



# **Centered on Wellness**

**Annual Fall Conference**

**Wednesday, Thursday, and Friday  
October 15, 16, & 17, 2008**

**The Sea Crest Resort  
Falmouth, Massachusetts**

# **2008 MCOA Fall Conference At A Glance** **Sea Crest Resort & Conference Center**

## **Wednesday Activities**

8am – 5:00pm	Registration & Resolution Desk
8am – 10:00am	Continental Breakfast — Nauset Center
9:30 – 12:00pm	Intensives: Morning Session
12:00 – 1:00pm	Crossroads Luncheon — Oceanfront Dining Room
1:00 – 2:15pm	Plenary Session: Secretary Michael Festa — Ballroom 2
2:30 – 5:00pm	Intensives: Afternoon Session
5:00 – 7:00pm	Welcome to the Conference Social — Surf Lounge & Deck

## **Thursday Activities**

7:00 – 8:00am	Jan Marble Memorial Walk — meet in Hotel Lobby
8:00 – 5:00pm	Registration & Resolution Desk
8:00 – 5:00pm	Exhibitors Hall Open — Nauset Center
7:30 – 9:00am	Breakfast — Oceanfront Dining Room
9:00 – 10:15am	Workshop Session I
10:15 – 10:45am	Break: Nauset Center
10:45 – 12:00pm	Workshop Session II
12:00 – 1:00pm	Minuteman Luncheon — Oceanfront Dining Room
1:00 – 2:15pm	Plenary Session: Secretary JudyAnn Bigby — Ballroom 2
2:30 – 3:30pm	Workshop Session III
3:30 – 4:00pm	Break — Nauset Center
4:00 – 5:00pm	Workshop Session IV
5:00 – 7:00pm	Cocktail Reception — Bayside and Surf Lounge
5:15pm	MCOA Annual Meeting — Ballroom 1 Annual Report and Election of Officers
5:45pm	CEMACA Annual Meeting — Ballroom 1
7:00pm	MCOA Annual Dinner — Ballrooms 2 & 3

## **Friday Activities**

7:00 – 8:00am	Roz Clark Memorial Walk — meet in Hotel Lobby
8:00 – 12:30pm	Registration
7:30 – 9:00am	Breakfast — Oceanfront Dining Room
8:00 – 2:00pm	Non Profit Exhibitors Hall will be open — Nauset Center
9:00 – 9:50am	Workshop Session I
10:00 – 10:50am	Workshop Session II
11:00 – 11:50am	Workshop Session III
12:00 – 1:00pm	President's Luncheon — Oceanfront Dining Room
1:00 – 2:30pm	Workshop Session VI
2:30pm	Conference Adjournment until.....



October 15, 2008

**Dear Conference Participant:**

As FY08 began, we greeted the new appointments at Elder Affairs: Secretary Mike Festa, UnderSecretary Sandy Albright, Assistant Secretary Ruth Palumbo and Chief of Staff Sue Thomson at our fall conference in Sturbridge. As the year progressed this new team has traveled throughout our Commonwealth to introduce themselves and to assess the strengths of our network. They provided guidance as we moved to transform senior centers into wellness centers with evidence based programming; as we proposed property tax relief measures for older homeowners; as we implemented emergency preparedness plans in local settings; and as we developed and implemented mental health services for seniors. They joined MCOA in D.C. when we received the “State Association Award” from the National Institute of Senior Centers (NISC) a division of the National Council on Aging (NCOA). And they asked MCOA to join their team in Annapolis at the National Governor’s Association Conference on “Workforce Development and Civic Engagement” because they see our senior centers as vital focal points in encouraging older adults back into the workforce, or engaging them in other civic opportunities. Their mission is our mission.

As we gather for this year’s conference and annual meeting, headlines project that there will be ‘rollbacks’ to the increase that we received from the legislature for FY09. Though we finally achieved our goal of \$7/elder/YEAR and also received increased funding for the Incentive Grant program, circumstances beyond our control, both on Wall Street and in the Middle East, have turned our economy towards recession. This will impact the Commonwealth’s fiscal health and specifically funding for Elder Services. We expect midyear ‘9c’ cuts to be implemented shortly. But as we face these uncertain times, we should appreciate that the Executive Office of Elder Affairs fully understands the Council on Aging network and appreciates our role in the continuum of care for older adults of our Commonwealth.

Health and Human Service’s Secretary JudyAnn Bigby MD, Secretary Festa and the rest of EOEA’s leadership will be on-site to listen and provide insight as to what the future may hold. This will be my fourth recession during my 30 year tenure in elder services and I am confident that we can weather this downturn as long as we keep the lines of communication open and work together to get through this challenge.

Our theme for this year’s annual conference is “**Centered on Wellness**” and though the economic news may dampen our enthusiasm, it should not dampen our dedication to achieving this goal. Transforming our senior centers into wellness centers will not take a great deal of funding; in fact, this may be one goal that is actually achievable during hard times. Many of our centers already provide wellness programming and part of this process will be to repackage our existing services to fit a revitalized model. In addition EOEA and MA DPH want to add specific new programs that are evidence-based to our portfolios, and these can be run by trained volunteers. These proven and tested programs, if done according to the prescribed methodology, actually do provide significant health benefits for older adults and can redirect their lives onto a healthier aging path. Ultimately this transformation will attract new participants to our senior centers and better define our role to those in doubt of our mission. Throughout this three day event there are many opportunities to learn about these new programs and MCOA encourages everyone to check them out.

## Page 2 MCOA Welcome letter continued

In addition, many of our other goals are reflected by the workshop offerings like emergency planning, outreach to the under-served, assessing needs, developing mental health services, creating workforce opportunities, attracting new volunteers, building new senior centers and advocacy. Look for a variety of workshops addressing physical and mental health impairments of seniors and look for sessions that provide training on economic assistance such property tax relief, Food Stamps, SHINE, Medicare, and prevention of consumer fraud. We also have developed tracks for new Directors and refresher courses for the more experienced on records retention, ethics, political involvement, CORI checks, and state contracting. This three day event has something for everyone.

**Thank You's:** Each year this conference has grown, this year we offer over 80 workshops for you to choose. Our successes are due in large part to the generosity of our sponsors, and by several individuals who work diligently behind the scenes. First we owe a great deal of thanks to Secretary Mike Festa, UnderSecretary Sandy Albright, Assistant Secretary Ruth Palumbo and the rest of the team from the Executive Office of Elder Affairs. Their hard work provides us with guidance and support not only for this event, but all year long. I personally want to single out Emmett Schmarsow and Carole Malone for their tireless efforts on behalf of COAs throughout our Commonwealth. Other departments under the Executive Office of Health and Human Services have also participated fully in the planning of this event and our thanks go out to Jonathan O'Dell from the Commission on the Deaf and Hard of Hearing, and Ruth Grabel from the Massachusetts Department of Public Health. Members of MCOA should also note the generosity of our sponsors which helps offset the cost of this event. This year Blue Cross Blue Shield of Massachusetts, AARP Massachusetts, Tufts Health Plan Medicare Preferred and Miracle-Ear have returned and are joined by AARP MedicareComplete by SecureHorizons. In addition there will be over 70 other exhibitors and non-profit vendors in attendance. MCOA encourages everyone to linger and make connections in Nauset Exhibit Hall.

**More Thank You's:** And on the subject of gratitude, MCOA also needs to thank members of the Workshop Committee: Chairs MaryAnne Mortenson and Cindy Hickey, Carole Malone from Elder Affairs, Laura Arsenault, Pam Alberts, Joan Neisser, Ruth Gronemeyer, Kathy Mull, and Joanne Willens who reviewed all of the workshop submissions; Liz Smith and Ellen Ford, the co-chairs of the Local Arrangements Committee; Kim Manion and Jan Timmons for finding onsite volunteers; Jodi Ahern and Becky Moriarty for helping with vendors, and our conference chair Kathy Bowler for holding all this together. In addition I wish to recognize the extraordinary efforts and flexibility of our staff: Janiece Leach, Peter Kubaska, Natalie Skrzyaniarz, Bruce Callahan, Tom Gagnon, and Rita Vollinger. Inviting 700 of your closest friends over for three days can be a little ... As you pass these individuals in the hall at this event, give them a hug and say thanks for a job well done.

MCOA hopes you enjoy this extraordinary event. There will be a time to learn, to find resources and to make connections, but let us not forget that as a trade association we should not only be about advocacy and training but we should also be about support and friendship. Reach out to your peers to vent and to listen. Enjoy this three day conference: take in some workshops, relax with a walk on the beach, and connect with an old friend.

Enjoy!

David P. Stevens  
MCOA's Executive Director

# Conference Highlights You Should Know

**NISC Accreditation:** Groton and Rochester join Hingham, Needham, Danvers, Newton, Sudbury, Dennis and Chelsea here in Massachusetts in meeting the criteria necessary to be accredited by the National Institute of Senior Centers (NISC). 150 Senior Centers from around the country have been accredited, including 33 from New England. Groton and Rochester will be recognized at Thursday's Plenary.

**Staff Certification:** MCOA's Certification Committee is pleased to announce the following individuals have been certified as the class of 2008. The Awards ceremony will be at the post-luncheon Plenary Session on October 16, 2008 in the Sea Crest Ballroom II beginning at 1pm.

**COA Directors:** Ruth Anne Bleakney from the Milford COA and Deborah Jenkins from the Fairhaven COA

**Program Manager:** Kim McGovern and MaryAnn Socquet, both from Greenfield Senior Center

We thank the outside reviewers Mary Kelly, Ted Lange, Joan Wright, and Kristan Andrews for their assistance. They were VERY impressed with these portfolios.

**MCOA Awards:** MCOA will present the following awards to these deserving individuals and organizations.

<b>Director of the Year</b>	Mary C. Parcher	at Thursday Plenary
<b>Advocate of the Year</b>	Judy Tanner	at Wednesday Plenary
<b>Advocate of the Year</b>	Gerontology Institute of UMass Boston	at Wednesday Plenary
<b>Advocate of the Year</b>	MA Association of Older Americans	at Wednesday Plenary
<b>Advocate of the Year</b>	Wider Opportunities for Women	at Wednesday Plenary
<b>Innovator of the Year</b>	The Mystery Ride at the North Andover Senior Center	at Wednesday Plenary
<b>Innovator of the Year</b>	The Lifelong Learning Program at the Duxbury Senior Center	at Wednesday Plenary
<b>Innovator of the Year</b>	Safe and Secure at Home Program at the Franklin Senior Center	at Wednesday Plenary

**CE, CEU, CA, and CEC:** CEs for Social Workers, CEUs for RN/LPN, Certificates of Attendance (CA) for Activity Professionals and Certified Education Credits (CEC) for MCOA Certified Staff are available throughout this three day event. What has already been approved has been included in the Conference Booklet. **Check with the Resolution Desk** (near Registration Desk) for details and applications

**Annual Meetings:** The following annual meeting will be conducted to elect officers and receive reports

- MCOA on Thursday October 16<sup>th</sup> at 5:15pm in Ballroom 1
- CEMACA on Thursday October 16<sup>th</sup> at 5:45pm in the Ballroom 1

**Celebrations:**

- **Wednesday's Welcome to the Cape Social** will be entitled "**Surf and Sandals**" and will be held on the outside deck overlooking the ocean. Dress Appropriately! Entertainment will be provided by the "**All Worn Out Jug Band.**" A variety of hearty seafood and landlubber hors d'oeuvres will be available with a cash bar. This event will begin at 5pm on the deck overlooking the ocean (indoor Surf Lounge in case of rain and tickets still available at the Resolution Desk).
- **Thursday's reception sponsored by Senior Citizens Publishing** will begin at 5:15pm in the Bayside Room and Surf Lounge (available to all without tickets).
- **Thursday's Annual Meeting Dinner** theme will be "**Cape Cod Cabaret**" and will feature a variety of entertainment including the "Mary Jane Tappers," "Feelin' Good" – a championship barbershop quartet and the dance Band "The Relics." Dress will be casual and attendees will choose between prime rib, poached salmon and pasta primavera. A few tickets are still available-go to the Resolution Desk. This event will be in Ballroom II & III

**Memorial Walks:** On Thursday, Ed Pomfred from the Department of Public Health will lead a Memorial Walk named after Jan Marble of the Keep Moving Program. And on Friday Emmett Schmarsow for the Executive Office of Elders Affairs will lead the Roz Clark Memorial Walk to honor her contributions in East Longmeadow, the Massachusetts Senior Games and MCOA. Both walks begin at 7am and participants are asked to gather in the hotel lobby.

