

“COA STRONG”



Photo courtesy of Worcester Council on Aging



At the Center of it All

MCOA Annual Conference

October 18-20, 2017

DoubleTree, Danvers, MA

2017 Conference At A Glance

**DoubleTree by Hilton, Danvers, MA
October 18, 19 and 20, 2017**

Wednesday Activities: October 18th

7:00am–9:00am	Continental Breakfast
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break
10:45am–12:00pm	Workshop Session II
12:00pm–1:00pm	Lunch
1:00pm–2:00pm	Plenary Session
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break
4:00pm–5:15pm	Workshop Session IV
6:00pm–8:30pm	Dinner

Thursday Activities: October 19th

6:30am–7:30am	Morning Sunrise Yoga
7:00am–9:00am	Breakfast
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open
8:00am–9:00am	Morning Plenary
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break
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12:00pm–1:00pm	Lunch
1:00pm–2:00pm	Plenary Session
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break
4:00pm–5:15pm	Workshop Session IV
6:00pm–8:00pm	Networking Reception

Friday Activities: October 20th

7:00am–9:00am	Breakfast
8:00am–12:00pm	Registration Desk and Resolution Desk Open
9:00am–12:00pm	Morning Intensive Session
12:00pm–1:00pm	Lunch
12:45pm–2:15pm	Afternoon Wrap-Up Session
2:15pm	Conference Adjournment until 2017

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Wednesday Activities: October 18th

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Wednesday, October 18

Session I 9:00am-10:15am

W1-1 The Dementia Experience

1 SW CEU

SLR's Dementia Experience is an intense, interactive training that uses sensory modifications and role playing activities to build empathy and understanding. Participants are asked to re-enact typical daily activities such as taking medications and preparing meals "while under the influence of dementia".

Pamela Maloney, Director of Public Education Programs, Senior Living Residences
Julie Platz, Director of Community Relations, Standish Village

W1-2 Traumatic Brain Injury in Older Adults

Did you know that falls are the leading cause of brain injury? Are you aware that there are approximately 16,000 older adults who sustain a traumatic brain injury in Massachusetts each year? In this presentation, we will explore the different types and causes of brain injury as well as ways in which we can work effectively with clients who have had a brain injury including aspects that are specific to older adults. There will be a brief discussion on the anatomy of the brain in the context of how an injury can affect certain cognitive, emotional, and physical functions based on the location of the injury. Lastly, we will review the resources and services that are available in Massachusetts so that we can best support the survivors and family members with whom we work.

Liz Harnois, Elders Information & Resource Specialist, Brain Injury Association of Massachusetts
Gabriela Lawrence-Soto, Grant Program Coordinator, Massachusetts Rehabilitation Commission

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Wednesday, October 18

Session I 9:00am-10:15am continued

W1-3 RESPECT- Bullying amongst seniors?

Our town's RAISE values: Respect, Achievement, Inclusion, Service & Empathy were the catalyst for creating a video that included the younger generation with the older generation and how each one handles the various situations they encounter.

Are we so different than the children of today when it comes to peer pressure and bullying?

Irene O'Brien, Director, North Andover Senior Center

W1-4 Financial Challenges for Older Adults

The presentation looks at factors that affect the financial well being of older adults including life expectancy, fixed income, financial exploitation as well as how debt affects elders financially and physically.

Cheryl A. Cannon, Statewide Coordinator, Massachusetts Money Management Program

W1-5 On the road to rural outreach: New paths down old roads

This workshop focuses on the development of outreach programs in seven rural western Massachusetts towns (funded by EOEIA Service Incentive Grant). Presenters describe town outreach needs; dynamics & challenges of outreach in small towns; rural outreach strategies, with an exemplar of one community-driven outreach program, Plainfield Cares. Participants will leave this workshop with a new understanding of rural outreach, promising strategies for engaging small towns, and concrete examples of outreach.

