

Flury, who has been a member of the Community Council since 1981, said the thrift shop outgrew its original quarters and

moved into a different space in the shopping mall in January.

Store manager Bea Whitney said the new location is a more prominent location and has helped sales.

"Since we moved a few doors down into the new shop there has been a trend in that the response to the sales has almost doubled," Whitney said. "Furniture is our best resource, but we also sell a lot of books, glassware, dishes and miscellaneous things."

Whitney usually prices the items and a group of volunteers help her help customers, stock and clean.



She said the store needs more volunteers to work three-hour shifts.

In addition, the store welcomes donations of any kind.

See Sales double, A5

OVER



## Sales double at new site

—From A1

Volunteers will arrange for pickup of large items. Donations are tax deductible.

For information on donations or volunteering call 974-1222.

Almost Antique summer hours, which are in effect, are from 10 a.m. to 3 p.m. weekdays. Winter hours are from 9 a.m. to 4 p.m. weekdays. The store will be closed in August.

"The response in Sun City is really good. The people who especially live in this area and do not have a car to get around like coming in," Whitney said.

Before moving into its new location in January, the Community Council had to make a number of repairs on the building, Flury said.

"The first year netted \$7,500, but we had to spend several thousand dollars to fix it up," Flury said. "We hope this shopping center gets some more tenants to attract more business."

Flury said the next expense will be a sign for the front of the building.

In addition, he hopes to plan several activities involving Almost Antique to promote the shop in the community.

"We really need to support this because none of the Community Council's programs are self-supporting," Flury said.

The Community Council is funded with grants from the Area Agency on Aging and donations from individuals and organizations such as the Sun City Community Fund.



# Counselors fix cracks in foundation

Sixth in a series

By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — A woman tries to find a safe living environment for her sister with Alzheimer's disease.

Another Sun Citian is conned into buying a \$2,000-vacuum cleaner.

And yet another local resident subscribes to 200 magazines but does not have money for food.

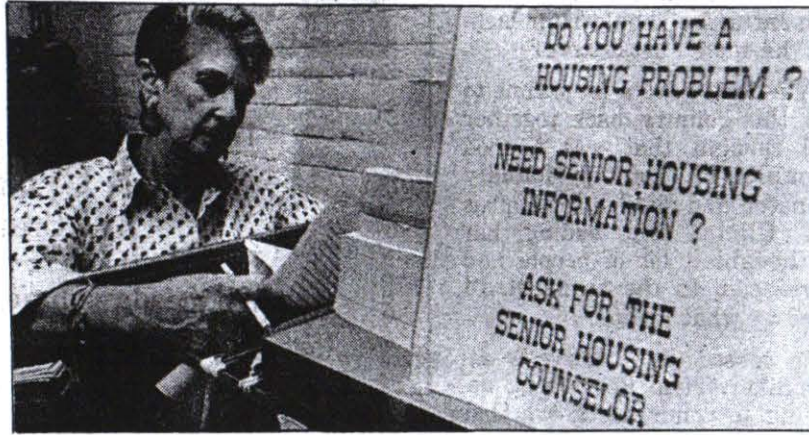
The situations are not uncommon to people affiliated with Senior Housing Counseling Service, a program started by the Sun Cities Area Community Council two years ago.

"There are people who sit on the margins and their housing needs have changed since moving to Sun City. Early on we found a number of cases of exploitation," said Sylvia Cartsonis, executive director of the Community Council.

Dorothy Skole, program coordinator, said participants are people who are no longer able to manage their own home, those who need assisted living or alternate care.

Skole has helped about 40 residents with housing problems since January.

"I'm trying to let the community know that this is a free service for them if they have a housing problem. Some people get to where they can't maintain their home. Others just need al-



Stephen Cherek/Daily News-Sun

Dorothy Skole coordinates Senior Housing Counseling Service, a program started by the Sun Cities Area Community Council about two years ago to help area residents who have housing concerns.

ternatives to consider for the future," Skole said. "I give them an out to help them decide what is best.

Skole said she works with a number of local social service agencies to provide residents with a variety of services such as home-delivered meals and housekeeping.

If the problem is not a financial one, Skole said many times it can be solved just by using one of the programs already offered to residents in the community.

But most often, the residents who have housing concerns are living on fixed, limited incomes and need to budget their money

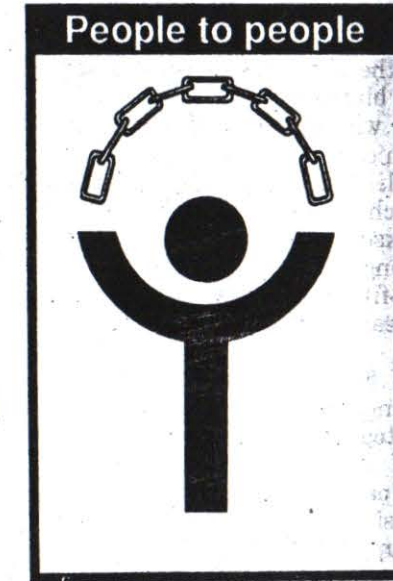
to alleviate housing concerns.

"We stereotype Sun City seniors as rich, but there are a lot who have financial problems. We need to get the community aware that there is someone they can call for free," Skole said.

Skole has been meeting with social workers, ministers and others in the community to let them know about the program and make referrals.

She said she often gets a call from a neighbor, relative or friend who wants to help.

"Some children feel their mom is no longer safe in the home by herself or a neighbor who see the weeds growing out of control next door start to suspect some-



thing is wrong," Skole said.

"The people who live in the Sun City area came here when they were 60 and now many are hitting their 90s and many times they are not able to find what's available to them," she said. "In some cases I have been able to help a family who was not able to convince people they care about that they need to consider housing options."

For more information call 933-5237. The Senior Housing Counseling Service office is in the Olive Branch Senior center, 10765 W. Peoria Ave.