# MCOA Staff Certification Honor Roll

## Certified Senior Center Directors

<u>Director's Name</u>	<u>Council on Aging</u>
<b>Class of 2008</b>	
Ruth Anne Bleakney	Milford
Deborah Jenkins	Fairhaven
<b>Class of 2007</b>	
Rebecca C. Moriarty	Hampden
Sharon Anne Mercurio	Pepperell
Sharon M. Yager	Shrewsbury
<b>Class of 2006</b>	
Joanne Moore	Duxbury
Barbara A. Farnsworth	Hingham
Deborah Arsenault	Millis
Kristin Kiesel	Sudbury
Barbara A. Search	Sturbridge
<b>Class of 2005</b>	
Chester D. Sewell	Billerica
Susan P. Jacobs	Dalton
Martha A. Campbell	Groton
Barbara L. Reynolds	Tyngsborough
Patricia Carty-Larkin	Westwood
<b>Class of 2003</b>	
Karen Santucci	Lincoln
Sharon Lally	Needham
Joanne Collins	Woburn
<b>Class for 2002</b>	
Sandra Lapollo	Chicopee
Patricia Roberts	Marblehead
Susan Schwager	Marion
Laurie Nelson	Northborough
Linda Elworthy	Salem
Anita Sundelin	Upton
Barbara Coghlan	Walpole
M. Beth Kaltner	Ware
<b>Class of 2001</b>	
Richard Mundo	Agawam
John Jope	Arlington
Jemma Lambert	Barnstable
Leslee Breen	Beverly
Carolyn Brennan	Hampden
Sandra Kent	Hingham
Barbara Lawlor	Hull
Jeanne DeBruin	Lunenburg
Diane Bertolino	Rockport
Kelly Burke	Sterling
Ruth Gately	Waltham

## Certified Program Managers

<u>Program Manager's Name</u>	<u>Council on Aging</u>
<b>Class of 2008</b>	
Kim McGovern	Greenfield
MaryAnn Socquet	Greenfield
<b>Class of 2007</b>	
Christine (Tina) Gorman	Westfield
<b>Class of 2006</b>	
Jared Krok	Chicopee
James Leyden*	Chicopee
Susan Moore	Chicopee
Charmagne LaPrise	Millis
Marlene Troupes	Hopkinton
<b>Class of 2005</b>	
Gail A. Murley	Beverly
Deborah D. Thompson	Groton
Dorothy Blain-Hamel	Holyoke
Mary R. McLeod	Hopkinton
Karen Albright	Millville/Blackstone
<b>Class of 2003</b>	
Joan Pippin	Arlington
Carol Pallazolla	Beverly
Judith Mikkola	Chicopee
Hope Macary	Greenfield
Amy Wilson Kent	Hopkinton
Lynn Waterman	Mashpee
Laura DeMattia	Millville
<b>Class of 2002</b>	
Joan Linnehan	Agawam
Pat Becker	Andover
Sheila Field	Beverly
Teri Allen McDonough	Beverly
Lynne Barrett	Salem
Judy Tanner	Woburn

\* James Leyden is the first candidate to be awarded Certificates in two areas of program management.

**National Institute of Senior Center  
A Constituent Group of the National Council on Aging  
Accredited/Re-Accredited Senior Centers**

**Nationwide 150 Senior Centers have been Accredited  
The following is a list from New England**

**Class of 2008**

Groton Senior Center, Groton, MA  
Rochester Senior Center, Rochester, MA  
Rose City Senior Center, Norwich CT

**Class of 2007**

Enfield Senior Center Enfield, CT  
Glastonbury Senior Center Glastonbury, CT  
Hingham Department of Elder Services Hingham, MA

**Class of 2006**

Wallingford Senior Center Wallingford, CT

**Class of 2005**

Granby Senior Center Granby, CT  
Dennis Senior Center South Dennis, MA  
Chelsea Senior Center Chelsea, MA

**Class of 2004**

Groton Senior Center Groton, CT

**Class of 2003**

Newington Senior Center Newington, CT  
Sudbury Senior Center Sudbury, MA  
Bloomfield Senior Center Bloomfield, CT

**Class of 2002**

Coventry Senior Center Coventry, RI  
Westerly Senior Center Westerly, RI  
The Center-(South Kingston) Wakefield, RI \*2008  
Beechwood House (N. Kingstown) North Kingstown, RI  
East Providence Senior Center East Providence, RI \*2008  
Salvatore Mancini Center (N. Providence). North Providence, RI  
Cumberland Senior Center Cumberland, RI  
Cranston Department of Senior Services Cranston, RI \*2008  
Leon A. Mathieu Senior Center Pawtucket, RI \*2008  
Lincoln Senior Center Lincoln, RI  
Da Vinci Center (Providence) Providence, RI  
Barrington Senior Center Barrington, RI  
Littleton Senior Center, Littleton NH  
The Newton Senior Center Newtonville, MA \*2008

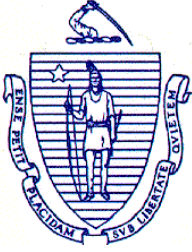
**Class of 2001**

Danvers Senior Center Danvers, MA \*2007  
Buttonwoods Senior Center Warwick, RI  
Pilgrim Senior Center, RI Warwick, RI  
West Warwick Senior Center West Warwick, RI

**Class of 1999**

\*Stephen Palmer Senior Center Needham, MA \*2004

\* (Re-Accredited year)



*The Commonwealth of Massachusetts*  
*Executive Office of Elder Affairs*  
*One Ashburton Place, Boston, MA 02108*

DEVAL L. PATRICK  
Governor

TIMOTHY P. MURRAY  
Lieutenant Governor

MICHAEL E. FESTA, ESQ.  
Secretary

SANDRA K. ALBRIGHT  
Undersecretary

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October 3, 2008

Dear Colleagues:

Welcome to the Massachusetts Association of Councils on Aging and Senior Center Directors' annual conference. This year's event, "Centered on Wellness," offers scores of workshops covering an exceptional variety of topics and opportunities for improving both personal and community wellness.

Wellness is a state of being. It is not one individual act or acts; rather it is an attitude and approach to maintaining a balance in living and community life. Councils on Aging constantly seek to provide opportunities for growth and wellness including physical, mental, emotional and spiritual aspects of life encouraging a richer, more sustainable environment for aging. This annual conference brings us together as we work to meet the needs of the population we serve. Our elder population is both growing and living longer: they deserve our very best effort. With the challenges of increasingly multigenerational seniors, we need to renew ourselves as we continue serving and supporting others. The coming year will require new initiatives and strategies for assisting Massachusetts seniors.

I wish to acknowledge and commend Council on Aging staff, boards and more than thirty thousand volunteers for maintaining their effort under increasingly challenging circumstances. Thanks to your dedication and support, more than 450,000 elders, caregivers and others continue to realize what successful aging has to offer. Your unique community-based character enables people to remain independent, at home, for as long as possible. There is no substitute for what you do.

I would also like to thank those who have worked diligently to make this conference such a positive and eagerly anticipated event. I would like to especially thank President John Jope and Executive Director David Stevens for another outstanding year of service. I look forward to continuing to work with you to help achieve our mutual goals of serving the Commonwealth's 1.1 million elders.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael E. Festa".

Michael E. Festa

# 2008 MCOA Fall Conference

## Wednesday Activities



- 8am – 5:00pm Registration & Resolution Desk**
- 8am – 10:00am MCOA Continental Breakfast**  
**Nauset Center**
- 9:30 – 12:00pm Intensives: Morning Session**
- 12:00 – 1:00pm Crossroads Luncheon**  
**Oceanfront Dining Room**  
**Sponsored by AARP Massachusetts**
- 1:00 – 2:15pm Plenary Session and Awards Ceremony**  
**Guest Speaker EOEA Secretary Michael Festa**  
**Ballrooms 1 and 2**
- MCOA Awards & Presentations**
- Innovators of the Year:**
- The Mystery Ride at the North Andover Council on Aging**
  - The Lifelong Learning Program at the Duxbury Council on Aging**
  - The Safe and Secure at Home Program of Franklin Council on Aging**
- Advocates of the Year:**
- Judy Tanner, Woburn Council on Aging**
  - Gerontology Institute, UMass Boston, Massachusetts Association of Older Americans and the Wider Opportunities for Women for their development and support of the Elder Economic Security Standard**
- 2:30 – 5:00pm Intensives: Afternoon Session**
- 5:00 – 7:00pm Welcome to the Conference Social**  
**“Surf and Sandals”**  
**(Surf Lounge and Deck)**

**Wednesday Morning Intensives**  
**Preregistration/Predesignation Required**  
**9:30 a.m. – 12:00 p.m.**

**New Director Training**

**Marshside**

We will cover the New Director's manual, focusing on how to get started, town government, COA boards and friends groups, working with your budget, the different grants available, reports, staffing, certification, policies and procedures, volunteers, legislators, confidentiality, advocacy and facility maintenance.

**Marge McDonald, Director, Burlington Council on Aging**

**Kathy Mull, Director, Carlisle Council on Aging**

**Suicide Prevention Training for Gatekeepers of Older Adults PART I**

**Highland**

**Parts I and II should be attended as parts of one integrated workshop.**

**5 NS CEU 5 SW CEU**

This training has been designed to provide education on suicide prevention for older adults for healthcare and non-healthcare workers. The training focuses on 'normal' aging, mental health and suicide, understanding suicide risk and ongoing support and care of older adults at risk. Training format includes a quiz, handouts, vignettes, role play and discussion.

**Mary Quinn, LICSW, Samaritans Training Coordinator**

**Deborah Helms, Samaritans Program Director**

**Evidence-Based Health Promotion Programs: PART I  
Tools to Promote Wellness in Senior Centers**

**Ballroom 2**

**2.5 NS CEU 2.5 SW CEU**

**Parts I and II of this workshop can be attended as separate presentations.**

So what is the buzz about evidence-based programs? We know the programs we provide work! Aging services providers are uniquely positioned to ensure that effective prevention programs are available to older people. Evidence-based health promotion programming translates tested program models or interventions into practical, effective community programs that can provide proven health benefits to participants. Learn the basics of implementing programs.

**Anita Albright, Director, Healthy Aging and Disability Unit, Massachusetts Department of Public Health**

**Holly Cande, Coordinator for Healthy Aging Programs, Elder Services of the Merrimack Valley**

**Sandra Lapollo, Executive Director, Chicopee Council on Aging and Senior Center**

**Ruth Palombo, Asst. Secretary, Office of Program Planning and Management, Mass EOEA**

**Jennifer Raymond, Administrative Director, Hebrew Senior Life**

**Emily Shea, Director of Elder Services, Action for Boston Community Development**

**Sandra Tocman, Senior Planning & Development Specialist, Massachusetts Executive Office of Elder Affairs**

**Introduction to the Conflict of Interest Law and  
Record Keeping Guidelines**

**Racepoint**

This presentation explains how to avoid potential conflicts which may arise between public officials' and employees' private interests and their public positions.