Jan Gibeau, PhD, Chair, Northern Hilltown Councils on Aging Consortium

Peg Whalen, PhD MSW, Regional Outreach Coordinator, Northern Hilltown Councils on Aging Consortium

Ann Irvine, Founding Member, Plainfield Cares

W1-6 Personality & Behavior Across the Lifespan: A Key to More Respectful Relationships and Healthier Communities

1 SW CEU

Many people have thoughts on how great it would be to bridge the gap between a community's older and younger population, but, they may not know the most effective and efficient ways to go about it. During this workshop, learn about how Bridges Together helped to bring many of the organizations in Ashland together and taught them to work as a team rather than each group going it alone - a big step in bringing quality intergenerational understanding to Ashland which resulted in two new intergenerational programs. See and hear first-hand accounts of the new oral history and pollinator gardens that resulted. Find out how you can unite generations in your own through community through this Intergenerational Leadership Team approach.

Andrea J. Fonte Weaver, Intergenerational Specialist, Founder & Executive Director, Bridges Together Inc.

Wednesday, October 18

Session I 9:00am-10:15am continued

W1-7 Sneaky Strategies to Manage Weight

1 SW CEU

Discover simple techniques that will help you and/or the seniors you serve, consciously and subconsciously make better choices that affect weight and health. Striking visuals will be displayed that will have you thinking twice about the plates and glasses you use, as well as how accessible food is throughout your day. The program will share helpful tips for seniors and caregivers.

Tricia Silverman, RD, LDN, MBA, Registered Dietitian, Fitness Instructor, Wellness Coach, Professional Speaker, Tricia Silverman Wellness

W1-8 Coordinated Care Programs for Low Income Consumers

This workshop will discuss describes eligibility and extensive benefits in the Senior Care Organization, PACE (Program for all-Inclusive Care)and One Care Programs. As escalating costs and concerns about quality care drive the creation of alternative health care delivery models, it is imperative to understand the benefits and savings available to those eligible. We will discuss several cases for each program, the referral process, and the current state of the art in relation to these programs.

Cynthia Phillips, Director, SHINE Program
Elizabeth Bradley , PACE Program Manager
Pavel Terpelats, Integrated Program Manager

Refreshment Break 10:15 to 10:45

Wednesday, October 18

Session II 10:45am-12:00pm

W2-1 Grandparents Raising Grandchildren: What Providers Need to Know

This workshop will provide attendees with information about some of the issues and concerns facing grandparents raising grandchildren as well as inform providers about The Commission on Grandparents Raising Grandchildren, helpful tips for providers working with kinship families, and share information about and services and resources for these families.

Colleen Pritoni, Director of the Commission on Grandparents Raising Grandchildren
Kerry Bickford, Commissioner
Skip Stuck, Commissioner

Wednesday, October 18

Session II 10:45am-12:00pm continued

W2-2 Should you really drink to that?

1 SW CEU

Though older adult attitudes about alcohol and drug use have changed, the impact these substances have on physical health has stayed the same. Find out about drinking guidelines for older adults, and the trends that have led to increases in alcohol and drug use among older adults. Learn about resources for training and technical assistance regarding substance use, screening for risky use and engaging clients in conversations about decreasing their use of alcohol or other drugs.

Carol Girard, MA, Coordinator SBIRT Programs, Bureau of Substance Abuse Services, MA Department of Public Health
Lee Ellenberg, LICSW, Training Manager, MASBIRT Training and Technical Assistance, Boston Medical Center

W2-3 Want to Offer Something New??

If you would like to offer a wide-variety of learning opportunities through informative lectures, enjoyable concerts, one-woman shows and much more to your community, then this presentation is for you! Come listen and learn about the expertise of Sage Educational Services, and experience the wonder of professional historical interpreter Patricia Perry as she performs "Under the Petticoats." Perry describes her show as "edutainment. That means while you are having fun, you are learning."

For the past 11 years, founder of Sage Educational Services Nancy Bayer has engaged lecturers and musicians to offer creative, innovative, educational and memorable programs to independent and assisted living communities and senior center throughout the Greater Boston area.

Nancy Bayer, Founder, Sage Educational Services

W2-4

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Wednesday, October 18

Session II 10:45am-12:00pm continued

W2-5 It's time for a Public Guardian for Massachusetts - new innovative public-private partnership with funding to help adults who cannot make decisions and lack family and friends

In every community, there are incapacitated elders who have no one to help them and are at risk of exploitation, homelessness, and even abuse. Or they are stuck in the hospital and no one has legal authority for discharge. This population is growing as elders live longer with disabilities. Elder Affairs has a limited number of guardianship slots, and otherwise, Massachusetts provides no protection for these indigent, incapacitated adults.

