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Felton's Early Care and Education Programs Serving

Spotlight: Felton's LTC Ombudsman Program Director



Benson Nadell

Felton Institute's Long Term Care Ombudsman Program Director Benson Nadell has been part of the Felton family since 1986, and the holiday season is typically the busiest time of the year for him. It is often the time when an adult child of a parent who has been hospitalized is looking for options and support when that beloved mother or father cannot return home.

Ombudsmen are responsible for protecting the health, safety, welfare and rights of residents at licensed long-term care facilities. They investigate and report abuse or neglect and work toward resolving problems. Additionally, if a person in a licensed nursing home wants to draft advance health care directives, one of the witnesses must be an ombudsman. It's a charge that Benson and his team take very seriously.

A native New Yorker who

More Children Than Ever Before



Felton's youngest clients are part of ECE

Felton's Early Care and Education (ECE) Programs in its Children, Youth and Family (CYF) division expanded in July of this year, with three new San Francisco sites in the Bay View/ Hunters Point and Visitation Valley Neighborhoods.



Under Felton's administration, the Felton Learning Center (FLC) serves 75 children three to five years old, Sojourner Truth Center (STC) serves 45 children from birth to three years old, and Martin Luther King Jr. Center (MLK), serves 54 children three to five years old. The centers operate year-round Monday through Friday, 7:30 a.m.–5:30 p.m., with hours varying slightly at different sites.

communicates with brio and has a voracious literary appetite, Benson exudes a passion for making the lives of vulnerable, elderly clients as comfortable and meaningful as possible, even in the last stages of life. Benson believes that his childhood in Brooklyn prepared him for doing the work that he loves at Felton.



Meeting with Felton colleagues
Marvin Davis and Lissette Garza

"My father was a doctor, specializing in psychiatry and psychoanalysis. His office was in our three story wood frame house, and so I grew up, early on interacting with his long term care patients, and through the decades, with shorter term patients, as his reimbursement shifted from private pay to reimbursed services. He married three times, so I have full siblings, half-siblings and step siblings."

On his way to school, Benson often exited through the waiting room, greeting his father's patients en route to his beloved studies. From an early age, he read his father's magazines including *The New Yorker*, *The New Republic*, and *The Bulletin of the Atomic Scientists*. In high school, he wrote a research paper on the effects of atmospheric testing in the food cycle, focusing on Strontium 90 residues in milk.

"A high school teacher inculcated me with the writings of Walt



"Felton's expansion allows us to serve more families and continue to partner with them to ensure that our youngest learners have access to high quality early childhood experiences that will prepare them socially, emotionally, and academically for kindergarten and lifelong success, while supporting families towards self-sufficiency," says CYF Division Director Yohana Quiroz.

Including Felton's Family Developmental Center (FDC), there are a total of 19 classrooms providing early care and education to 350 infants, toddlers, and preschool children. FDC is the only fully inclusive program in San Francisco and the largest Infant/toddler program.

FDC's Program Supervisor Phyllis Hogan has dedicated 35 years to providing care for Felton's youngest clients in need.

Hear Phyllis share why she is committed to Felton's life-transformative work in the video below:

Whitman and Wordsworth. My stepmother introduced me to such writings as the *I Ching*, Khalil Gibran, Kerouac, and to art and music. By the age of 11, my course was set in terms of values."

Young Benson marched with other "Ban the Bomb" advocates; many of his friends worked in the Civil Rights movement and with voter registration. Between high school and matriculating at Columbia University, he spent four months in Europe, then worked in a book supply place, where he had to become a teamster to secure his job. "That trip to Europe shook me loose. The Earth had more centers of home and with sets of cultural experience and understandings. I realized I could not understand my world and my life with fixed assumptions."

One assumption he had as a young college student at Columbia was that he was going to earn a Ph.D. and live an academic life in the Ivory Tower. He eventually completed the work for the Ph.D., however, after marriage and divorce, he moved to California to be closer to his ex-wife and two sons. The ensuing years have been filled with personal fulfillment with his second wife, his children and grandchildren, travel and with the work at Felton that he began after first ombudsman job in Ukiah, California.

