

Programs

Newfound Area Senior Services
(Bristol 744-8395)

Horse Meadow Senior Center
(N. Haverhill 787-2539)

Linwood Area Senior Services
(Lincoln 745-4705)

Littleton Area Senior Center
(Littleton 444-6050)

Mascoma Area Senior Center
(Canaan 523-4333)

Orford Area Senior Services
(Orford 353-9107)

Plymouth Regional Senior Center
(Plymouth 536-1204)

Upper Valley Senior Center
(Lebanon 448-4213)

RSVP & the Volunteer Center
(Toll free 1-877-711-7787)

2007-08 Board of Directors

Dick Jaeger, *President*
Mike McKinney, *Vice President*
Clark Griffiths, *Treasurer*
Dr. Thomas S. Brown, *Secretary*

Ralph Akins
James D. "Pepper" Enderson
Bill Gabler
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Tony Moehrke
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S. Arnold Shields
Laurel Spielberg
Frank Stiegler
James Varnum

Roberta Berner, *Executive Director*

Winter 2008

Commissioner Toumpas to Focus on Community-Based Elder Services As Annual Meeting Keynote Speaker

You are invited to attend GCSCC's Annual Meeting, Monday, April 7, 2008, 12:30 p.m. at the Upper Valley Senior Center.



Nick Toumpas, Commissioner of the New Hampshire Department of Health and Human Services, will be keynote speaker for the meeting. His talk will focus on the state's plans for community-based elder services—particularly given the anticipated dramatic growth in New Hampshire's older population.

Commissioner Toumpas received his appointment in January 2008 after serving as Acting Commissioner since September. He joined the Department in 2002, directing the emerging emergency preparedness and response program within the Division of Public Health Services. He previously spent more than 20 years in business, serving as a leader in organizations focused on delivering information technology-enabled solutions to industry.

The business portion of the Annual Meeting includes agency reports, a proposed revision of the GCSCC by-laws and the election of officers and board members. Information about the proposed revisions to the by-laws, and a proposed item for action with the slate of officers and board members are enclosed in this newsletter.

Refreshments will follow the meeting, and the public is invited to join the Upper Valley Senior Center's regular congregate lunch preceding the meeting.

Staff Transitions

Since our last newsletter, GCSCC has had some major staff changes throughout the region and in all service areas. Our most difficult loss was the sudden death of comptroller **Jody Snide** last September. Our administrative staff has not only been sad because of the loss of a well-liked colleague, but we also have been working very hard through the fall and early winter to handle the workload without a key coworker. Kudos to the GCSCC administrative staff during this most difficult time.

*

We welcome two new Senior Center directors—**Sharon Lane** at the Plymouth Regional Senior Center and **Kate Keating** at the Mascoma Area Senior Center. We feel fortunate to have Sharon and Kate, both coming to GCSCC with extensive experience in senior services. Sharon has worked in many capacities at the Plymouth Center, most recently as the center's activities director. Kate worked for a number of years in the Keene area as a nutrition site director for HCS and in senior housing.

*

Best wishes to **Karen Stark** upon her retirement as social worker at the Plymouth Regional Senior Center, and to **Marilyn Hall** upon her retirement as a caregiver with the Adult In-Home Care (AIHC) program.

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Welcome to new staff: **Bob Sanderson**, dishwasher at the Upper Valley Senior Center; new AIHC caregivers **Colleen Elder, Pamela Elder, Carol Boucher, John Boucher, Stanley Russell**, and **Susan Ledoux**; kitchen aide **James Brown**, Plymouth; bus drivers **Ronald Reed**, Horse Meadow, **Matthew Goodier**, Plymouth, **Steven Pillsbury** and **William Buck**, Upper Valley and Mascoma; cooks **Cheryl Johnson**, Plymouth, and **Valerie Cilley**, Newfound Area; assistant cook **Judi Kuhn**, Mascoma; adult day program staff **Jeannine Garceau**, Upper Valley, and **Viv Decker**, Plymouth; **Ron Johnson**, social worker in Plymouth; and **Bob Decker**, activities director in Plymouth. We are pleased that previous Senior Community Service Employment Program staffers have joined the GCSCC staff: **Nancy Simula**, as an aide for the Newfound Area program, and **Natalie Webster**, as a program assistant in Mascoma. Welcome also to **Heather Smith** and **Barbara Tate**, who have joined the GCSCC business office. Barbara will also continue to work with the AIHC program.