**David Giannotti, Chief of Communications and Public Education, State Ethics Commission**

We generate a lot of paper! Do we keep it forever? Can we simply throw it away? What do we need to document, anyway? Do clients have access to these files? Come learn the secrets of COA record-keeping!

**Terry French, State Archivist, Massachusetts State Archives**

**Wednesday Morning Intensives**  
**Preregistration/Predesignation Required**  
**9:30 a.m. – 12:00 p.m. (Continued)**

**Healthy Seniors–Healthy Brains: Improving the Way We Age**

**Nauset 5**

2.5 SW CEU

This session presents two approaches that COAs may utilize to promote wellness ‘from the neck up.’ Maintain Your Brain® workshop offers practical ways to promote brain health and control risk factors for dementia through diet, exercise, mental activity and social engagement. We will also share the successes and challenges of a multi-week pilot program, *Good Health, Better Life*, and provide a template so centers may adapt the program to the capacities and populations of their centers.

**Debra Katt-Lloyd, Manager, NE/Merrimack Valley Office, Alzheimer's Association MA/NH Chapter**  
**Nancy Nichols, Manager, Medical & Research Education, Alzheimer's Association MA/NH Chapter**

**Color Palettes for Senior Center Design**

**Nauset 2**

This workshop is intended to be of particular interest to Senior Center Directors who must get by on a limited budget for building improvement expenses. The workshop will explore the many aspects of color in our environment that can make the space "warm and inviting" or "cold and impersonal." It will show how to avoid the "institutional look" and how to make spaces that foster activity, energy and enthusiasm, all with a brush and a can of paint.

**William A. Sterling, AIA, LEED, President, Sterling Associates Inc.**

**Elaine Bello, Interiors Group, Sterling Associates Inc.**

**Jonathan Garland, Associate, Sterling Associates Inc.**

**Foreclosure / Property Tax Relief**

**Chatham**

MCOA has a long history of working in Coalitions and with the Legislature and the Administration to assist older adults maintain their home ownership. This two part workshop will explore two important facets of that goal that every elder advocate should know: Dealing with Foreclosure & What Property Tax Relief Programs exist to assist.

**Foreclosure:** Elders sometimes fall prey to predatory lending practices because of: lack of obtaining legal counsel when reviewing terms, desperation during turmoil of rising debts, and financial exploitation on the part of the elder's family member who wants to use the equity in the elder's home for their own purposes. This training will provide you with tools to bring back to your communities and organizations. Participants will: Learn how to assist elder homeowners who are in financial distress; Help elder homeowners avoid foreclosure; Gain knowledge to lay out options available for elders facing foreclosure; Get a description of foreclosure process and learn of the available resources.

**Property Tax Relief:** The Commonwealth has devised several programs that provide relief for seniors that face rising property taxes. The most obvious is the statewide circuit breaker program that if eligible will provide relief through the state income tax process. Several other programs have been devised that local communities can ‘opt in’ to, to provide relief. This portion of this workshop will review these programs and share community stories of how they work and how the challenges were met.

**Odette Williamson, Staff Attorney, National Consumer Law Center**

**Barbara Coghlan, Director, Walpole Council on Aging**

**Pat Carty-Larkin, Director, Westwood Council on Aging**

**Norma Simon Fitzgerald, Director, Sharon Council on Aging**

**Kathleen Colleary, Chief Bureau of Municipal Finance Law, Division of Local Services, Massachusetts Dept. of Revenue**

**Joseph J. McDermott, Taxpayer Advocate, Department of Revenue**

**Wednesday Morning Intensives**  
**Preregistration/Predesignation Required**  
**9:30 a.m. – 12:00 p.m. (Continued)**

**Assessing Need: Determining What is Needed and By Whom**

**Ballroom 1**

Three different communities have recently undergone extensive ‘surveys’ of seniors in their communities. Each has had a primary focus to reach out to the underserved populations and to begin to define the needs of the baby boomers. This panel presentation will explore these initiatives: Lowell has begun a comprehensive program to reach out to every individual age 60 and over thru “Senior Count” – a volunteer driven door to door campaign that delivers important information about services and programs directly to the older adult and then conducts a brief survey to assess future need; The city of Holyoke has just completed an extensive survey by mail of their community and will share the tool and the methodology that was used, and the results they found; Five years ago the city of Chicopee conducted an exhaustive survey of older adults and baby boomers. The Director will share what they learned and how they used the results to shape policy, program and priorities.

**Lynn Brown Zounes**, *Director, Lowell Council on Aging*

**Kathy Bowler**, *Director, Holyoke Council on Aging*

**Sandra Lapollo**, *Director, Chicopee Council on Aging*

**Understanding the World of the Dying and On-Going Loss:  
A Manager’s Survival Workshop**

**Bayside**

Once individuals receive a terminal prognosis, they embark upon an unexpected new journey. Their worldview is forever changed, an amazing journey into a previously unimaginable spiritual terrain is automatically set into motion, and discoveries into the meaning of life and the essence of the self, the other, and God emerge. What the dying learn about living at the end of life is their gift to us in the midst of life.

Working in a long-term care facility reaps the unexpected benefit of getting to know and care about the residents who live there. It also reaps the unexpected emotional toll of dealing with on-going loss and grief as residents die. This hour-long workshop will focus on how to create an emotional and spiritual environment internally and externally in the face of continuous loss.

The presenter is a thought-provoking, humorous, and dynamic speaker on issues concerning spiritual care at the end of life, the relationship between loss, grief and faith, issues of faith, spirituality and theology for the Christian world after the Holocaust. Her insights have emerged and evolved from her naturally introspective and reflective way of being in the world, and her deep desire to motivate people to seek a higher level of consciousness in their daily lives and in their relationships with others.

**Rev. Kathleen J. Rusnak, Ph.D.**, *has been the chaplain for two hospices in New Jersey, the Director of Spiritual Care at The Connecticut Hospice, the past of three Lutheran congregations in New Jersey, and the Director of the Holocaust Study Department at Nes Ammin, a Christian kibbutz in Western Galilee, Israel (1998-2000). She has published numerous articles and is currently writing a book entitled **Because You’ve Never Died Before: The World of the Dying***

Note: Workshops may be added, deleted or changed and/or  
The time line may be altered due to circumstances beyond our control.

**Wednesday Afternoon Intensives**  
**Preregistration/Predesignation Required**  
**2:30 p.m. – 5:00 p.m.**

**"Recruit, Retain, Reward" and  
"Office Volunteers – Who's In Charge?"**

**Marshside**

This workshop is recommended for newly hired volunteer coordinators and for those with up to three years experience. Successful practices for Recruiting, Retaining, and Recognizing Volunteers will be discussed. Coordinating Office Volunteers can be a challenge, and turning your office volunteers into professionals will be discussed. Participants will leave with new suggestions, ideas, practices and solutions.

**Emmett Schmarow**, *Program Manager for COAs & Senior Centers, Executive Office of Elder Affairs*  
**Pat Houde**, *Director, Bourne Council on Aging*  
**Judy Genge**, *Volunteer Assistant, Mashpee COA* / **Pat Ryan**, *Volunteer Coordinator, Sandwich COA*

**Suicide Prevention Training for Gatekeepers of Older Adults  
(Continued, PART II)**

**Highland**

5 NS CEU 5 SW CEU

**Parts I and II should be attended as parts of one integrated workshop.**

This training has been designed to provide education on suicide prevention for older adults for healthcare and non-healthcare workers. The training focuses on 'normal' aging, mental health and suicide, understanding suicide risk and ongoing support and care of older adults at risk. Training format includes a quiz, handouts, vignettes, role play and discussion.

**Mary Quinn, LICSW**, *Samaritans Training Coordinator*  
**Deborah Helms**, *Samaritans Program Director*

**Evidence-Based Health Promotion Programs: PART II  
Tools to Promote Wellness in Senior Centers**

**Ballroom 2**

2.5 NS CEU 2.5 SW CEU

**Parts I and II of this workshop can be attended as separate presentations.**

Three evidence-based programs will be introduced: **My Life, My Health** (Stanford Chronic Disease Self-Management Program); **Healthy Eating for Successful Living**; and **A Matter of Balance**.

**Anita Albright**, *Director, Healthy Aging and Disability Unit, Massachusetts Department of Public Health*

**Holly Cande**, *Coordinator for Healthy Aging Programs, Elder Services of the Merrimack Valley*

**Sandra Lapollo**, *Executive Director, Chicopee Council on Aging and Senior Center*

**Ruth Palombo**, *Asst. Secretary, Office of Program Planning and Management, Mass EOEA*

**Jennifer Raymond**, *Administrative Director, Hebrew Senior Life*

**Emily Shea**, *Director of Elder Services, Action for Boston Community Development*

**Sandra Tocman**, *Sr. Planning & Development Specialist, Massachusetts Executive Office of Elder Affairs*

**Wednesday Afternoon Intensives**  
**Preregistration/Predesignation Required**  
**2:30 p.m. – 5:00 p.m. (Continued)**

**CORI Training**

**Racepoint**

This training is for staff or agencies that are certified to request Criminal Offender Record Information (CORI) for non-criminal justice purposes. The training will provide information and help increase understanding of CORI, CORI Certification process, CORI Request Process, changes in the CORI Law and Regulations, review of a sample criminal record, and Web-based CORI application. This training is focused on providing information for presently CORI-certified agencies. However, anyone with an interest in learning about the rules and procedures involved in accessing Massachusetts criminal records may wish to attend.

**Lisa Cutulle**, *Supervisor, CORI Training and Compliance Unit*  
**Agapi Koulouris**, *Deputy General Council*

**3-D Depression Screening for Community-Based Elders**

**Nauset 5**

**2.5 SW CEU**

BayPath Elder Services, Inc. and Advocates, Inc. will describe their progress to date on a multi-year Massachusetts Department of Public Health funded project to train BayPath case managers and Council on Aging outreach workers to provide in-home depression screening for community-based elders, assess and treat depression, and prevent suicide.

**Stephen E. Corso**, *MSW, LICSW, Training and Quality Director*  
**Sarah Trongone**, *MSW, LICSW, Director of Emergency and Outpatient Services*

**Tales from Three Towns**

**Nauset 2**

Two of our Commonwealth's most experienced COA Directors have recently led successful campaigns to build new senior centers in their communities and one of these directors enjoyed the experience so much that she transferred to another community to take the lead to renovate their existing facility. New senior centers now exist in Northampton and Hampden, while East Longmeadow is at the midpoint of an extensive plan to renovate an old elementary school. This workshop will focus on the unique challenges each project presented and on the resources that were marshaled to address them. Both Directors will share what battles they felt were worth fighting for and which ones weren't. A large portion of the workshop will be dedicated to questions and answers on realistic time frames, town support, working with the architect, considerations for a "green building," etc. They will both also answer the question "If I had to do it over, what would I do differently?"

**Carolyn Brennan**, *Director, East Longmeadow Council on Aging and former Director, Hampden COA*  
**Patricia Shaughnessy**, *Director, Northampton Council on Aging*

**Wednesday Afternoon Intensives**  
**Preregistration/Predesignation Required**  
**2:30 p.m. – 5:00 p.m. (Continued)**

**Let's Talk Turkey About Advocacy:  
Having Your Advocacy Campaign Ready by Thanksgiving**

**Ballroom 1**

This will be an opportunity to work directly on an effective advocacy campaign for your senior center/community. Spend a couple of hours learning about and discussing models for advocacy work in senior centers/communities and at least an hour for planning a specific advocacy program/plan for your senior center/community. Learn about the basics for defining what advocacy means to you and to your seniors, honing your advocacy focus, identifying leaders, creating alliances, managing the politics and assuring success for your efforts. This workshop will be most beneficial to those who have a particular campaign in mind but there will be plenty of substance for those just beginning to think about something specific.