Research indicates that there are at least 3000-4000 people who need a public guardian.

For many years, advocates have asked the legislature for funding for a Public Guardian, with no success due to funding limits.

Come hear about a new innovative bill based on a public-private partnership with funding to provide a qualified Public Guardian, and to provide support to family members trying to step up as guardians, as well as to promote less restrictive alternatives to court appointed guardianship.

Wynn Gerhard, Senior Attorney; Elder, Health and Disability Unit, Greater Boston Legal Services

John J. Ford, Director, Elder Law Project, Northeast Justice Center, Lynn MA

Heather Connors, Research Director, Guardianship Community Trust, Andover

W2-6 Why Hearing Aids Are Not Enough

Despite years of advocacy and outreach, elders with hearing loss remain a very underserved population. This presentation explores some of the cultural, programmatic and technological approaches that COA management and staff can adopt in order to break through the barriers that have traditionally come between elders with hearing loss and reintegration into community involvement and participation.

Jonathan O'Dell, ALB, Assistive Technology and Training Specialist

W2-7 Join the Global Movement – Become a Dementia Friend!

1 SW CEU

Dementia Friends is a global movement that is changing the way people think, act and talk about dementia. Developed by the Alzheimer's Society in the United Kingdom, Dementia Friends is now coming to Massachusetts. By helping everyone in a community understand what dementia is and how it affects people, each of us can make a difference for someone living with dementia, and strive together to make our communities more dementia friendly. You will become a Dementia Friend by attending this session, select a simple practical action that you want to take, and you will learn how to bring Dementia Friends Massachusetts to your own community.

Beth Soltzberg, Director, Alzheimer's/Related Disorders Family Support Program, Jewish Family & Children's Service

Wednesday, October 18

Session II 10:45am-12:00pm continued

W2-8 How We Welcomed the LGBT Community to Our Senior Center

We would like to begin with a discussion of the process we took to becoming a welcoming Senior Center, where we are today and where we would like to go in the future. We would also like to brain storm how other Senior Centers can do the same.

Laura Dillingham-Mailman, Executive Director, Merrimac Council on Aging
Ronald Bourque, Director of Quality & Systems, Elder Services of the Merrimack Valley, Inc.

W2-9 Identity Theft & Fraud Prevention

This presentation will cover how to spot and avoid scams: online, phone, email, and mail. It will also offer tips and resources participants can take with them on how to avoid identity theft.

Robin Putnam, Research & Special Projects Manager, Office of Consumer Affairs and Business Regulation
Amy Schram, Senior Community Relations Specialist, Boston Better Business Bureau

W2-9 Identity Theft Best Practices for Elder Advocates

The program will educate advocates to best assist elders who have been victims of identity theft. Additionally we will train advocates on how to best educate elders to be proactive in protecting their identity and preventing identity theft. This will be an interactive workshop and participants will leave with program materials that can be used at their council on aging, senior center, senior housing or at any senior event.

Janice Fahey, Legal Analyst and Team Lead for Vulnerable Populations and Data Security, Consumer Advocacy and Response Division of the Office of the Attorney General Maura Healey
Second Presenter from the Consumer Advocacy and Response Division

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Luncheon 12:00pm to 1:00pm

Sponsored by

Wednesday, October 18

Session III 2:15pm-3:30pm

W3-1 Optimism and the Art of Aging

This workshop will highlight an approach for building awareness and engaging older adults in important discussions around difficult topics (like depression) by incorporating a positive and encouraging theme. We will provide an opportunity to learn about the research on the benefits of optimism over the life span and to learn techniques to encourage older adults to lead a more optimistic and healthier life while also reviewing the signs of depression and, more importantly, helping them to understand that depression is highly treatable. Let's send the message that it is never too late to learn how to be more optimistic!

Robin Krawczyk, MSW, LICSW, Community Education and Training Specialist, Services for Older Adults, Jewish Family & Children's Service, Waltham, MA

W3-2 How can the Alzheimer's Association support your Dementia Friendly Community?

Dementia Friendly Communities are on the rise in Massachusetts, and as a member of the management team for Dementia Friendly Massachusetts, the Alzheimer's Association would like to support your efforts as you consider dementia friendly work in your community. Join us for an interactive workshop where we can discuss the needs of your community, identify gaps, and find out how the Alzheimer's Association might be able to help.