Clip and Save Coupon



This coupon entitles the bearer to
ONE FREE LUNCH
At your Senior Center

Contact the Center to find out about specific menus and serving times.

Try it!

You'll like it!

Or use this coupon to invite a friend to join you for lunch this winter and spring.

Please note:

*Suggested donation for lunch is \$3 for diners over age 60;
\$6.25 for others.*

Information to Improve GCSCC Services

Client Surveys and Tuck Consulting Service Analysis Help GCSCC Assess Strengths and Weaknesses of Programs

Annually, GCSCC conducts client satisfaction surveys to glean information about participants' assessments of our programs and services. This fall, a group of MBA students at the Tuck School at Dartmouth chose GCSCC for a project to analyze the strengths and weaknesses of our three licensed social model adult day programs. The Council will use the client surveys and Tuck analysis to strengthen and improve services.

Among the findings:

- In interviews, caregivers told the Tuck students that they value the GCSCC adult day care programs immensely. The Tuck Consulting Service is recommending that GCSCC focus on marketing the programs to build enrollment.
- The great majority of survey respondents agreed that the adult day programs helped them continue to live at home; that the program provided needed supports for them; that it included interesting activities; and that they enjoyed being able to participate in senior center activities as well. One caregiver commented, **“The care that my wife received was so good that it could not be improved.”**
- Adult in-home care survey respondents also affirmed that the program exceeded their expectations and helped them remain in their own homes because of the one-to-one assistance from the caregiver. One client commented, **“I am more than pleased with the care provided by my adult in-home care person. She does many little extra services, too, which make my life pleasanter.”**
- The great majority of respondents to the transportation survey concurred that GCSCC transportation helps them remain at home and active in the community and that the service provides needed support in a dependable and safe manner.
- A more detailed survey for congregate and home delivered meals clients was developed with the New Hampshire Coalition of Aging Services. This survey asked clients to rate the quality and quantity of food provided as well as other activities provided by the Council. The great majority of respondents reported positively about the taste, smell, appearance, variety, temperature and quantity of food in the meal. Comments were particularly positive about the helpfulness and friendliness of the staff, quality of ancillary activities, and importance of the social connectedness. Specific suggestions for improving food quality—less white bread, fewer starches, reduction of spices—are being shared with GCSCC staff.

Grafton County Senior Citizens Council, Inc. is a private nonprofit organization that was incorporated in 1972. It is supported by government grants and contracts, contributions from local towns and Grafton County, contributions from participants, bequests, private grants, charitable donations and the three United Ways that serve our region.

GCSCC's purpose is to develop, strengthen and provide programs and services that support the health, dignity and independence of older adults and adults with disabilities living in our communities. GCSCC achieves its purpose through programs and services offered at senior centers located throughout Grafton County.

GCSCC Annual Meeting
**April 7 Meeting to Include By-Laws Amendment and
Item for Action, Slate of Officers and Board Members**

Those attending the April 7, 2008 GCSCC Annual Meeting will be asked to amend the agency By-Laws and to approve a one-time item for action with the purpose of rebalancing Board classes and the Directors' term expiration schedule.

The By-Laws, as currently written, refer to "Membership" in Grafton County Senior Citizens Council, Inc. GCSCC has not had formal "members" for many years. Because the Council does not have members, the GCSCC Board of Directors is proposing that the By-Laws be amended to delete all references to membership and members.

Anyone who would like to have a copy of the By-Laws with proposed changes may contact GCSCC at 10 Campbell Street, Lebanon, NH 03766 (mailing address: P.O. Box 433, Lebanon, NH 03766) or by phone (603-448-4897) or e-mail (gcsccl@gcsccl.org). The By-Laws with proposed changes will also be available at the Annual Meeting.