**Ann L. Hartstein, Executive Director, MA Association of Older Americans, Inc.**

**American Red Cross Community Disaster Education  
Presenters' Workshop**

**Chatham**  
**2.5 SW CEU**

This is a train-the-trainer workshop providing the skills and materials needed to deliver basic disaster preparedness presentations to the public. The presentation addresses how individuals who need additional assistance during emergencies may prepare themselves and their families for emergencies such as fire, winter storms, hazardous materials spills, hurricanes and more.

**Keith Stefanelli, Program Manager of External Relations, American Red Cross of Massachusetts Bay**  
**Megan Dickman, Community Outreach Coordinator, American Red Cross of Massachusetts Bay**

**Conflict Resolution and Negotiation:  
The Psychology of Persuasion**

**Ballroom 3**  
**2.5 SW CEU**

This program will help participants to develop effective responses to conflict situations and understand and deal with difficult people. We will focus on how to address conflict behaviors in a constructive and productive manner, the different approaches to handling conflict, and how good negotiating skills can bring conflict to resolution.

**Stephanie E. Carter, Esq., Managed Care Ombudsman, Massachusetts Office of Patient Protection**

Note: Workshops may be added, deleted or changed and/or  
The time line may be altered due to circumstances beyond our control.

# 2008 MCOA Fall Conference

## Thursday Activities

- 7:00 – 8:00am**    **Jan Marble Memorial Walk**  
Led by Ed Pomfred, The Keep Moving Program,  
MA Dept of Public Health, Office on Health & Disability  
Meet by Hotel Lobby
- 8:00 – 5:00pm**    **Registration & Resolution Desk**
- 8:00 – 5:00pm**    **Exhibitor's Hall open — Nauset Center**
- 7:30 – 9:00am**    **Breakfast — Oceanfront Dining Room**  
Sponsored by Miracle-Ear
- 9:00 – 10:15am**    **Workshop Session I**
- 10:15 – 10:45am**    **Break — Nauset Center**
- 10:45 – 12:00pm**    **Workshop Session II**
- 12:00 – 1:00pm**    **Minuteman Luncheon — Oceanfront Dining Room**  
Sponsored by Blue Cross Blue Shield of Massachusetts
- 1:00 – 2:15pm**    **Plenary Session — Ballrooms 1 and 2**

**Guest Speaker: Secretary JudyAnn Bigby, MD**

**Guest Speaker: Stephen D. Coan, MA State Fire Marshall, Stow MA**

### **MCOA Award Presentations:**

**Director of the Year — Mary Parcher, Framingham COA**

**Lifetime Achievement Award — James J. Callahan Jr., former EOEA Secretary**

### **Staff Certifications:**

**COA Directors**

**Ann Bleakney, Milford COA**

**Deborah Jenkins, Fairhaven COA**

**Program Managers**

**Kim McGovern, Greenfield COA**

**Mary Ann Soquet, Greenfield COA**

### **NISC Accreditations:**

**Groton Senior Center, Rochester Senior Center**

### **NISC Re-Accreditations:**

**Danvers Senior Center, Newton Senior Center**

- 2:30 – 3:30pm**    **Workshop Session III**
- 3:30 – 4:00pm**    **Break: Nauset Center**
- 4:00 – 5:00pm**    **Workshop Session IV**
- 5:00 – 7:00pm**    **Cocktail Reception — Surf Lounge and Bayside**  
Sponsored by Senior Citizen Publishing
- 5:15pm**    **MCOA Annual Meeting (Ballroom 1)**  
**Annual Report and Election of Officers**  
**Acceptance of Goals and Objectives**  
**Review of Recorded Achievements**
- 5:45pm**    **CEMACA Annual Meeting**
- 7:00pm**    **MCOA Annual Dinner Dance “Cape Cod Cabaret”**  
**Ballrooms 2 & 3**

**Thursday, October 16, 2008**  
**Session I 9:00 a.m. – 10:15 a.m.**

**The Changing Face of Long-Term Care**

**Chatham**

1 SW CEU

The long-term care system has changed dramatically over the past decade. The continuum has expanded and people have far more options. This seminar will look at the system as presently constituted and predict future models of care. The dynamic, mutually dependent relationship between home and community-based care and facility-based care will receive special focus.

**W. Scott Plumb, Senior Vice President, Massachusetts Extended Care Federation**

**Introduce Wellness With: "Keep Moving," Senior Games and A HealthyMe.com**

**Bayside**

In keeping with the theme for this year's conference "Transforming Senior Centers into Wellness Centers, BCBSMA along with representatives from the Senior Games and "Keep Moving" programs, will give an overview of their programs, introduce the wellness resources of the ahealthyme.com website, suggest ways to motivate your members and show how to introduce and use these programs at your Senior Center.

**Nancy McCarthy, Blue Cross Blue Shield of Massachusetts**

**Edward Pomfred, Keep Moving Program Director Carl Fetterol, Senior Games Program Director**

**Residential Housing Options for Consumers**

**Nauset 5**

This presentation will give an overview of residential options for elders and the disabled. It will include a discussion on assisted living, supportive housing, congregate housing, continuing care retirement communities, adult foster care, group adult foster care, caring homes, residential care facilities (rest homes), naturally occurring retirement communities, independent apartments, specialized housing for people with mental illness, mental retardation, and HIV/AIDS, homeless shelters, the Home Modification Loan Program, and the Mass Access Registry.

**Maggie Dionne, Housing Programs Coordinator, Massachusetts Rehabilitation Commission**

**Living with Alzheimer's Disease:  
A Study of Adult Day Health Services in Massachusetts**

**Nauset 2**

1 NS CEU 1 SW CEU

Adult day health is a key service for maintaining persons with dementia in the community, yet prior studies note a lack of sufficient providers across the nation, including Massachusetts. A 2008 electronic survey of 93 Massachusetts providers and 8 on-site interviews revealed insights that should be helpful for advocacy purposes and for directing future research and practice. The community partners were the Alzheimer's Association, MA/NH chapter and the Massachusetts Adult Day Services Association.

**Nina M. Silverstein, PhD, Professor of Gerontology, UMass Boston**

**Cathy Wong, MS, Graduate Assistant, UMass Boston**

**Suzanne Gnospelius, Deborah Gromack, Donna Pohotsky, Kathleen Tudisca, Students, UMass Boston**

**Thursday, October 16, 2008**  
**Session I 9:00 a.m. – 10:15 a.m. (Continued)**

**Accessibility and Inclusion in EM (Continued, PART II)**

**Marshside**

**Parts I and II should be attended as parts of one integrated workshop.**

**3 SW CEU**

This seminar addresses how individuals requiring additional assistance should be included in the design, development and delivery of emergency services and products and how those services and products should be accessible. Topics include sheltering, evacuation, self-registry, training, personal preparedness. This is a collaborative effort between the Massachusetts Office on Disability (MOD) and the Massachusetts Emergency Management Agency (MEMA).

**Myra Berloff**, *Director, Massachusetts Office on Disability*

**Louise Arnold**, *Accessibility and Inclusion Planner, Massachusetts Emergency Management Agency*

**MCOA Certification**

**Ballroom 2**

This workshop covers all of the information and instructions COA staff will need for the certification process. You will learn the requirements for the certification levels and how to develop your portfolio. This workshop, which meets the requirement for applicants to attend a mandatory training session on certification, will be presented by members of the MCOA Certification Committee.

**Pat Roberts**, *Marblehead COA Director, Certification Chair*

**Sandra Lapollo**, *Chicopee COA Director*

**Joanne Moore**, *Duxbury COA Director, Certification Cttee*

**Sharon Lally**, *Rochester COA Director*

**Consumer Fraud Awareness: How Not to Get Scammed!**

**Highland**

This presentation is a primer on how scammers and fraudsters try to beat you out of your money. The talk is geared for caregivers and seniors. The latest frauds are all covered with how to fight back and who to complain to. It is a game plan for being a better and smarter consumer.

**Dan Bonda**, *U.S. Postal Inspector, Boston Division, U.S. Postal Inspection Service, Mail Fraud Specialist*

**Gisele A. Keaney**, *General Fraud Analyst*

**The Keys to Successfully Providing Around-the-Clock Care to Community-Based Clients**

**Ballroom 1**

**1 Soc Wk CEU**

As policymakers work to shift elders from institutional based settings back into the community, the organizations responsible for providing direct services to these clients are grappling with how to successfully care for nursing home eligible clients in their own homes. This workshop will outline ways in which the elder care network can work together to provide quality, around-the-clock care to clients in community-based settings.

**Wendy Drastal, RN, MBA**, *Vice President, Home Care Inc., 360 Merrimack Street, Lawrence MA 01843*

**Liz Osbahr, RN**, *Executive Director, Classic Home Care, 38 Phillips Road, Nahant MA 01908*

## **You Know I Can't Hear You When the Water's Running...**

**Racepoint**

1 NS CEU 1 SW CEU

One of the most frustrating aspects of hearing loss for elderly people and those who need to communicate with them is the apparent inconsistency of its affects. In some situations the person appears to hear and in other situations he/she does not. The interaction of hearing loss and different listening environments will be reviewed, along with suggestions for how to improve communication. In addition, the psychological/ social aspects of hearing loss will be addressed including the impact on relationships as well as how seniors can access hearing loss resources in their community.

**Ellen M. O'Neil, Sc.D., CCC-A**, *Associate Director of Audiology, Mass Eye & Ear Infirmary*

**Thursday, October 16, 2008**  
**Session II 10:45 a.m. – 12:00 p.m.**

## **Going Digital: Major Changes to Television Services Effective 2009**

**Chatham**

At midnight on February 17, 2009, full power broadcast stations will be required to stop broadcasting in analog format. Digital TV will replace the analog system. Come and learn how this change will improve the quality of your TV picture, who will be affected, and what you need to do to prepare. Join Sharon E. Gillett, Commissioner of the Department of Telecommunications and Cable, Michael Mattern from the Federal Communications Commission, and Carole Malone, Director of Community Programs from the Executive Office of Elder Affairs and learn how you can reach out to the elders and individuals with disabilities about the analog to digital transition.

**Sharon E. Gillett**, *Commissioner of the Department of Telecommunications and Cable*

**Michael Mattern**, *Federal Communications Commission*

**Carole Malone**, *Director of Community Programs, Executive Office of Elder Affairs*

## **Mild Cognitive Impairment: Understanding the Syndrome and Supporting Optimal Memory and Behavior**

**Bayside**

1 NS CEU 1 SW CEU

Mild Cognitive Impairment (MCI) is the name given to a disturbance of mental functions that affects cognition and behavior. The presence of MCI indicates an increased risk for the subsequent development of dementia. The earliest cognitive changes, affecting memory and executive functions, exceed the effects of normal aging but are less severe than actual dementia. Among a group of people who meet the definition for MCI, as many as one in 6 of them will develop diagnosable dementia in the subsequent year. The concept of MCI, therefore, is attracting increasing interest because 1) early recognition of affected individuals may pave the way for more effective treatment approaches, and 2) studies of MCI may help us understand the causes and mechanisms of dementia more fully. MCI-affected individuals experience not only significant impairment in cognitive functioning, but also difficulties in performing the activities of daily living and in carrying out social and occupational roles. In addition, new research has revealed that MCI is often accompanied by distressing behavioral symptoms such as depression, apathy, or irritability. Thorough evaluation may identify treatable medical factors, resulting in clinical improvement for some patients. This workshop will update attendees on recent research findings in MCI and their implications for clinical practice, including observations from neuroimaging studies, recommendations and findings regarding neuropsychological assessment, the latest opinions regarding preventative lifestyle alterations, and guidelines for behavioral and medication treatment.