# Center fulfills needs

*Seventh in a series*  
By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — Betty Shapiro and her sister Miriam McLeod spend their days learning ballroom dancing, listening to speakers, socializing with friends and eating nutritious meals.

The Sun City women experience all this and more at the Olive Branch Senior Center.

"This senior center is a blessing because it supplies a need here in Sun City. The doors here are open to everyone," said Shapiro, 81. "It's a mistake when people think that only those in an economic need come here. This is a place we come to meet friends."

McLeod, 83, agrees.

"This enriches people's lives. They have speakers, entertainment and all sorts of wonderful programs that are informative. We like the socialization and we get to meet many wonderful people," she said.

The Olive Branch is one of the many Sun Cities Area Community Council projects developed to fulfill unmet needs in the community.

The senior center was established in May 1988 at a temporary site in the Church of Christ. In March 1990, the center was relocated to the Sun Bowl Shopping Plaza at 107th and Olive avenues.

"It was really nice of the church to donate the space, but we knew we were outgrowing it and we had to expand," said Ivy Wixson, center manager.

Three adjacent vacant stores in the Sun Bowl Plaza were converted into the 7,000-square-foot senior center.

The center provides 19,000 meals a year and hosts a number of programs open to area seniors.

"We are starting to pick up a lot more people who did not know about the senior center before. The problem is that many people have the misconception that it's a soup kitchen and only for low income people. We need to get the real message out," Wixson said.

The center is open from 9 a.m. to 4 p.m. weekdays. For more information, call 974-6797.

"We have quite a cross section of people who come here from ages 60 to 98. A lot of people come here for the

socializing and programs we have. Some come specifically for the meal. It's a support group within itself because people come here to enjoy themselves,"

Wixson said.

About two-thirds of the participants are female and 60 percent are older

## Friends gather at senior center

—From A1

than 74, Wixson said.

In addition, the senior center has about 65 active volunteers who work 1,000 hours a month.

Many of the volunteers help with programs planned by Irene Donohue, activity coordinator.

Activities include health and consumer information, support groups, blood pressure readings, tax preparation help, classes, games and entertainment.

"We have an atmosphere that allows people to do their own thing. They are able to interact on multiple levels," Wixson said.

The center is open to seniors older than 60 years old. A hot meal is served every day at a suggested donation of \$2.25.

The Community Council sub-contracts the food service and management of the center with Sun Health Corp. This year's budget for food operations is \$75,000.

Since the council has a contract with the Area Agency on Aging to run the center, the U.S. Department of Agriculture provides a reimbursement of 57 cents per meal served.

In addition, 386 residents are signed up this year for a brown bag program distributed out of the center.

The center gets surplus grocery items and fresh fruit from the Westside Food Bank and provides it to local residents every week at a cost of \$15 a year.

The Community Council pays the rent for the center through donations from the Sun City and Youngtown Community funds, said Sylvia Cartsonis, executive director of the Community Council.

"If the Sun City Area Community Council hadn't taken the responsibility to let the Area Agency on Aging know our need for a senior center in this area and show the willingness to find a facility and pay rent, there would be no senior center in Sun City," Cartsonis said.

OVER







ee Weingarden calls out table numbers during lunch at the Olive Branch Senior Center. The senior center, at 107th and Olive avenues, is open from 9 a.m. to 4 p.m. weekdays.

Stephen Chernel/Daily News-Sun



Seniors gather for lunch at the Olive Branch Senior Center. The center offers a variety of activities and programs from tax information talks to cake decorating classes.

Stephen Chernel/Daily News-Sun



# Watchdog group monitors guardians

*Last in a series*

By JACQUE PAPPAS  
Daily News-Sun staff

SUN CITY — A pilot project that has volunteers working with the courts to keep tabs on public fiduciaries is keeping guardians and conservators on their toes.

"Since we started this program we have been getting calls from care facilities saying that some guardians are becoming more attentive to the wards under their care," said Barbara Valdez, project coordinator for the Guardianship Review Project.

"Guardians are coming out of the woodwork as they hear of our program and know they are monitored."

The Guardianship Review Project is a joint effort of the Sun Cities Area Community Council and Maricopa County Probate Court.

The project was developed to help overworked and under-

staffed court systems that do not have the resources to monitor fiduciaries.

Fiduciaries are appointed by the court in public trust to act as a trustee for those unable to care for themselves. Guardians, who manage the person and their well-being, and conservators, who manage assets, do not have to be certified in any way by the state. Both are types of fiduciaries.

Last August, volunteers started transferring information on the estimated 17,000 wards in the county from the court's manual record-keeping system to computers.

In May, the project took on its second phase. Since then, 32 volunteers have been reviewing hundreds of files on seniors placed under guardian and conservatorship orders.

The volunteers have been reviewing the annual financial reports of the wards filed by conservators to make sure their

funds are being spent properly. Then, they visit the wards to see if they are getting adequate care.

When a volunteer sees what may be a possible abuse or problem, the file is red-flagged and given to court investigators.

For example, a ward who has been moved to several care homes in a short period of time may be under emotional stress by the moves.

"I think it's great as far as prevention. The best thing to do is to prevent the abuses — not to police, but be an active agent in the community to prevent any abuse of the elderly in the community," Valdez said.

As of May 30, the volunteers have reviewed more than 400 cases, Valdez said.

"We have really surpassed our projections of what we thought we could do. I'm pleased we have been able to identify so many Sun Cities cases and expand also into parts of Peoria and Glen-

dale," Valdez said.

The Guardianship Review Project office number is 583-2707. The Community Council office number is 972-9372.

Although the majority of wards under review are seniors, Valdez said the volunteers have discovered that there are also many adult wards with developmental disabilities in the Northwest Valley.

Many of these wards have cerebral palsy, are autistic and under the care of adult parents in the Sun Cities area.

But because of a 1988 law that excludes parent guardians from filing annual reports on the wards, Valdez said there are most likely many adult wards with disabilities that the courts do not know about.