"One of the most appealing aspects of working with Felton is that there is a life span focus—from small children to the very senior in age, somewhere along that projector is a Felton program. It's



Felton's early childhood educators are trained in and implement The Creative Curriculum for Infant, Toddler and Preschool. This nationally recognized play-based curriculum is designed to help children develop their social competence, positive approach to learning, and the pre-academic skills needed to succeed as learners.



"I feel very grateful to the program because it has helped my daughter to grow at a rapid speed in ways that I couldn't have helped her with at home," a mother recently shared.

For more information contact:

- Yohana Quiroz
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never moved away from its social welfare mission – it reminds me of Hull House." (Chicago's Hull House, created the same year as Felton Institute–1889, was founded by Ellen Gates Starr and Progressive Era Reformer Jane Addams. It provided social and educational opportunities for the working class, including many recent European immigrants.)

He serves or has served on numerous community panels, including the Long-Term Care Coordinating Council, the Forensic Elder Abuse Team, the medical examiner's Death Review team, a bioethics forum and a panel on dementia care.

Benson's back pack is always full of books he's devouring. Right now, he's reading *Our Most Troubling Madness: Case Studies in Schizophrenia* and he recently finished *NeuroTribes: The Legacy of Autism and the Future of Neurodiversity*.

Benson's second language learned was French and his third was Japanese, but he is also able to communicate with clients who speak Chinese or Spanish. "I know a few words in every language," he explains.

It's all in alignment with Benson Nadell's dedication to being the best advocate he can for those in need of an excellent ombudsman.

If you'd like to contact Felton's Ombudsman program, please call (415) 474-7310 or email: bnadell@felton.org



Felton in Chicago at The Kennedy Forum



Michael Thompson, Dr. Nev Jones, Al Gilbert, Yohana Quiroz, Janine Francolini

On December 6, 2016, Felton President and CEO Al Gilbert, Research and CCOR-PMH Director Dr. Nev Jones, and Children, Youth and Family Division Director Yohana Quiroz attended the third annual Kennedy Forum, a premier gathering of national and global thought



Katharine "Kitty" Felton

Felton Fact

"Children in our community need shoes!"

Message on one 1907 sign

"Nobody can expect a family to live on \$10 a week!"

Message on another 1907 sign

The signs told the story. About one year after the Great Earthquake and fire of 1906 in San Francisco, emergency funds that had arrived from around the world, dried up. The Associated Charities of San Francisco—now Felton Institute—suddenly faced case loads up to thirty times greater than those before the catastrophe, and now, without the necessary funding.

Fundraising became a forefront activity, second only to serving those in need. Not unlike those dark days during the "Panic of

leaders who convened to build cross industry collaborations to improve the lives of people living with mental illness and addiction and to promote behavioral health for everyone.

Former Congressman and Forum founder Patrick J. Kennedy and ABC's "20/20" Elizabeth Vargas gave the opening remarks. Dr. Jones spoke on the panel "Addressing First Episode Psychosis—Early Intervention for Serious Mental Illness".

In speaking about the work of the Kennedy Forum, Patrick Kennedy has said, "We stand on the doorstep to make momentous progress in advancing the cause of this new civil rights struggle started by the work of President Kennedy over 50 years ago." Patrick is the nephew of the late President John Kennedy and the son of the late Senator Ted Kennedy.

The Kennedy Forum and One Mind Institute have established the One Mind Initiative to galvanize transformation in mental health. Last month, Brandon Staglin from One Mind Institute spoke at Felton's Mental Health Assembly of Advocates in Monterey, CA.

Felton staff are pictured with Janine Francolini, founder and board chair of the Flawless Foundation and Michael Thompson, President and CEO of the National Healthcare Purchaser Coalitions, formerly of PricewaterhouseCoopers

Holiday Fun

1907" and Wall Street's "Black Tuesday" of 1929, the need for support of the services that began with Associated Charities continues.

Not everyone can help in the same way, but all donations help.

Some people can:

- Donate time by volunteering

In programs like Felton's Ombudsman program described above, volunteers play a critical role in helping our vulnerable seniors.

Felton's Foster Grandparents are needed and welcome to support teachers in our classrooms. Many Foster Grandparents say they feel like they receive more than they give. Please watch and learn more by viewing the following video:



Of course, Felton has many ways to support services that make a life-transformative difference and we invite you to visit felton.org to learn more about our 46 programs.

If you prefer other ways of support, we have listed them below.