**James M. Ellison, MD, MPH**, *Clinical Director, Geriatric Psychiatry Program, McLean Hospital, Belmont MA*

**Thursday, October 16, 2008**  
**Session II 10:45 a.m. – 12:00 p.m. (Continued)**

**Power of the Press... The Good, The Bad & the Ugly**

**Nauset 5**

The workshop will include tips and strategies in communicating and working in collaboration with your local newspapers and print media. We will discuss how to develop a relationship with newspaper reporters and correspondents (free-lance writers) that will enable COA staff to effectively promote their programs and activities as well as major projects. We will also address how to avoid some of the pitfalls and how to correct information that might circulate within the community. Discussion will also include journalistic styles and format. Participants will have an opportunity to discuss some of their own experiences and review examples of the good, the bad and the ugly articles.

**Colleen Ranshaw-Fiorello**, *Director, Georgetown Council on Aging*  
**Laura Dillingham-Mailman**, *Director, Merrimac Council on Aging*

**Developing Partnerships to Better Serve Older Refugees and Immigrants**

**Highland**

Carol Chandler-Rourke, Director of the Community Building Unit, will give an overview of the Program to Enhance Elder Refugee Services (PEERS), which has the primary objective of strengthening relationships between elder services and refugee organizations in order to link refugees to mainstream elder services in their communities. Carol will discuss the PEERS model of collaboration and provide context for replicating this model for refugee and immigrant communities in other areas of the state. Maureen Burke, an ORI Program Coordinator, will discuss services provided under PEERS, and representatives from local refugee/elder service partnerships will discuss the needs of older refugees, barriers to their participation in mainstream elder services and successes in developing programs for older refugees.

**Carol Chandler-Rourke**, *Director of the Community Building Unit, Office of Refugees & Immigrants*  
**Maureen Burke**, *Program Coordinator, Community Building Unit, Office of Refugees & Immigrants*  
**Yves Rose Chrispin**, *Haitian American Public Health Initiative*  
**Karen Sheridan**, *Asian Center of the Merrimack Valley, Inc.*  
**Nikki Toeur**, *Asian Center of the Merrimack Valley, Inc.*  
**Abdul Yusuf**, *Refugee and Immigrant Assistance Center*  
**Melizza Gonzalez**, *Office of Refugees & Immigrants*

**The Evolving Vision Rehab Model and How It Can Enhance Independence and a Sense of Well-Being in the Elderly**

**Racepoint**

1 NS CEU 1 SW CEU

Vision loss in the U.S. increases by 10% each decade after the age of 50. The ophthalmic community as well as the health care community in general now sees this as a critical issue. Health care providers ranging from general practitioners to eye care professionals are seeking ways for their patients to seek and receive vision rehabilitation. Mass. Eye and Ear's Model will be presented, which includes Reading Rehabilitation, Activities of Daily Living, Safety, Participation, and Well-Being factors. In addition, the psychological/social aspects of vision loss will be addressed, including the impact on relationships as well as how seniors can access vision loss resources in their community.

**Lynn Bushee, LCSW, MS**, *Manager, Vision Rehab Center, Mass Eye & Ear Infirmary*  
**Patricia C. Carleton, LICSW**, *Outpatient Social Worker, Mass Eye & Ear Infirmary*

**Thursday, October 16, 2008**  
**Session II 10:45 a.m. – 12:00 p.m. (Continued)**

**Accessibility and Inclusion in EM (Continued, PART II)**

**Marshside**

**Parts I and II should be attended as parts of one integrated workshop.**

**3 SW CEU**

This seminar addresses how individuals requiring additional assistance should be included in the design, development and delivery of emergency services and products and how those services and products should be accessible. Topics include sheltering, evacuation, self-registry, training, personal preparedness. This is a collaborative effort between the Massachusetts Office on Disability (MOD) and the Massachusetts Emergency Management Agency (MEMA).

**Myra Berloff**, *Director, Massachusetts Office on Disability*

**Louise Arnold**, *Accessibility and Inclusion Planner, Massachusetts Emergency Management Agency*

***It Is a 20-Mile Drive to Get a Shower Curtain. Older Adults Share Their Perceptions of Livability through Focus Groups in 3 Massachusetts Communities***

**Nauset 2**

**1 SW CEU**

Elder "livability" refers to features in a community that hinder or support aging in place such as the availability of health and social services, transportation options, and affordable housing. In 2008, gerontology students explored livability through focus groups in Brookline, Gloucester, and Roxbury with the cooperation of the respective Councils on Aging and tenants' organizations. The positive features and challenges raised in each community provide a useful blueprint for promoting senior-friendly environments.

**Nina M. Silverstein, PhD**, *Professor of Gerontology, UMass Boston*

**Judith Griffin, MA, MS**, *Graduate Assistant, UMass Boston*

**Marise Belony, Mary Davis, Grace MacKinnon, Martha Schieve**, *Students, UMass Boston*

**VA Care-How, When and Where? Practical Pointers on Gaining Access to the Biggest and Best Healthcare Provider in the Nation**

**Ballroom 1**

**1 SW CEU**

The VA offers a wide range of inpatient and outpatient services to veterans, most of which the public has no idea exist or how to access. This workshop will walk the participant through application for benefits to increasing of monetary awards to qualifying for little-known pensions for the veteran and/or his widow/er. Programs are expanding beyond traditional hospital boundaries into communities across the nation to include telemedicine and telehealth, community-based outpatient clinics and Home Based Primary Care. Come and learn the intricacies of the VA.

**James T. Daniel, RN**, *Program Director for Home and Community Services*

**William Davis, LICSW / Andrew Leonard, LICSW / Maureen Galgay, RN**

**Virginia Wellwood, RN / Deborah Bimbo, RN / Brian Zuzelo, Psy.D.**

**Age Smart - How to Age Well, Stay Fit and Be Happy**

**Ballroom 2**

**1 NS CEU 1 SW CEU**

Why grow old? Learn to control the aging process -- physically, mentally, emotionally, behaviorally. Mental fitness drives proactive aging. Just as you exercise to keep physically fit, exercise your brain's muscles to keep mentally fit. It's never too late to start nor too soon to begin. Be Smart – Age Smart.

**Harriet Vines, Ph.D.**, *Author, President of Age Smart Associates*

**Thursday, October 16, 2008**  
**Session III 2:30 p.m. – 3:30 p.m.**

**The Poison Control Center – It's Not What You Think:  
A New Resource for Seniors**

**Nauset 5**

1 NS CEU 1 SW CEU

Consider these startling facts: 1.) 40% of American adults over age 65 take 5 or more different medications per week, and 2.) an increase in the number of medications used per week leads to an increased risk of medication misuse and abuse. The Poison Control Center is already receiving an increasing number of calls from older adults about medication misuse or “poisonings” (many of which involve very serious cases), but it is more typically regarded as a child-oriented service. Senior centers should be aware of and make use of this free 24 hour life-saving resource. Presenters will discuss how best to use the Center and other appropriate resources.

**Colleen Longfellow, MPH**, *Education Coordinator, Regional Center for Poison Control and Prevention  
Serving Massachusetts and Rhode Island*

**Ruth Grabel, MPA**, *Program Specialist/Coordinator, Massachusetts Geriatric Substance Abuse Task  
Force, Office of Healthy Aging, Massachusetts Department of Public Health*

**How to Program for the Overall Health of a Multi-  
Generational Population — PART I**

**Ballroom 1**

**Parts I and II should be attended as parts of one integrated workshop.**

The Council on Aging acts as a gateway to information, services and programming that supports and enables a multigenerational group to maintain health, independence, optimal level of functioning. Offerings promoted are designed to help maximize quality of life based on individual interests and needs, while encouraging this large community resource known as "older adults" to contribute time, talent and energy to strengthening their community. A majority of Americans want to remain in their community throughout the continuum of aging. With the burgeoning population this presents increasing challenges. How do we decide which programs to offer, find the venue and format for delivery, and determine how to promote and attract participation?

**Jamie Brenner Gutner**, *Executive Director, Needham Council on Aging*

**Sherry Jackson**, *Associate Director, Needham Council on Aging*

**Exploring the Personal Care Attendant (PCA) Program**

**Chatham**

1 SW CEU

The PCA Program is a MassHealth program that allows eligible recipients control over hiring and scheduling their personal care workers. The Program is an integral component to keeping many elders with chronic or permanent disabilities in their own homes. Its other role, however, is to provide paid employment opportunities to seniors looking to continue working on a flexible schedule. This presentation will explain the eligibility criteria and process for both becoming a PCA Consumer and a PCA worker.

**Deborah Arsenault, OTR/L**, *Coordinator of Consumer Choice Programs, BayPath Elder Services, Inc.*

**Thursday, October 16, 2008**  
**Session III 2:30 p.m. – 3:30 p.m.**

**Designing a Community Center for the Coming Boomers  
PART I**

**Ballroom 2**

**Parts I and II should be attended as parts of one integrated workshop.**

How does a community create or renovate a community adult center? We will explore: 1. Demographics, 2. Infrastructure of support, 3. Picking the Committee, 4. Choosing an architect, 5. LEED - leadership in energy and environmental design (sustainable design), 6. Understanding the 'pitfalls' that can beset the process, 7. Public relations, 8. Establishing a program (what's new in senior center programming), 9. Performing a feasibility study, 10. Site selection, 11. Funding sources and fundraising techniques, 12. Process of final design and construction, 13. Important design details every adult center should have and what every center should attempt to avoid including, 14. New trends in programs to meet the needs of the Boomers, 15. What other communities have done - a survey of new adult centers in New England and elsewhere.

**John Catlin**, *American Institute of Architects, NCOA, NISC*

**Heidi Sokol**, *American Institute of Architects, NCOA, NISC*

**Assistive Technology: How it leads to independence**

**Nauset 2**

This presentation is about explaining assistive technology that is available and how it can enable seniors and people with disabilities to live independently in their own homes.

**Brian Ladley**, *Deaf and Hard of Hearing Program Director, Cape Organization for Rights of the Disabled (CORD)*

**Alzheimer's Disease: Providing Meaningful Guidance to Caregivers**

**Highland**

1 SW CEU

This program is designed to provide COA participants with information and tools to assist the community caregiver managing dementia. The staging system for Alzheimer's disease progression provides a useful frame of reference for not only understanding the disease, but also for aiding in caregiver counseling. Supporting caregivers will be accomplished through COA participants acquiring the necessary disease knowledge and resource identification to create a meaningful care plan.

**Suzanne Faith RN, BSPsych**, *Director, Client Services at Alzheimer's Services of Cape Cod & the Islands*  
**Bobbie Jordan, MSW Candidate**, *Social Work, Boston University, and Manager of Client Services at Alzheimer's Services of Cape Cod & the Islands*

**Thursday, October 16, 2008**  
**Session III 2:30 p.m. – 3:30 p.m.**

**Advance Directives and Beyond: An Exploration  
of the Legal and Psychosocial Process PART I**

**Marshside**  
2.5 SW CEU

**Parts I and II should be attended as parts of one integrated workshop.**

An advance directive is a legal document that allows a person to convey his or her decisions about end-of-life care ahead of time. Individuals must consider not only the legalities, but the psychosocial aspects as well. In this workshop, participants will go beyond the legal basics and also explore those beliefs, preferences, and values that matter most to an individual regarding health, independence, pain, illness, dying, and death.