"We would like to hear from those families so they can tell us what their concerns are. Some of these guardians are seniors and may have to start thinking about if they need successor



guardians to care for their children," Valdez said. "We want to make a needs assessment and document these cases."

The Tempe Community Council has taken a great interest in the guardianship review project  
See Volunteers review, A5

OVER



# Volunteers review files of guardians

— From A1

based in Sun City, Valdez said.

By September, Tempe may establish its own guardian review project with volunteers if money is available.

The Sun City Area Community Council, which provides office space for the guardianship program, is helping apply for a second grant to extend the program another year.

Sylvia Cartsonis, Community Council executive director, is helping Valdez reapply for a grant from the State Justice Institute, which was established by

Congress to improve the legal system.

This year's grant was nearly \$50,000. In addition, the American Bar Association gave \$4,000 to the project.

"We hope the grants will be generous again this year. This is a project that is meeting such a need in the courts and really helping people here in Sun City," Cartsonis said. "The need from programs like this throughout the nation will only increase in the future as more seniors live longer lives."



# Residents take advantage of free legal advice

By PAUL JUTZI  
Daily News-Sun staff

SUN CITY — Some people asked twice to be sure they wouldn't receive a bill on their way out, but yes, it was true, attorneys were giving out free advice here Saturday.

"One of my clients asked if this was really free or if there was a fee. He was pleased with the answer," said local attorney Patricia Crowder, one of several attorneys staffing the 1992 Law Fair in the Sun City Visitors Center.

It was the third year for the fair in the center, courtesy of Sun City Ambassadors, said Crowder, who coordinated the event with attorney Gary Gallner.

During the first two hour, 30 people had questioned the half-dozen attorneys on hand. By the end of the six-hour event 64 Northwest Valley residents had visited, Crowder said.

The fair drew residents from the Sun Cities, Glendale, Peoria, Surprise and El Mirage.

Gallner took a few moments Saturday explain the purpose of the fair. "We're giving them a useful service at no charge. It's our way of saying thanks to people who help us earn our living, and hopefully it will enhance our image."

The law fair was part of National Law Week and was sponsored by the West Valley Maricopa County Bar Association.

"Law week activities celebrate the legal profession," Gallner said. "It's nice to let the community that benefits from our services benefit from our celebration."

A Sun City couple who took advantage of the free advice said they were pleased with the service.

"This is great," said Kenneth Oring. "It saved us a lot of monkey business looking around for a lawyer, and it saved us money."

"That was a very good talk we had (with the attorney)," Clara Oring said. "We got all our questions answered."

"We felt very comfortable, and they knew what they were talking about," Kenneth Oring said.

Sun City Visitor Center staffers Ruth Schultz and Betty Rowe said most of the people who came to the law fair were pleased with the service.

"We had one man who said he's very happy and that he got a question answered that he had for a long time," Rowe said.

Schultz said people had all kinds of questions for the attorneys, including those about labor disputes, estate planning, condominium association problems, injury accidents and the Internal Revenue Service.

"We even had someone who wants information about adoption," Schultz said. "How about that, people asking about adoption in Sun City."

Several questions were asked about creditor problems, Gallner said.

"In these economic times, I guess that's to be expected," he said.

The majority of questions asked were about estate planning, said Wayne Marsh, Surprise Municipal Judge and local attorney.

"I'm enjoying talking with the people," Marsh said. "The people who are coming are those who typically are not involved with attorneys."

He said the law fair was a good opportunity for those people to be introduced to lawyers in a relaxed atmosphere.

OVER





Stephen Cherek/Daily News-Sun

Bob Malpezzi, right, of Sun City questions Sun City attorney Gary Gallner about an accident claim during the 1992 Law Fair at the Sun City Visitors Center.





Thanks to the efforts of volunteers such as Sun City West resident Violet Koshar, many area children will be returning to school in new outfits. Volunteer seamstresses with the Sun Cities Salvation Army helped to make clothes which will assist nearly 500 children in the Northwest Valley.

# A Helping Hand

## SC Salvation Army assists needy children

By LAURIE HURD-MOORE  
Sun Cities Independent

The chapel inside the Salvation Army's Sun Cities facility is lacking church pews for a reason.

Once a year its portable chairs are removed and the place of worship is transformed into a department store for needy area youths.

With children from Peoria, Surprise and El Mirage preparing to go back to school this fall, the local branch of the service agency recently hosted its

annual Back to School Clothing Project at the Sun City Facility.

The Sun Cities Area Salvation Army is located at 10730 W. Union Hills Dr.

Nearly 500 qualified youths bound for kindergarten through the 8th grade were individually outfitted with two shirts, two pairs of shorts, one pair of blue jeans or a skirt or dress, three pairs of underwear, three pairs of socks and if needed, one

See CLOTHES, Page 8



## ■ CLOTHES

From Page 1

pair of shoes.

Volunteers from The Salvation Army's Sun Cities Women's Auxiliary sponsored the event and staffed many of the distribution tables.

Although many of the items donated to the youths were purchased by the Salvation Army, many other items were actually made by the women's auxiliary.

Auxiliary President Pat Dehne says her group spent several Wednesdays prior to the event, sewing many of the items to be distributed.

Articles which could not be made by hand, such as underwear and shoes, were purchased with donated funds. One such donation came from the Phoenix Branch of the Lutheran Brotherhood, who gave \$400 to purchase shoes and jeans for the youths.

Maj. Nancy Austin says this year's event will cost her organization \$5,000. The amount does not include the cost of materials used to make the handmade items.

Area families seeking assistance from the Salvation Army must first contact office case worker Masia Smith. By telephone, Mrs. Smith screens and processes each applicant one month before the two-day distribution event.

She says those who qualify come from low-income households.

Mrs. Austin says children have checklists to carry as they fill up their bags.

"We let the children pick out the clothing and shoes they like."

Each type of clothing is separated on tables and volunteers assist the children in picking out the correct sizes.