The Board of Directors is also proposing a one-time Item for Action to approve a one-year extension for specific Board positions in order to balance the Officers' and Directors' term expiration schedule.

The Nominating Committee and Board of Directors are proposing the following slate of Directors and Officers:

First term Board Members

Serving a 1st term to expire in 2011*

Annie LaBrecque, Canaan
Frank Stiegler, North Haverhill
Pepper Enderson, Littleton

Serving a 1st term to expire in 2010

Molly Scheu, Hanover
Jim Varnum, Etna
Bill Gabler, Hebron

Serving a 1st term to expire in 2009

Jenny Littlewood, Orford
S. Arnold Shields, Piermont
Laurel Spielberg, Hanover

Second Term Board Members

Serving a 2nd Term to Expire in 2011

Ralph Akins, Lebanon

Tony Moehrke, Meriden

Dr. Thomas S. Brown, Lebanon

Serving a 2nd Term to Expire in 2010

Dick Jaeger*, Orange

Serving a 2nd Term to Expire in 2009

Mike McKinney, Bristol

Clark Griffiths*, Lebanon

*Represents Board members whose terms would be extended by one-year in order to fulfill their terms as officers or to balance Board "classes".

Nominated as Officers of GCSCC

President

Dick Jaeger, for a second two-year term (2008-2010)

Vice President

Mike McKinney, for a one-year term (2008- 2009)

Treasurer

Clark Griffiths, for a one-year term (2008-2009)

Secretary

Dr. Thomas S. Brown, for a second two-year term (2008-2010)

GCSCC operates through a number of committees that invite dedicated volunteers to serve, in addition to Board members. These committees report to the Board of Directors regularly. If you are interested in serving on a GCSCC committee, please contact the office at the address, phone number and/or e-mail noted above. Committees include Finance, Facilities, Program Planning and Evaluation, Personnel, and Marketing and Development. In addition, GCSCC programs rely heavily on local committees of volunteer leaders. Each Senior Center has an Advisory Council that meets monthly. Each year, GCSCC relies on hundreds of volunteers to help provide services as well as to help lead the agency. We welcome your involvement.

Around the Region

Congratulations to the **Plymouth Regional Senior Center**, which has now opened the **beautifully renovated second floor** complete with elevator. Thanks to a Transportation Enhancement grant from the Department of Transportation, philanthropic support from the Plymouth Center's Advisory Council, and many philanthropic gifts from the community, the work was completed this past fall. The Senior Center plans to hold a grand opening celebration this spring—but, in the meantime, the upstairs area is open and accessible. The Center welcomes people to use and enjoy the arts and crafts area, the multi-purpose area with public access computers, the card players' space, and the meeting room.

We are pleased to announce that six GCSCC Senior Centers have received **wellness grants** from the New Hampshire Bureau of Elderly and Adult Services. These special, targeted funds will allow the centers to expand their health and wellness programs for participants this winter and spring. The Upper Valley, Newfound Area, Mascoma Area and Horse Meadow Senior Centers received funding for a Matter of Balance, a highly regarded falls risk reduction program. The Littleton Area Senior Center received funding for a series of programs focusing on meditation, yoga, Reiki and acupuncture. Plymouth Regional Senior Center received funding for classes in yoga, resistance training and water exercise. For more information about the specific offerings, contact your local Senior Center.

RSVP and the Volunteer Center have received support from the Mascoma Savings Bank Foundation, Laconia Savings Bank and Upper Valley United Way's Emerging Needs Program to initiate a **money management program** that matches volunteers with older adults who need assistance with monthly bill paying. The program has been developed at the national level by the AARP Foundation, and sponsored in New Hampshire by the Bureau of Elderly and Adult Services. RSVP has trained its first group of volunteers and is now looking for clients who could use a helping hand with their money management. The toll free number for RSVP and the Volunteer Center is 1-877-711-7787.