**Tina Gorman**, *Program Director, Westfield Council on Aging*  
**Mary Paier Powers**, *Attorney at Law, West Springfield MA*

**Medicare Updates and Issues for Consumers and Advocates**

**Racepoint**

1 SW CEU

This workshop is intended to make participants aware of current Medicare updates and issues. Building from an overview of basic Medicare coverage, focus will be on current areas of concern. Format will allow time for not only a formal presentation, but also for questions and answers and discussion.

**Diane F. Paulson**, *Senior Attorney, Medicare Advocacy Project, Greater Boston Legal Services*

**Transportation: Bringing Regional Transport into the  
Conversation**

**Bayside**

This workshop will discuss issues relating to long distance medical transportation using a consortium model of Councils on Aging and other providers. Panelists will include the Secretary of Elder Affairs, COA directors who have been actively involved in creating such systems and a representative from MA Health and Human Services familiar with transportation issues relating to human services.

**Secretary Michael Festa**, *Commonwealth of Massachusetts, Executive Office of Elder Affairs*  
**Liz Smith**, *Director, Orleans Council on Aging*  
**Lina Arena-DeRosa**, *Director, Holliston Council on Aging*  
**Andy Dodge**, *Executive Office of Health and Human Services*

Note: Workshops may be added, deleted or changed and/or  
The time line may be altered due to circumstances beyond our control.

**Thursday, October 16, 2008**  
**Session IV 4:00 p.m. – 5:00 p.m.**

**Traveling Well with Collette Vacations**

**Nauset 5**

Our presentation would focus on offering Travel as part of promoting Wellness through COAs. The benefits of offering tours with Collette are many, but the wellness focus would emphasize the social and cultural benefits of offering trips and travel to members of a COA. Also, the physical wellness of travel, through walking experiences and outdoor activities. Finally, the opportunity to raise funds through traveling.

**Michael Comeau**, *Regional Sales Manager, Collette Vacations*

**How to Program for the Overall Health of a Multi-Generational Population (Continued, PART II)**

**Ballroom 1**

**Parts I and II should be attended as parts of one integrated workshop.**

The Council on Aging acts as a gateway to information, services and programming that supports and enables a multigenerational group to maintain health, independence, optimal level of functioning. Offerings promoted are designed to help maximize quality of life based on individual interests and needs, while encouraging this large community resource known as "older adults" to contribute time, talent and energy to strengthening their community. A majority of Americans want to remain in their community throughout the continuum of aging. With the burgeoning population this presents increasing challenges. How do we decide which programs to offer, find the venue and format for delivery, and determine how to promote and attract participation?

**Jamie Brenner Gutner**, *Executive Director, Needham Council on Aging*

**Sherry Jackson**, *Associate Director, Needham Council on Aging*

**HELP Has Arrived: Preventing Cognitive and Physical Decline Among Hospitalized Elders**

**Chatham**

**1 NS CEU 1 SW CEU**

The Hospital Elder Life Program (HELP), developed by Dr. Sharon Inouye and her colleagues at Yale University School of Medicine, is designed to prevent cognitive and physical decline in older, hospitalized patients. Caritas Norwood Hospital uses this innovative volunteer model to provide personalized interventions for the management of risk factors for delirium and functional decline. This presentation discusses dementia vs. delirium, risk factors for developing delirium, the targeted interventions used by HELP volunteers, and the impressive data that demonstrate the success of the Hospital Elder Life Program.

**Patricia Gavin**, *Elder Life Specialist, Caritas Norwood Hospital, Norwood MA*

**Dorothy Roberts, RN, BSN**, *Nurse Manager, Caritas Norwood Hospital, Norwood MA*

**Program volunteer TBA**

**Thursday, October 16, 2008**  
**Session IV 4:00 p.m. – 5:00 p.m. (Continued)**

**Designing a Community Center for the Coming Boomers  
(Continued, PART II)**

**Ballroom 2**

**Parts I and II should be attended as parts of one integrated workshop.**

How does a community create or renovate a community adult center? We will explore: 1. Demographics, 2. Infrastructure of support, 3. Picking the Committee, 4. Choosing an architect, 5. LEED - leadership in energy and environmental design (sustainable design), 6. Understanding the 'pitfalls' that can beset the process, 7. Public relations, 8. Establishing a program (what's new in senior center programming), 9. Performing a feasibility study, 10. Site selection, 11. Funding sources and fundraising techniques, 12. Process of final design and construction, 13. Important design details every adult center should have and what every center should attempt to avoid including, 14. New trends in programs to meet the needs of the Boomers, 15. What other communities have done - a survey of new adult centers in New England and elsewhere.

**John Catlin**, *American Institute of Architects, NCOA, NISC*

**Heidi Sokol**, *American Institute of Architects, NCOA, NISC*

**Wounded Warriors - Their Last Battle:  
Meeting Needs of Veterans at the End of Life**

**Nauset 2**

I grew up during the Viet Nam war and, a little younger than the boys praying for large draft numbers, largely ignored it. I was honored by a stipended Social Work internship at the Syracuse VA Medical Center. My world was opened as with dynamite. World wars and their attendant physical and emotional and spiritual casualties are a fact. Healing is also possible, and necessary for all of us.

**Rebekah Clark, LICSW**, *Hospice Services of Massachusetts*

**NISC Accreditation**

**Highland**

Participants will learn the process for achieving national senior center accreditation and its benefits, and how to understand the cost of accreditation. You will view samples of completed accreditation portfolios and hear shared experiences from those who have gone through the process.

**Sharon Lally**, *Former NISC Delegate-at-Large, National Accreditation Board; Dir., Rochester Council on Aging*

**Jayne Colino**, *MA NISC Delegate, Director, Newton Department of Elder Affairs*

**Thursday, October 16, 2008**  
**Session IV 4:00 p.m. – 5:00 p.m. (Continued)**

**Advance Directives and Beyond: (Continued, PART II)**

**Marshside**

2.5 SW CEU

**Parts I and II should be attended as parts of one integrated workshop.**

An advance directive is a legal document that allows a person to convey his or her decisions about end-of-life care ahead of time. Individuals must consider not only the legalities, but the psychosocial aspects as well. In this workshop, participants will go beyond the legal basics and also explore those beliefs, preferences, and values that matter most to an individual regarding health, independence, pain, illness, dying, and death.

**Tina Gorman**, *Program Director, Westfield Council on Aging*

**Mary Paier Powers**, *Attorney at Law, West Springfield MA*

**The Traveling Medicine Show:  
Bringing the Pharmacist to Your Senior Wellness Center**

**Racepoint**

1 NS CEU 1 SW CEU

Within the context of case studies, this session will discuss the importance of including pharmacist-run medication therapy management services as an integral part of the transformation of senior centers into wellness centers. The presentation will review the unique issues related to medication use in the aging population, specific medication-related effects to watch for, and how medication therapy management sessions emphasize communication and empower the participants to become more active leaders of their health care team. The session will highlight the components of a medication review, including education of disease, awareness of medication effects, and emphasis on medication adherence with the goal of attaining positive health outcomes.

**Mary Sullivan, Pharm D**, *Director, MassMedLine, Massachusetts College of Pharmacy & Health Sciences*

Note: Workshops may be added, deleted or changed and/or  
The time line may be altered due to circumstances beyond our control.

# 2008 MCOA Fall Conference

## Friday Activities

**7:00 am**                      **Roz Clark Memorial Walk**  
Led by Emmett Schmarsow, EOE  
Program Manager for COAs and Senior Centers  
Meet by Hotel Lobby

**8:00 –2:00pm**                **Nauset Exhibitor's Hall open**  
Non Profit Day

**8:00 –12:30pm**              **Registration & Resolution Desk**

**7:30 –9:00am**                **Breakfast — Oceanfront Dining Room**  
Sponsor: Tufts Health Plan Medicare

Preferred

**9:00 –9:50am**                **Workshop Session I**

**10:00 –10:50am**              **Workshop Session II**

**11:00 –11:50am**              **Workshop Session III**

**12:00 –1:00pm**                **President's Luncheon — Nauset Center**  
Sponsored by AARP MedicareComplete  
from SecureHorizons, our National Sponsor

**1:00 –2:30pm**                **Workshop Session IV**

**2:30pm**                        **Conference Adjournment until.....**

**Friday, October 17, 2008**  
**Session I 9:00 a.m. – 9:50 a.m.**

**Attracting Older Adults by Design /  
Architecture and Interiors for Senior Centers**

**Nauset 5**

The Workshop will consist of a PowerPoint Presentation consisting of 32 slides. A brief profile of the senior population will be given as well as an analysis of their preferences in architecture and interior design. Examples of excellent design for seniors will be exhibited and discussed. A sample board of materials, colors, finishes, as well as building elements will also be presented for closer inspection by the attendees.

**Daniel L. Meus**, *Principal, Graham/Meus Architects*

**Caregiver Homes of Massachusetts:  
A Community Alternative to Long-Term Care**

**Bayside**

This presentation will provide an overview of Caregiver Homes of Massachusetts which provides an alternative to nursing home placement for eligible elder and disabled individuals throughout the state of Massachusetts. The presentation will include an overview of Adult Foster Care in Massachusetts, financial and eligibility requirements for participation, and the credentialing of caregivers - family members and non-family. Specific information about the features of the Caregiver Homes program will be covered, including our philosophy and use of a web-based technology platform to enhance and support care, as well as the case management support provided to clients and caregivers. We will utilize case presentations and client profiles to demonstrate professional collaboration between home care agencies and Caregiver Homes, and will present general program data.

**Janice A. Masi, MS**, *Massachusetts Executive Director of Caregiver Homes*

**Statewide Contracts — Comm-PASS PART I**

**Highland**

OSD oversees the purchase of commodities and through a fair, open and competitive process. Our goal is to provide public purchasers with contracts that represent best value in terms of price, quality and service. This session discusses OSD, Statewide Contracts and Comm-PASS, the Commonwealth's e-Procurement System. Demonstrations include where and how to find information. Participants will receive informational reference material.

**Pamela Brasill**, *Outreach Coordinator for Operational Services Division, Commonwealth of Massachusetts*

**A Non-Threatening Approach to Recognizing  
and Addressing Compulsive Hoarding in Elders PART I**

**Ballroom 1**

2 SW CEU

**Parts I and II should be attended as parts of one integrated workshop.**

Compulsive hoarding affects both the elder and community. COA staff is well-positioned to recognize elders with a problem, and use the established trust and rapport to intervene. This presentation will discuss recognizing signs of a problem, addressing in a non-threatening manner, and resources available to facilitate an effective response.

**Alicia Hussey, MSW**, *Hoarding Outreach Program Manager, Elder Services of the Merrimack Valley*  
**Kimberlie Flowers, MSW**, *Hoarding Outreach Program Clinician*

**Friday, October 17, 2008**  
**Session I 9:00 a.m. – 9:50 a.m. (Continued)**

**Urinary Tract Infection in Older Adults**

**Chatham**

Urinary tract infections are the second most common type of infection in adults. This workshop will review risk factors, diagnosis, treatment and preventative measures, including holistic therapies.