In addition to the new clothes, some children can select used clothing, such as dresses and sweat-

ers. A shoe department, stocked with various sizes of new athletic shoes, is located along the chapel's altar.

"There was this one lady with two girls who we helped a couple years ago.

"We asked her if she needed help this year and she said no, she was

working at a full-time job and they're doing OK now.

"I'm happy when they say they don't need us anymore," adds Mrs. Austin.

The Sun Cities Corps continues to accept donated fabrics and yarns. To contact the Sun Cities Salvation Army, telephone 977-1084.



## Older volunteers help Westside Food Bank run

By Pamela Manson  
The Arizona Republic

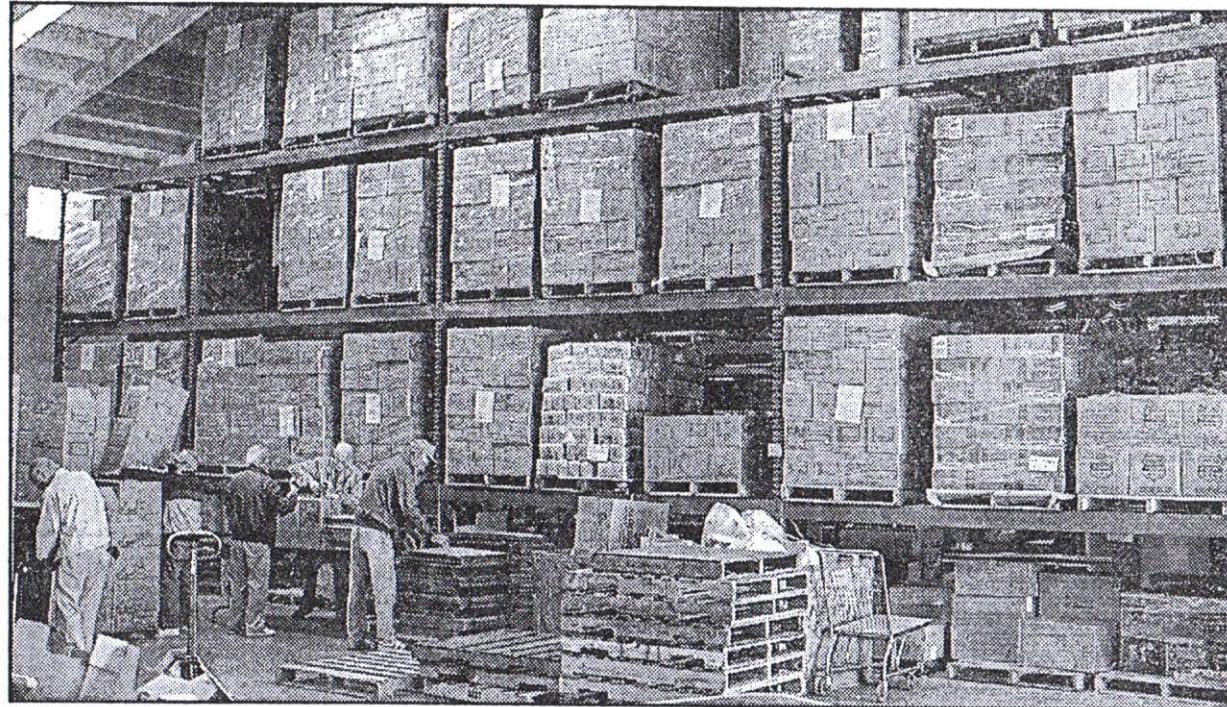
At age 80, Arthur Richardson spends one morning a week at the Westside Food Bank, helping dozens of other volunteers move a mountain of food donated for the poor.

Rose Klings, 84, is there five days a week, typing out thank-you notes on the food bank's computer.

The two are among 640 volunteers, most of them Sun City and Sun City West residents, who keep the food bank operating. They cut and wrap vegetables, measure out bags of beans, can fruits and vegetables, label food, assemble cartoons and pack food boxes.

About 50 of the volunteers, including Richardson and Klings, are members of the Super 80s Club — workers age 80 or older. Many sport club T-shirts bearing Superman's "S" logo as they work.

The hours all of the volunteers put in each year equal the work of 75 full-time employees and enable the



Some of the Westside Food Bank's 640 volunteers work in the facility's warehouse. The hours all of the volunteers put in each year equal the work of 75 full-time employees.

Charles Krejcsi/The Arizona Republic

food bank to distribute 1.3 million pounds of food a month to thousands of residents in central and western Arizona.

"Food banks would not operate without volunteers," said Debbi Dor-

man, the food bank's spokeswoman.

The Westside Food Bank, which started as a small pantry in Glendale in 1973, moved to Surprise six years ago to be closer to the large volunteer work force in the retirement commu-

nities, she said.

There is no shortage of willing volunteers. The food bank averages 50 to 75 volunteers a day. Some of the helpers are there five days a week.

— See **FOOD BANK**, page C2

## Food bank depends on volunteers

— **FOOD BANK**, from page C1

Klings has worked at the food bank for 12 years.

The Sun City resident used to type the notes at home. Then, at age 80, she learned how to use a computer.

"You're never too old to learn," Klings said as she entered donations into her computer.

Her husband, 78-year-old Paul Klings, also works five days a week at the food bank, assembling thousands of boxes a year.

Another volunteer, Vivian Peters, 67, of Sun City, said the work is enjoyable.

"We have so much fun," she said as she wrapped spinach with a group of her fellow volunteers.

Harry Eagle, 60, who lives near Sun City, described the work as "wonderful."

"I love it," he said. "When you do something for someone and don't get paid, it comes back to you."

Dorman said the food bank also gets a lot of financial support from the Sun Cities.

"We don't see the same level of support from other communities that we see out of Sun City," she said. "I describe them as Arizona's grandparents."

"They're a very valuable resource for any community."



# They don't just ring bells

## Salvation Army provides variety of youth programs

By JACQUE PAPPAS  
News-Sun staff

SUN CITY — Most know they perform marriages and burials, administer social welfare and spread the Gospel.