Thank you to Dartmouth Hitchcock Medical Center for honoring GCSCC Executive Director Roberta Berner with a **2007 Community Health Leadership Award**. In addition to public recognition, DHMC granted \$1,000 in conjunction with the award. We are using the grant to help support volunteer mileage reimbursement for medical transportation—a growing need (and a growing expense) that the agency is addressing. DHMC has been a generous supporter of GCSCC's range of services and programs, particularly its elder care programs.

GCSCC also thanks Alice Peck Day Memorial Hospital, Speare Memorial Hospital, and Cottage Hospital for their ongoing and very generous support for GCSCC's transportation services in the community.

Challenge Grant for Nutrition Programs

The Feinstein Foundation of Rhode Island has again offered a challenge grant to nonprofit nutrition programs--such as our home delivered and congregate meal service. The Foundation contributes \$1 million as leverage and invites nonprofits across the U.S. to raise funds and food donations locally from March 1-April 30.

In 2007 GCSCC served more than 215,000 meals--thousands beyond those subsidized by state and federal sources. Only with private contributions can we meet the needs without placing anyone on a waiting list! In addition, GCSCC operates food pantries at several Senior Centers to help neighbors with emergency need for food.

If you would like to participate in this special challenge grant, please send your contribution in the envelope enclosed in this newsletter.

A New Way to Donate

GCSCC has become a partner of the nonprofit organization, "Just Give!" This national organization provides a way for community organizations to accept on-line donations safely and with ease for the donor. You can simply go to the GCSCC website (www.gcsc.org) and access the "Just Give!" logo to make an on-line donation via credit card to support elder services in our communities.

A Special Thank you to GCSCC's 2007-2008 Corporate Sponsors

**Keene Medical Products, Inc.
Armistead Caregiver Services
Mascoma Savings Bank
Family Pharmacy of Enfield
Timken Aerospace
Comfort Keepers
Quail Hollow
Central Supply
Home Partners
Ledyard National Bank**

Watch for our corporate sponsors' messages—on signs on our buses, on placemats in the Senior Center dining room, on the home delivered meals bags, and more!



GCSCC thanks all of its corporate and foundation supporters as well as many generous individual contributors who help to make our services possible



Avoid the Scams

Potential Scams Being Reported:

- Individuals falsely representing themselves as being from Medicare, the Social Security Administration or the American Medical Association;
- Consumers being asked to sell their prescription drugs or use their Medicare benefits to cover someone else's medications;
- Illegal kickbacks to pharmacies, doctor's or other health care providers.
- Prescription drug shorting—the pharmacy providing less pills than prescribed

Consumers need to know the facts:

- The Social Security Administration and Medicare are not going to call or visit people to enroll them in a prescription drug or other health plan;
- The American Medical Association does not make calls to consumers
- Medicare Prescription Drug Plans' (Medicare Part D) sales reps *are* allowed to call people with Medicare to talk about the drug plans they represent. However, they are not allowed to ask a person with Medicare for bank account, Medicare number, Social Security number or other personal information;
- Information on free and low-cost prescription drug programs is available **at no charge**. Consumers should ask their pharmacist, physician, local Area Agency on Aging or **ServiceLink** for this Information.

To avoid these and other scams:

- Hang up the phone immediately when someone calls with one of these offers.
- Never give personal information, such as Medicare, Social Security, bank account or credit card numbers to anyone who calls on the phone or comes to the door.
- Sign up for the National Do Not Call Registry at 1.888.382.1222 or www.donotcall.gov.
- Call 911 if you feel threatened.
- Report scams to your local police or sheriff's office.

Call your local Senior Medicare Patrol (SMP) ((ServiceLink 1-888-634-9412) to report possible fraud or scams. If you have a question or concern about any activity regarding Medicare, call 1-800-MEDICARE (1.800.633.4227).

If you believe personal information has been stolen or misused, call:

- ID Theft hotline at 1-877-438-4338

If you believe that an organization has violated Medicare marketing guidelines for the Prescription Drug Program, call: 1-877-7SAFERX (1-877-772-3379); **AND** your state insurance commissioner.

Contact your local **ServiceLink** for help or to report a complaint. **1-603-448-1558**