**Jean Talbert, MD OBGYN**, *Falmouth Hospital, Falmouth MA*

**Healthy Lifestyles to Improve Brain Health: PART I  
Evidence-Based Recommendations**

**Ballroom 2**

**Parts I and II should be attended as parts of one integrated workshop.**

This information-packed talk is very pertinent to how we transform senior centers into wellness centers. This presentation will update you on research-based ideas about how to modify life style to help reduce risk of, and delay progression of Alzheimer's disease (AD) and other dementias, as well as maintain or restore emotional health. You will take away confirmation of the importance of some of the programming you are already doing and give you ideas for more. Research suggests that a variety of nutritional factors, social engagement, mental stimulation, physical exercise, complex activities incorporating multiple domains, and management of stress and depression help preserve brain health. Adequate sleep is also essential for a healthy brain. Music, art and certain spiritual practices also enhance brain health. Research indicates some common risk factors for both cognitive and emotional health. Intervention studies indicate the independent and synergistic efficacy of nutrition, cognitive rehabilitation, physical exercise, and various alternative medicine practices in improving cognition, mood and quality of life of persons who already live with AD or other memory or brain disorders. Many baby boomers already concerned about their memory are eager to learn techniques to help improve memory and preserve cognitive health. The challenge is helping clients (or ourselves!) make behavioral changes to adopt these protective lifestyles.

**Dr. Nancy Emerson-Lombardo**, *Adjunct Research Asst. Professor of Neurology, Boston University School of Medicine*

**Emerging Trends in Legal Needs of Elders:  
— How Best to Respond**

**Racepoint**

This will be an interactive discussion session with an overview presentation of some of the most pressing legal issues affecting elders and the available resources for response. Discussion topics will include recent developments in guardianship practice, the Executive Office of Elder Affairs Protective Service Program, and the pros and cons of reverse mortgages. Active participation of the audience is encouraged on the topics presented as well as any other legal issues related to elders that are problematic. This is the audience's opportunity to educate Elder Affairs staff about the needs in this area.

**Pauline Edmonds, RN, JD**, *Legal Service Developer, Executive Office of Elder Affairs*  
**Paul Brodeur**, *Deputy General Counsel, Executive Office of Elder Affairs*

**Friday, October 17, 2008**  
**Session I 9:00 a.m. – 9:50 a.m. (Continued)**

**Food Stamps — Exciting New Changes Increase Benefits for Seniors**

**Nauset 2**

Throw out all of your preconceived notions about the Food Stamp program. Recent changes have eliminated many of the barriers and increased benefits for thousands of seniors. Asset limits have been eliminated for low-income seniors. Application and recertification have been simplified. The presenter will guide you through all of the changes and illustrate their impact with specific examples.

**Diane Dickerson**, *Director of Emergency Food Resources, Project Bread*

**The Massachusetts Falls Prevention Coalition: PART I  
Building Bridges and Empowering Older Adults**

**Marshside**

2 SW CEU

**Parts I and II should be attended as parts of one integrated workshop.**

One in three adults over 65 will experience a fall each year, and 40 percent of all nursing home referrals occur in the wake of a fall injury. But the good news is: Falls are preventable through a multi-pronged approach of regular exercise; medication management; vision screenings; home modifications and the creation of safe communities for seniors. Find out what's happening statewide with balance classes for older adults, and accomplishments of our state and local advocacy groups and leaders.

**Alice Bonner, PhD, RN**, *Executive Director, Massachusetts Extended Care Federation, Newton Lower Falls MA*

**Lewis Howe**, *Injury Prevention Coordinator, MA Department of Public Health Division of Violence and Injury Prevention, Boston MA*

**Linn Morrill, MEd**, *Community Liaison, Healthy Aging Health and Disability Unit, MA Department of Public Health, Boston MA*

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**Friday, October 17, 2008**  
**Session II 10:00 a.m. – 10:50 a.m.**

**Federal Reverse Mortgage Loans**

**Chatham**

1 SW CEU

The popularity of federal reverse mortgages, which arrived in Massachusetts in 1999, has increased dramatically over a short period of time. Today, homeowners have access to dozens of loan options. Learn how they work and how they can solve several financial problems associated with aging in place.

**Joseph P. DeMarkey**, *Regional Sales Director, EverBank Reverse Mortgage, LLC, A wholly owned subsidiary of MetLife Bank, N.A.*

**Stephen R. Pepe, Esq.**, *Reverse Mortgage Consultant, EverBank Reverse Mortgage, LLC, A wholly owned subsidiary of MetLife Bank, N.A.*

**Sharing the Stories of Our Lives**

**Nauset 5**

1 SW CEU

"Sharing the Stories of Our Lives" Program is designed to train volunteer "Writing Mentors" in order for them to assist COA clients in recalling the stories, people, and events of their lives. Secondly, the Writing Mentors will lend support in organizing these life histories, memoirs, and photos in a format that the client will proudly share with family and friends.

**Mary Conway, Facilitator**

**Six Writing Mentors from Duxbury COA**

**Statewide Contracts — Comm-PASS (Continued, PART II)**

**Highland**

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OSD oversees the purchase of commodities and through a fair, open and competitive process. Our goal is to provide public purchasers with contracts that represent best value in terms of price, quality and service. This session discusses OSD, Statewide Contracts and Comm-PASS, the Commonwealth's e-Procurement System. Demonstrations include where and how to find information. Participants will receive informational reference material.

**Pamela Brasill**, *Outreach Coordinator for Operational Services Division, Commonwealth of Massachusetts*

**A Non-Threatening Approach to Recognizing  
and Addressing Compulsive Hoarding in Elders PART II**

**Ballroom 1**

2 SW CEU

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Compulsive hoarding affects both the elder and community. COA staff is well-positioned to recognize elders with a problem, and use the established trust and rapport to intervene. This presentation will discuss recognizing signs of a problem, addressing in a non-threatening manner, and resources available to facilitate an effective response.

**Alicia Hussey, MSW**, *Hoarding Outreach Program Manager, Elder Services of the Merrimack Valley*  
**Kimberlie Flowers, MSW**, *Hoarding Outreach Program Clinician*

**Friday, October 17, 2008**  
**Session II 10:00 a.m. – 10:50 a.m. (Continued)**

**Workforce Development – Putting Boomers to Work:  
A Model that Works**

**Bayside**

This workshop will present detailed information about a successful hiring program that utilizes the resources of the public sector workforce development system to provide private sector employment for 55+ individuals. We will look at primary research (survey) that supports the program, the demographics that led to the development of the program, and costs to establish a program in your area.

**David Augustinho, MPA, CWDP, Executive Director, Cape and Islands Workforce Investment Board**

**Healthy Lifestyles to Improve Brain Health:  
Evidence-Based Recommendations (Continued, PART II)**

**Ballroom 2**

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**Dr. Nancy Emerson-Lombardo, Adjunct Research Asst. Professor of Neurology, BU School of Medicine**

**Personnel Workshop**

**Racepoint**

Becoming an effective manager in the public sector is a learned art. With the right tools and avoidance of common pitfalls and mistakes, you can become a successful supervisor and leader. Learn about the experience in one Massachusetts community and their success in building a sound performance management system. This session will focus on establishing meaningful goals and objectives, coaching for performance and strategies you can employ to remove the headaches and heartaches of personnel management and free up some time to focus on what's important.

**Helen Bowler, Chief Operations Officer/General Counsel, Westfield Public Schools**

**Friday, October 17, 2008**  
**Session II 10:00 a.m. – 10:50 a.m. (Continued)**

**SHINE and Long-Term Care Insurance**

**Nauset 2**

This presentation will outline the options for paying for long-term care and will include information on Home Care, Medicaid, Long-Term Care Insurance, and Reverse Mortgage.

**Cindy Phillips**, *Executive Office of Elder Affairs*

**The Massachusetts Falls Prevention Coalition: PART II**  
**Building Bridges and Empowering Older Adults**

**Marshside**

2 SW CEU

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**Alice Bonner, PhD, RN**, *Executive Director, Massachusetts Extended Care Federation, Newton Lower Falls MA*

**Lewis Howe**, *Injury Prevention Coordinator, MA Department of Public Health Division of Violence and Injury Prevention, Boston MA*

**Linn Morrill, MEd**, *Community Liaison, Healthy Aging Health and Disability Unit, MA Department of Public Health, Boston MA*

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**Friday, October 17, 2008**  
**Session III 11:00 a.m. – 11:50 a.m.**

**Issues Affecting Public and Private Pensions**

**Nauset 5**

This workshop will present issues on pensions that affect Council on Aging staff and the individuals they assist. Topics will include the Windfall Elimination and Government Pension Offset provisions of Social Security, pension vesting issues, and survivor benefits.

**Grace Healey**, *Coordinator, Outreach & Development, Pension Action Center, UMass Boston*

**BoomerVenture, Activities for the Adventurous plus-50s**

**Ballroom 1**

A series of programs designed by and for those over 50 to engage them with their peers and enhance their community involvement. Programming includes tools for preparing for retirement and a variety of other activities, including Financial Fitness, Serenity Yoga, Fitness at Fifty, a book club, and "Gourmet to Go" cooking classes.

**Kathy Urquhart**, *Director, Elder Services, Town of Andover*

**Karen Payne-Taylor**, *Assistant Program Coordinator, Town of Andover*

**Municipal Employees and Municipal Facilities in Elections:  
A Campaign Finance Guide**

**Highland**

Candidates frequent senior centers for a variety of reasons, including gaining access to an important voting demographic: the elderly. Brad Balzer, deputy director of the state Office of Campaign and Political Finance, explains the state law concerning the use of public buildings for political purposes.

**Brad Balzer**, *Deputy Director, Office of Campaign and Political Finance*

**The Taunton Behavioral Health Model:  
Elder Mobile Outreach Team**

**Nauset 2**

This workshop will review the community-based approach and evidence-based practice outcome measures utilized by The Taunton Model (EMOT: Elder Mobile Outreach Team). We will explore underlying principles, examples and vignettes from the practice of this strength-based, client-centered approach to assisting elders to remain in their communities.

**Teresa E. Ruby, PT, PhD, GCS, LMHC**, *Elder Specialist*

**Cindy Dawson, R.N.**, *Elder Mobile Outreach Team nurse*

**Meg Kistin Anzalone, PhD**, *V.P. Clinical Services & Operations*

**Friday, October 17, 2008**  
**Session III 11:00 a.m. – 11:50 a.m. (Continued)**

**Dementia Timebomb Warning! Setting the record straight  
among cognitively healthy older adults**

**Chatham**

Concern about memory loss is a common cause of stress and anxiety for many older adults. Behind this concern may lie a lack of knowledge and understanding about the normal changes in cognitive abilities that occur as one ages. Frustration and anxiety is increased by a perceived loss of control regarding these cognitive changes. This presentation will discuss the importance of educating older adults about memory and thinking in aging, provide a review of the literature regarding age-related changes in cognition, and introduce a 12-week cognitive education and rehabilitation group that has been developed for non-demented older adults.

**Malissa L. Kraft, Psy.D.,** *Neuropsychologist, VA Boston Healthcare System*

**Maureen K. O'Connor, Psy.D., ABPP-CN,** *Director of Neuropsychology, Bedford VA Medical Center,  
Instructor of Neurology, Boston University School of Medicine*

**WHY and HOW to Have A SUPPORTIVE DAY PROGRAM**

**Bayside**

Have you considered having a Supportive Day program at your Senior Center? This workshop will provide an overview of programs across the state, statistics of the numbers of participants they had this past year and the benefit the programs provided for their caregivers. A 20-minute video, created for the 10th Anniversary celebration of The Day Center program in Orleans will be shown. There will be time for questions and answers at the end of the presentation.

**Elizabeth Smith,** *Director, Orleans Council on Aging*

**Rose DiGregorio,** *Assistant Director, Barnstable Council on Aging*

**Performance Review — Sustaining Results**

**Racepoint**

A city or town cannot accomplish effective and lasting change without the assistance of competent and dynamic training resources. The City of Westfield established a partnership with the University of Massachusetts Workplace Learning and Development Office to build teamwork, coaching skills and implement its performance management system. This workshop will focus on how even with limited funds, a creative approach can have a big impact on your workplace. (This program will supplement the morning session on Employment Practices, but it is not necessary to attend both sessions.)