But the Salvation Army Sun Cities Area Corps also provides a variety of youth programs for children of all ages.

"There are so many people out there who think all we do is ring a bell at Christmas time and drive a truck down the street," said Major Glenn Austin, retired minister and corps officer

with the local office. "It comes as a complete surprise to some that we help these young people from an office that's in a retirement community. But what they forget is that this is the Sun City area office."

The office, 10730 W. Union Hills Drive, provides clothing for emergency situations, emergency relief for disaster victims, Christmas and Thanksgiving baskets, and back-to-school clothes.

Although the Salvation Army name has been in the community since the early 1970s, the office's youth program started just more than three years ago.

Austin said the youth program at the local office is unique in that it gives young people the opportunity to mingle with senior citizens.

"It's the greatest thing in the world. It keeps the older people young and gives a sense of responsibility to the younger people," Austin said. "The two mix so beautifully. Our kids have

more grandparents than anyone I know. This is something unique.

"This is just a wonderful place," he said. "What makes it more wonderful is the tremendous growth that has taken place at this office."

About 15 children from Peoria, El Mirage and Surprise meet three days a week at the office for a special summer program.

David Saunders, youth director for the office, said the summer classes are full even though the local Salvation Army has not advertised them.

"To teach about God is the underlying purpose of our program since the Salvation Army is a religious organization. But the point is also to have fun. We all have a good time," Saunders said. "Most of the kids come from broken homes so this program is really much like a family for them. I have really grown close to the kids

See Corps, AA3

— From AA1

myself over the last months."

Saunders, 18, was hired as youth director in November. His parents have served as ministers for the Salvation Army in various parts of the country.

In addition to his duties during the week, Saunders picks up children every Sunday for church.

"When I talk about my job with people, they think all I do is play around. They don't realize

what it's like. I didn't even realize the work it would be until I experienced it," Saunders said. "I think you can really see changes from when the kids first come and now. It's a great feeling when you can see that."

Saunders said the summer youth programs differ from activities during the school year.

The local office funds its \$200,000 budget primarily with donations from area residents.

Information: 977-1084.





Daily News-Sun photo by Stephen Cherek

**BUILDING DEDICATED** — Maricopa County Sheriff Tom Agnos dedicated the new Sun City Sheriff's Posse Building Sunday, 10861 W. Sunland Drive.



Daily News-Sun photo by Stephen Cherek

**COMMUNICATIONS ROOM** — Dispatcher Pat Addison, left, shows Betty Gillen of Sun City the telephone system on the radio console in the communications room.

Maricopa County posses, the sheriff's office and community organizations were on hand Sunday to tour the building and enjoy the refreshments provided.

Page said the additional space provided by the new headquarters means "that the posse is going to be able to serve the people of Sun City better."



# Helping hand

## Local programs are waiting to provide some assistance

### News-Sun staff

**SUN CITY** — A number of publicly supported and privately funded organizations operate in the Sun Cities area to help residents in need, both for short- and long-term.

These include:

- Olive Branch Senior Center, 10935 W. Olive Ave., Peoria — Recreation programs and hot lunches delivered from Walter O. Boswell Memorial Hospital provide seniors with a chance to socialize and get a nutritious meal at the same time. Operated by the Sun City Area Community Council. Information: 974-6797.
- Salvation Army, 10730 W. Union Hills Drive, Sun City — A religious, non-profit organization that provides free food and clothing in emergencies, and food baskets at Christmas and Thanksgiving. The Army also offers spiritual support and its officers can perform marriages and burials. Information: 977-1084.
- Sun City Area Community Council, 9451 N. 99th Ave., Peoria — Operates the Olive Branch Senior Center (see above entry) and a Wake-up/Tuck-in service to assist the frail elderly with starting and ending their day. Information: 972-9372.
- Sun City Area Interfaith Services, P.O. Box 1795, Sun City 85372 — Community support, non-profit, non-sectarian human services organization that provides crisis counseling, adult day centers (four locations in Sun City and one in Sun City West) and in-home support services. Some services are free, others are charged on a sliding scale. Information: 584-4999.
- Sun City Community Fund, P.O. Box 1355, Sun City 85372 — An all-volunteer organization providing short-term financial assistance in grants or loans to local individuals. Information: 977-0795.
- Sun City West Community Fund, P.O. Box 5006, Sun City West 85375 — Volunteer organization that gives grants for short-term emergency needs to individuals in the community. Information: 584-6851.

- Sun City Information and Referral Service, Community Service Building, Suite 1, 9451 N. 99th Ave., Peoria 85345 — Free telephone service that can help steer local community residents to other area services and agencies concerning health care, home health care, legal services and other. Hours are 9 a.m. to 4 p.m. Monday through Friday. Information: 974-4713.

- Community Legal Services, 5540 W. Glendale Ave., Suite C-105, Glendale 85301 — Provides free legal representation for people who live at or below the federal poverty guidelines in civil legal matters, mostly concerning "survival needs" — public assistance, housing and health. 8 a.m. to 5 p.m. Monday through Friday. Information: 937-2733.

- Senior Care Program, Walter O. Boswell Memorial Hospital, 10401 W. Thunderbird Blvd., Sun City 85351, and Del E. Webb Memorial Hospital, 14502 W. Meeker Blvd., Sun City West 85375 — Assists financially qualified Medicare inpatients by waiving Medicare's deductible for the first day of the participant's hospital stay. Medicare co-payments also are waived by the hospitals and cooperating physicians who agree to accept Medicare's Part B schedule of charges. Information: Boswell Hospital, 876-5311; Webb Hospital, 930-4077.

- Medicare volunteer assistance, Sun City Home Owners Association, 10401 W. Coggins Drive, Sun City 85351 — Free service to area residents to provide assistance with filing medical insurance claims. 9 a.m. to noon Tuesday, Wednesday and Thursday. Information: 974-4718.