You may wish to:



Felton's Holiday Party 2016

Felton Institute's Holiday Party, hosted by Felton's Senior Division, succeeded in offering a festival of lights, action and cameras pointing toward the "Warmth of the Holidays" fashion show, toward the annual raffle, and toward festive food, delicious drinks and merriment for all.



Rachelle Martin with winning ticket

The "Warmth of the Holidays" fashion show brought "models" from several divisions together for fun with a purpose and provided entertainment on an improvised "red carpet."



M.J. Richardson and Felton Models

The Community Closet project, part of the Senior Full Service Wellness

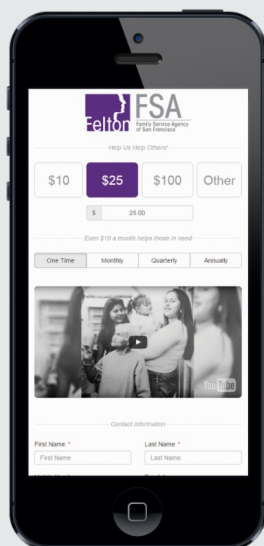
- Donate financially
- Donate services
- Donate materials
- Donate through planned giving (wills or living trusts)

We are working together to continue Kitty Felton's legacy and provide cutting edge services and research that leads to healthier outcomes for all.

We look forward to future collaboration.



Thank You for Your Support on Giving Tuesday and Throughout the Year!



(SFSW) Program located on 280 Turk Street, in the heart of San Francisco's Tenderloin district, was the beneficiary of the Fashion Show.

To stock the fashion show with clothing and accoutrements, the group collected coats, scarves, other warm clothes and donations for hygiene kits to pass out to SFSW clients during these winter months. The \$20 hygiene kits for men or women include a toothbrush, tooth paste, shaving gel, washcloth, nail clippers, and more essential items.

The annual raffle with ticket proceeds benefiting Felton services was the other highlight. Children and toddlers were the designated ticket pickers.



Dr. Nev Jones, son Oliver and Liz Dalmacio

The raffle typically inspires whoops of joy, but an incredible event elicited more than the normal excitement.



Margarita Garcia and daughter Amaris

You have had a chance to read about our programs in this and every newsletter, and we are so very grateful for your incredible support!

Thanks very much to everyone who generously donated to help Felton continue to help others on Giving Tuesday last month!

If you haven't had a chance to make a tax-deductible donation to us this holiday season, even a small donation helps the elderly, the young, and all who are in need of Felton's services. You can text FELTON to 41444 or click on the DONATE button below.

Thank you again for your support. We appreciate your investment and your kindness.



Holding her beloved Amaris in her arms as they patiently wait their turn to draw a lucky winner's ticket, you could see the anticipation in Margarita Garcia's face and it was also clear that amiable Amaris was enjoying the spirited reverie. As they stepped up to take their turn, Amaris leaned in toward the bag of over 3,500 raffle tickets to pick one. She drew her choice from the lot and handed it to the jovial Mistress of Ceremonies, Dee Randon.

"And the winner is," Dee paused briefly and then yelled, "Margarita Garcia!"


Little Amaris had run her hand through 3500+ raffle tickets and chose her mother's ticket! The place immediately erupted in laughter and screams of joy!

It was a bit of holiday magic that delighted everyone.

Senior Division Director Cathy Spensley was very appreciative of the team spirit when it came to preparations.


"I would like to extend my profound thanks to everyone who helped make the Felton Holiday Party such a great success this year! I'm not going to be able to name names, because there were so many people, but I was very proud of all the Senior Division staff who came to assist -- I think we had more people from our division attend this year than any of the previous years! Many helped with setting up tables, decorating, making appetizers, serving on the buffet line, and

View our videos on 

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Forward this email
to a friend 

tearing down at the end of the night."

"Then there were the wonderful folks who came up with the idea of the fashion show and made it happen, as well as all the models from across Felton. Finally, I want to thank everyone who worked on the fabulous raffle, as well as the staff at Bryant Street for being so welcoming, accommodating, and helpful. People seemed to have a good time, and it was definitely a party that couldn't have happened without all of you. So a sincere thanks to everyone and happy holidays!"

To learn more about Felton's hygiene kit project, contact M.J. Richardson at (415) 474-7310 ext. 617.