**Helen Bowler,** *Chief Operations Officer/General Counsel, Westfield Public Schools*

**Friday, October 17, 2008**  
**Session III 11:00 a.m. – 11:50 a.m. (Continued)**

**All Hazards Emergency Preparedness Planning  
for Elder Care Service Providers**

**Marshside**

As a provider of elder care services, you're uniquely aware of the importance of emergency preparedness planning for our seniors. But have you considered the importance of emergency preparedness planning for yourself and your family? Through guided discussion and smaller breakout sessions, you will participate in a dialogue with your colleagues on how to create a personal emergency preparedness plan for you and your family.

**John Jacob**, *Risk Communications Manager, Office of Public Health Strategy & Communications, MDPH*  
**Elizabeth Serrailier, MPH**, *Regional Emergency Planner, MDPH Emergency Preparedness Bureau*  
**Samantha Stone, MA**, *Risk Communication Coordinator, MDPH Emergency Preparedness Bureau*

**Tools for Independent Living**

**Ballroom 2**

MassMATCH, Massachusetts Rehabilitation Commission's (MRC) Assistive Technology (AT) Program, promotes the use of assistive technology devices and services to enhance the independence of people with disabilities. AT is any device that helps a person with a disability perform a task they are currently not able to perform fully.

**Susan Gillam**, *Program and Outreach Coordinator, Massachusetts Rehabilitation Commission*  
**Ann Shore**, *Director, AT & IL, Massachusetts Rehabilitation Commission*

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**Friday, October 17, 2008**  
**Session IV 1:00 p.m. – 2:30 p.m.**

**Myths and Realities of Midlife Women:  
Menopause and Beyond**

**Bayside**  
1.5 SW CEU

With increased longevity, baby boomer midlife women have new opportunities and challenges as they age. This session, based on my work as contributing author to *Our Bodies Ourselves: Menopause*, will focus the potential for midlife women to age well and healthfully with a sense of power and purpose in midlife and beyond.

**Joan Ditzion, MSW, LICSW**, *A Founder of the Boston Health Cook Collective and Co-author of all editions of **Our Bodies, Ourselves** and **Our Bodies Ourselves: Menopause**, Adjunct Faculty at Lesley University*

**Never Forget a Name or Face Again**

**Ballroom 1**

Have you had the experience of meeting someone for the first time and immediately forgetting their name? Maybe you have spotted a neighbor at the grocery store whose name is on the tip of your tongue, but just won't come to you. Your memory can be improved! Participants in this interactive workshop will learn to handle common problems like these by practicing simple memory strategies that can be employed immediately.

**Mary Driscoll**, *Educational Consultant*

**New and Different Things at Your COA**

**Ballroom 2**

In the book *Augustine's Laws* (by Norman Augustine), the CEO/author observes that "Most projects start out slowly...and then just sort of taper off." If you have an initiative that didn't follow Mr. Augustine's law, or wish to learn of others that may not have, please join us for this informative, interactive discussion. Interested non-attendees are asked to drop-off (ten) copies of a brief written synopsis (including contact information) of your cherished effort/s for distribution. Thank you!

**Emmett Schmarsow**, *Program Manager for COAs and Senior Centers, Executive Office of Elder Affairs*

**Mary Anne Mortenson**, *Director, Concord Council on Aging*

**Cindy Hickey**, *Director, Somerville Council on Aging*

# 2008 Fall Conference

## National Sponsor

AARP MedicareComplete from SecureHorizons

## Sponsors

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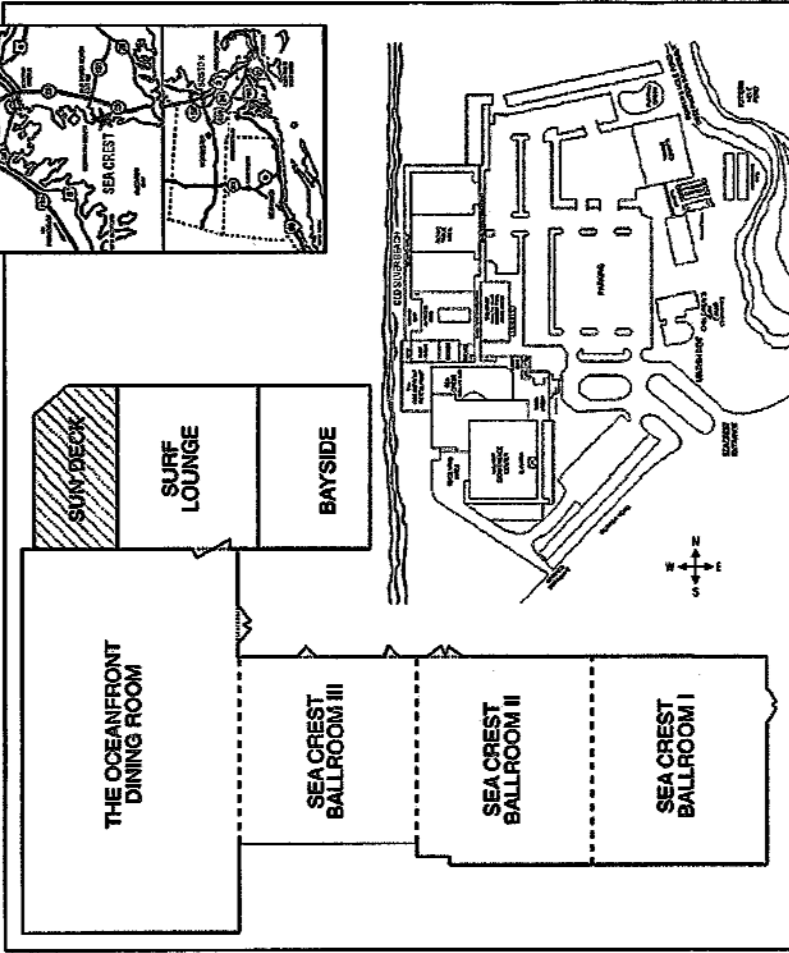
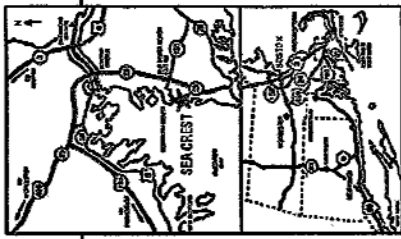
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Summit Elder Care  
Xavus Solutions/*myseniorcenter*

## Non Profits

Alzheimer's Association of MA/NH  
American Macular Degeneration Foundation  
Arthritis Foundation MA Chapter  
Coalition for Our Communities  
Easter Seals MA  
Energy Bucks  
Mass-ALFA  
MA Association of Regional Transit Authorities  
(MARTA)  
MA Commission for the Blind  
MA Council for Home Care Aides Services  
MA Department of Fire Services  
MA Eye and Ear Infirmary  
MassMedline  
MA Rehabilitation Commission  
The Medical Foundation/Health Promotions  
New Horizons at Marlborough/Care Solutions  
Overlook Visiting Nurse Association  
Perkins Braille & Talking Book Library  
Regional Center for Poison Control & Prevention  
Samaritans, Inc.  
Tax-Aide Program – AARP Foundation

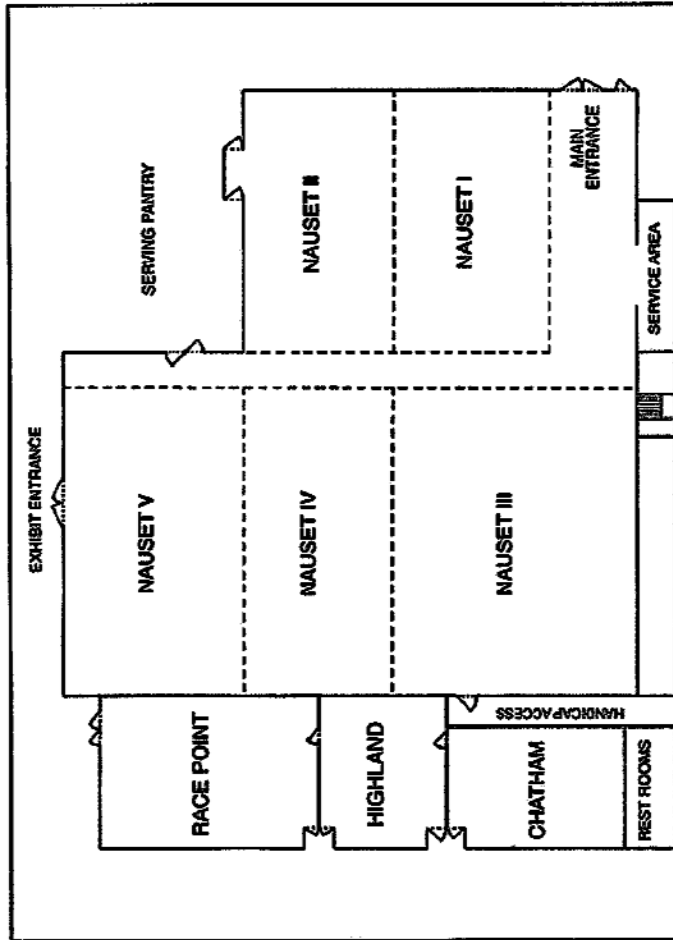
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Digitech Development/COATS Tracking Software  
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ROOM	LENGTH x WIDTH	SQ. FT	HEIGHT	BANQUET	THEATER	CLASSROOM	U-SHAPE
SEA CREST BALLROOM*	129 x 52	6,450	10	450	800	350	-
BALLROOM I	52 x 43	2,236	10	160	300	125	40
BALLROOM II	52 x 43	2,236	10	160	300	125	40
BALLROOM III	48 x 43	1,978	10	130	200	100	40
BAYSIDE	48 x 40	1,920	9.5	100	175	90	40
MONOMOY	16 x 11	176	9	10	-	-	10
THE OCEANFRONT	100 x 55	5,500	9.5	400	-	-	-
SURF LOUNGE	52 x 40	2,080	9.5	-	-	-	-

\* Sea Crest Ballroom can accommodate forty (40) 8' x 10' exhibit booths



ROOM	LENGTH x WIDTH	SQ. FT	HEIGHT	BANQUET	THEATER	CLASSROOM	U-SHAPE
NAUSET CENTER*	114 x 109	11,900	12	650	1,100	450	-
NAUSET I	48 x 30	1,440	12	110	175	70	40
NAUSET II	48 x 28	1,344	12	90	150	70	30
NAUSET III	58 x 48	2,668	12	180	325	130	80
NAUSET IV	58 x 28	1,624	12	120	200	80	50
NAUSET V	58 x 36	2,088	12	140	250	100	60
CHATHAM	30 x 30	900	9	40	60	30	20
HIGHLAND	30 x 25	750	9	40	50	30	12
RACE POINT	40 x 30	1,200	9	70	125	60	25
MARSHSIDE	34 x 34	1,050	12	80	110	55	30

\* Nauset Center can accommodate seventy five (75) 8' x 10' exhibit booths

**MCOA would like to thank the following Agencies for  
Sponsoring in this event:**



**AARP Massachusetts**

**Miracle –Ear**

**Blue Cross Blue Shield of Massachusetts**

**Senior Citizens Publishing**

**Tufts Health Plan Medicare Preferred**



**MCOA also received generous support from the**

**Executive Office of Elder Affairs**

**Massachusetts Department of Public Health**

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**And we would like to recognize our National Sponsor**

**who not only supports this event**

**but our entire year of educational programming:**

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