- Transportation service, American Red Cross-Sun City Branch, Community Service Building, Suite 3, 9451 N. 99th Ave., Peoria 85345 — Free transportation for the elderly and handicapped to and from medical appointments, grocery shopping, recreation centers and the El Mirage Senior Center. 8 a.m. to 2 p.m. Monday through Friday. Information: 972-3407.

- Maricopa County Division of Long Term Care, 400 N. Seventh St., Suite 202, Phoenix 85006 — Provides case management for long-term health care, including home- and community-based care and nursing care to financially qualified senior citizens and the handicapped. Information: 252-6836, 8 a.m. to 5 p.m. Monday through Friday.

- Sunshine Service, 9980 W. Santa Fe Drive, Sun City 85351 — Lends sickroom equipment, crutches and other medical equipment free to Sun Citians. 9 a.m. to noon and 1 p.m. to 4 p.m. Monday through Friday and 9 a.m. to noon Saturday. Information: 974-2561.

- Lending Hands, 14435 R.H. Johnson Blvd., Sun City West 85375 — Free loans of medical equipment such as hospital beds, wheelchairs and other medical equipment to residents of the community. 9 a.m. to noon Monday through Friday. Information: 584-5800.

- Solecito Services, 10350 N. 83rd Ave., Peoria 85345 — Lends medical equipment such as hospital beds and walkers to residents of Peoria as well as those of El Mirage, Surprise, Wittman and Waddell. Information: 876-5331. **OVER**



- **Sun Cities Area Transportation** — The agency requested \$25,000, of which \$10,000 had already been granted. The directors approved a \$15,000 supplemental grant.
- **Sun Sounds** — The organization requested \$4,368, of which \$2,000 had already been granted. The directors approved a \$2,500 supplemental grant.
- **Hospice of the Sun Cities** — The agency requested \$6,000. The directors approved a \$5,000 grant.
- **Sun Health Home Care Service** — The directors approved the requested \$1,000 grant.
- **Sun City Information and Referral Service** — The agency requested \$24,000, of which \$7,500 had already been granted. The directors approved a \$9,500 supplemental grant.
- **American Diabetes Association** — The organization requested \$5,000, which was approved for educational services in Sun City.
- **Sun Valley Lodge** — The directors approved the requested \$24,000.



# Exercise

## Doctor's clinic brings 'Mollen Method' to Sun Citians

By Karen Kirk  
The Phoenix Gazette

SUN CITY — Although the medical clinic in Suite A-1 at 10147 N.W. Grand Ave. is new, the doctor directing it is no stranger to Sun Citians.

Dr. Arthur Mollen, well-known physician and author, opened the Mollen Clinic about two weeks ago, fulfilling a longtime desire to work more closely with Sun Citians.

"This is an area I've wanted to move into for some time, but I've never felt the opportunity was there until now," Mollen said. "I've had a relationship with the people here for awhile. In 1978, I started the Sun City Jogging Club and through Del Webb, organized the first 3.1 mile run here," he said.

He also has met many Sun Citians while working as chairman of the Arizona Senior Olympics, and many of his patients at the Southwest Health Institute in Phoenix are from Sun City. Those who don't visit him, often write him or phone in questions to his radio show on KTAR, he said.

At the new clinic, Mollen plans to help Sun Citians lose weight, become more physically fit and rely on diet and exercise, rather than medications, to relieve their ailments.

"I've been interested in enhancing longevity and reducing these people's exposure to medication. This segment of the population is over medicated. I don't blame the doctors, I think patients put pressure on their doctors to do this. They want something done quickly, and the doctor doesn't have time to go through exercise and diet regimen with them," Mollen said.

However, once elderly people get on an exercise and diet program, they are more likely to stick with it than younger people.

"They have less to worry about. The primary concern of people this age is health and they are willing to do what it takes to get it," Mollen said. "These people are active. They want to live to be 100 years old and capable of being independent. I think they can do it. There are civilizations where people live to be 120 and 130, and the common denominator is not the food they eat or the stress they are under, but activity," he said.



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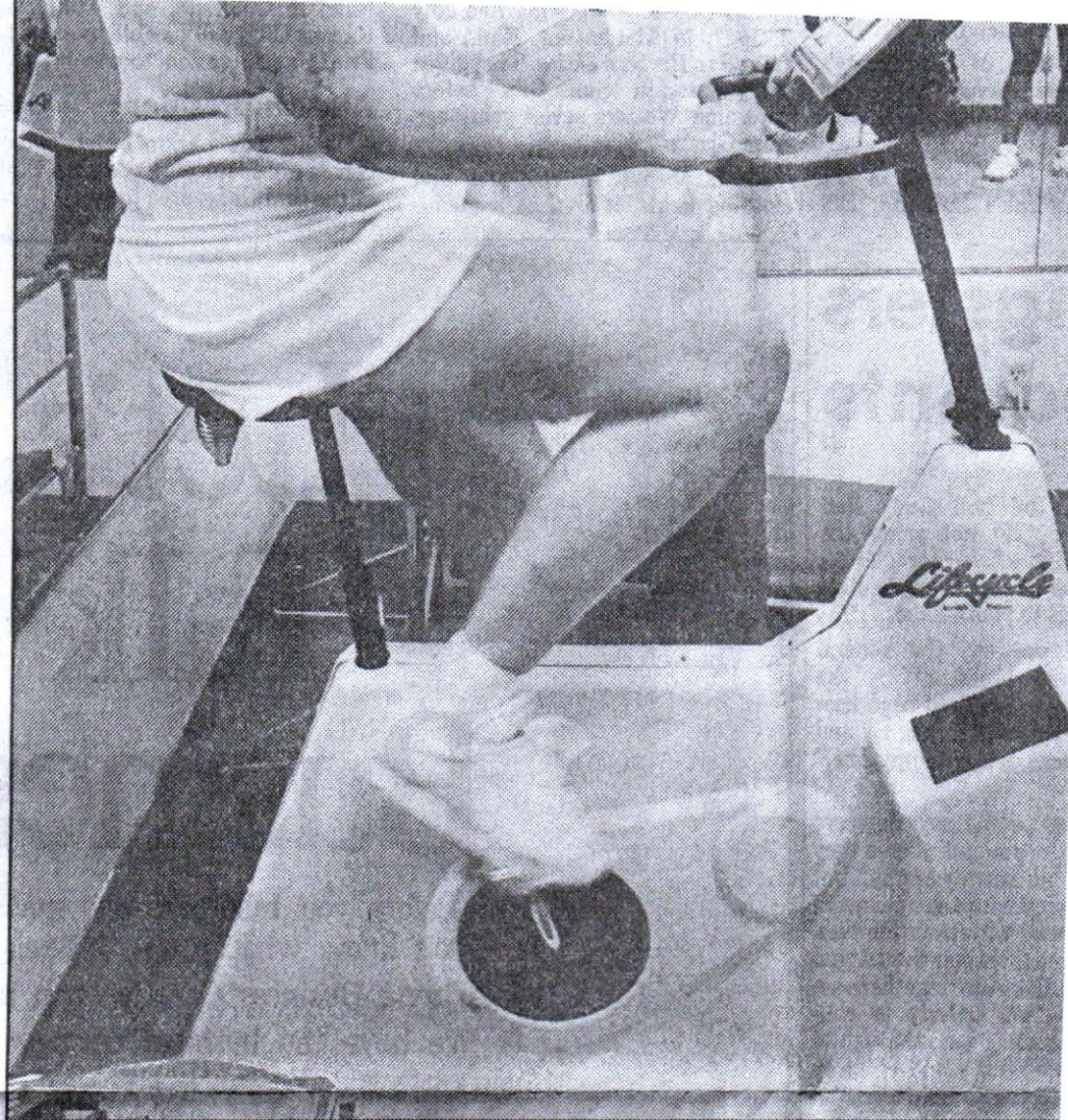
Although Mollen said Sun Citians are, on the whole, more health conscious than average senior citizens, many of them are also among the 35 million Americans who are overweight.

"They soon find that golf is not going to keep them in shape. It is not aerobic exercise and will not give them the benefits or the weight control," he said.

Mollen says it is never too late in life to begin an exercise program. The only problem is that many senior citizens, who grew up in a time when exercise was not fashionable, do not know how to start.

"That is where I come in," he said.

People who enter the Mollen Clinic undergo extensive tests to determine their body fat content, fitness levels, risk factors and overall health. Based on the results, the doctor and his associates pre-



Wendi Brown, *The F*

Dr. Art Mollen works with Lois Simonsen of Glendale at his new clinic in Sun City.

scribe an exercise and diet program he says will help the patient lose up to 15 pounds in 30 days depending upon how overweight they are when they begin.

While on the "Mollen method," patients either bike, swim or walk every day for a month. By the end of that time, they are addicted to exercise.

"If they try to stop, they will experience irritability, insomnia, fatigue, and they won't like themselves very much," Mollen said. "This has a lot to do with beta endorphins, morphine-like substances the body produces when it

exercises, but I also think it is more than biochemical. I think it goes back to the ego. It has something to do with self-esteem," he said.

Many senior citizens go far beyond their prescribed exercise program and eventually become champion Senior Olympic athletes.

"I've had some patients in their 70s and early 80s who can probably outrun me in the 100-yard dash," said Mollen, who is an avid runner and triathlon participant.

In addition to helping patients lose weight and become physically fit, exercise and diet can also alleviate a variety of problems

including depression, pressure and arthritis

If this is not enough for patients to stay in the program, Mollen offers an incentive by reducing the fee he charges patients if they attain their fitness goals.

"This costs us about \$100 a year, but this incentive makes our patients compliant,"

And if they stay in the program, the chances are they will reach his goal — and ensure his patients live healthier lives.



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including depression, high blood pressure and arthritis, Mollen said.

If this is not enough motivation for patients to stay on a fitness program, Mollen offers additional incentive by reducing the amount he charges patients for his service if they attain their weight and fitness goals.

"This costs us about \$20,000 a year, but this incentive keeps the patients compliant," he said.

And if they stay compliant, the chances are they will help Mollen reach his goal — which is to make sure his patients have longer, healthier lives.



# Service Life

## Service Building Is Local Asset

By Jim Groundwater

The rich climate for volunteerism found in retirement communities plus the many needs of the elderly conspire to make the Sun Cities area a prolific spawning ground for service organizations. A large pool of them flourishes in the Community Service Building, a complex of offices located at 9447-51 N. 99th Avenue.

Sponsored by the local Lions Foundation and rented to non-profit service agencies at token fees of \$1.00 per year, the first structure was completed in 1980. A larger complex surrounding a courtyard was dedicated in 1984, and already houses nine agencies.

Two agencies for the sight-impaired have office/studios in the original building. **Recording for the Blind** records textbooks and technical material for blind students throughout the country ranging from grade school levels through college. Employing a Director, Bob Schollmeyer, an Associate Director, Teddy Duskey, and some 150 volunteers, this agency recorded 110 books on 718 tapes in 1984. The tapes are distributed through a central library in Princeton, New Jer-



**SERVICE BUILDING REPRESENTATIVES** are front row: Arizona Affiliate of the American Diabetes Association-Chairman Eliot Spalding, Volunteer Bureau-Executive Director Mary Glenn, Jewish Family Services-Co-Chairman Min Dunn, Information and Referral Services-Office Manager Trudy Turnbull, American Red Cross-President John Mavis, back row: Recorded Recreational Reading for the Blind-Vice President A. Ziemann, Recording for the Blind-Director Bob Schollmeyer, Sun City Satellite of the Center for the Blind-Social Service Coordinator Merwin Braubart, Sun City Area Transit System (SCAT)-President Chuck McKinnis, and Sun City Community Council President Ablett Flury.

sey. Why did this nationwide operation open a branch here? Teddy Duskey quickly pointed out that this area is rife with retired professionals and educators perfectly qualified to read the technical matter involved, and they love the chance to exercise their expertise.

**Recorded Recreational Reading for the Blind** is next door. An all-volunteer and strictly local organization headed by Jim Geer, it uses some 25 people to bring entertainment and local news to the sight-impaired. Recording approximately 200 tapes of local news each week, it also distributes taped copies of the magazine, "Modern Maturity." Some twelve complete novels each year round out its busy schedule.

Over in the newer complex is the **Sun City Satellite of the Center for the Blind**, a Phoenix based

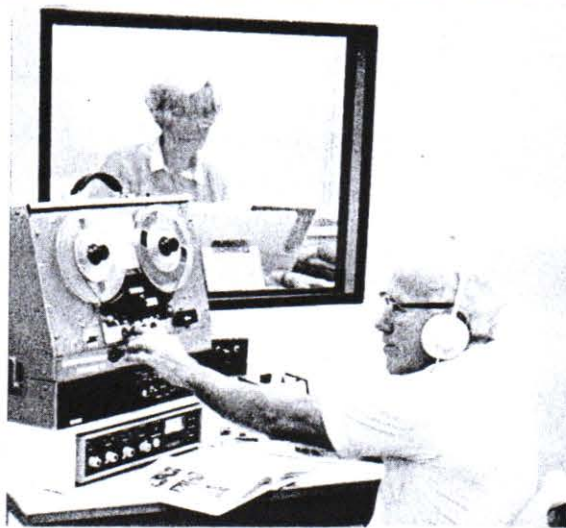
organization. Designed to help the visually impaired live with dignity and independence, its Social Service Coordinator, Merwin Braubart, says that participants meet on Mondays for individual and group counseling, rehabilitation training in basic life skills, and to learn mobility and orientation. Craft and educational activities form an integral part of a program supervised by a professional staff and assisted by volunteers.

Next door is the **Sun Cities Branch of the Central Arizona Chapter of the American Red Cross**. Besides being prepared for the usual disaster work of the Red Cross, this branch offers a variety of free services including classes in cardiovascular resuscitation (CPR) and first aid, and regular blood pressure checks. Also there are seven vans driven by 80 volunteers. Five equipped with wheelchair lifts give



At left, Red Cross Van attendants Art Gabriel and Chester Neal assist patient Alice Schwestka.

At right, Recording for the Blind is in progress with Caryl Meltzer reading and Jack Craig at the controls.



Photos by Frank Goetz



local door-to-door service to those without transportation. One of these goes into Phoenix once each week, helping people to meet medical appointments. The remaining two transport children from El Mirage and Surprise to the Headstart school in El Mirage, and bring elderly from the three retirement cities to the El Mirage Center for Seniors. Dottie Leimbach, in charge of transportation, states there is no charge for rides but donations are accepted.

Across the courtyard the **Sun City Area Community Council** acts as a coordinator of planning for local human services. As such it invites other service-oriented agencies, as well as religious institutions and individuals, to join with it in studying, planning and organizing needed services. It now boasts a membership of some 50 agencies and religious groups, each of which send two delegates to its meetings. Add to this another 70 individuals and you have the largest community council in the Valley. Some of its excellent brain-children are Interfaith Services, SCAT, and the Volunteer Bureau.

**The Sun Cities Area Transit System (SCAT)** shares the office of its founder, the Community Council. An all-volunteer agency, its President, Chuck McKinnis, aptly describes it as a cross between a bus and a taxi system. Whereas the Red Cross transports only those unable to drive, SCAT takes anyone able to pay the modest \$1.25 fare each way to any destination within the confines of the three retirement com-

munities. Using three "Escort" station wagons and a van equipped with a wheelchair lift, SCAT carries from 2500 to 3000 riders each month. Riding arrangements are made by phone.

**The Arizona Affiliate of the American Diabetes Association** uses trained volunteers to dispense instructions and literature on diets and other matters important to diabetics. Its local Chairman, Eliot Spalding, is himself a long-time diabetic who all but lost an eye to the disorder. Upon learning how to control it, he volunteered his services to the Association and has served for the past 12 years on boards of directors. His office maintains a referral list of doctors known to be skilled in the treatment of diabetes, and convenes a support group for local diabetics.

**The Sun Cities Information and Referral Service** recently celebrated ten growing years of fielding questions from callers and directing them to appropriate agencies. A skilled board of directors is headed by Lucille Bramwell. The agency employs an office manager, Trudy Turnbull, to oversee 65 trained volunteers who take turns answering from 60 to 100 calls each weekday from 9:00 a.m. to 4:30 p.m. The office keeps abreast of the activities of all local organizations while answering questions that may run the gamut from how to entertain visiting grandchildren to where to find help when one can no longer manage alone. In addition, I&RS takes calls for the local Meals on Wheels unit and for the area Com-

munity Fund.

**Jewish Family Services** is funded by the Jewish Federation of Greater Phoenix. An active local committee of some 26 men and women chaired by Lillian Tamis works to make professional counseling available to families and individuals within the local Jewish community. An advisory committee composed of area retirees with broad professional backgrounds lends its expertise. Mrs. Tamis credits Drs. Abraham Tamis and Fred Newmann with being the organizing force behind this excellent local service.

The old reliable **Salvation Army** functions the same as most Army units, using funds solicited locally to help the area's needy in emergency situations. Utility bills and rents may be paid and vouchers issued for groceries and clothing. A world-wide operation, the Salvation Army depends on hosts of volunteers to carry on its good works. It is headed by Envoy Fred Stanford.

Last but by no means least is the **Volunteer Bureau of the Sun Cities Area**. According to Executive Director, Mary A. Glenn, it acts as an employment agency for local volunteers. Maintaining a large list of area job openings in widely varying capacities, the Bureau placed 420 volunteers last year in positions suiting their desires and talents. Anyone with a yen to volunteer would do well to phone the Volunteer Bureau for an interview and the opportunity to view many listings.

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