Maura Moxley, Director of Community Engagement Alzheimer's Association MA/NH Chapter

W3-3 "AMPing" up Massachusetts – New Outcomes, Programs and Opportunities for the Aging Mastery Program®

Developed by the National Council on Aging, the Aging Mastery Program® (AMP) is a fun, engaging and education/behavior change program. AMP encourages mastery—developing sustainable behaviors that lead to improved health, stronger financial security, overall well-being and advanced planning. In this session, NCOA and MCOA will provide a program overview and highlight developments that are spurring rapid program growth across Massachusetts, including: evidence-based program status, caregiver and faith-based versions of the program, and a new in-home AMP product. We will also share our vision and strategies for rapid statewide growth and how participants can bring the program to their center.

James Firman, EdD, CEO & President, National Council on Aging

Mary Kay Browne, Director of Special Projects, Massachusetts Association of Councils on Aging

Hayoung Kye, MSW, Program Specialist, Aging Mastery Program®, National Council on Aging

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Wednesday, October 18

Session III 2:15pm-3:30pm continued

W3-4 A Comprehensive Approach to Conducting a Memory Cafe

Memory Cafes are welcoming places for people living with memory changes and their care companions. Cafes should replicate a social community setting and provide an inviting venue to meet other people who are experiencing similar concerns. Cafes encourage friendship and acceptance. Sensory programming is designed to involve everyone in the activity and conversation. Cafes provide an opportunity to leave worries behind and just have some fun knowing that you are in good company!

Dr. Donna Jackson, PsyD, Conch Shell Counseling
Patricia Collins, MSM, JD, CDP

W3-5 Reaching Everyone: Ensuring That Your Programs and Services are Inclusive and Accessible

Learn how you can make your programs and services accessible and welcoming to everyone, whether or not they identify as a person with a disability! You have definitely been working with people with disabilities all along - many older adults don't see, hear or walk as well as they used to, but still shy away from the "disability" label. They still want to be included in your programs and services, and you still want to reach them! Find out how to improve the health and well-being of all of your consumers through inclusion and thoughtful planning. This session will focus on working comfortably and in a culturally respectful manner with consumers with disabilities and functional needs, with opportunities to share your experiences. The session will also build awareness of health disparities between people with and without disabilities in Massachusetts.

Rachel H. Tanenhaus, MPH, Program Coordinator, Health and Disability Program, MA Department of Public Health

W3-6 A Community-Based Participatory Path to an Age Friendly Community

Waltham Connections began with a senior-led study of 3 questions: (1) How does Waltham support healthy aging? (2) How could it do better? (3) How do seniors stay healthy and promote a healthy community? Supported by the Tufts Health Plan Foundation, a senior/agency Steering Group is working to connect seniors to one another and to a more age-friendly city.

Walter Leutz, Professor, Brandeis University
Marybeth Duffy, Director, Waltham COA
Maria DiMaggio, Communications Director, Healthy Waltham

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Wednesday, October 18

Session III 2:15pm-3:30pm continued

W3-7 Exploring the Role of COAs in growing Age- and Dementia Friendly Communities

This workshop introduces the age- and dementia friendly movements and resources, providing an overview of each initiative, exploring how they can work together, and giving examples of how some Massachusetts COAs are implementing them. Participants will explore what their role might be in their communities through engaging discussion following a panel presentation with the Massachusetts leads of these initiatives.

Emily Kearns, Coordinator, Dementia Friendly Massachusetts

James Fuccione, Senior Director, Massachusetts Healthy Aging Collaborative

Valerie Spain, Age-Friendly Lead, AARP

W3-8 Supporting Seniors through Driving Retirement with the TRIPPS Toolkit

1 SW CEU

As professionals working in the eldercare field, we understand that transportation is key to independence and fulfillment in later life, and that much more needs to be done to address the critical issue of isolation in the senior population. We also know that given today's longer life expectancies and improved health care, almost all of us will outlive our ability to drive, by 6-10 years on average.

Most likely, your community already offers some form of support for seniors and their transportation needs. This support may be as simple as a one-page list of service providers, or as complex as a volunteer driver program or a federally funded, income-qualified taxi voucher system.

The TRIPPS program was begun in 2015 in Brookline and Newton, Massachusetts, with the goal of reducing isolation in the senior population—the majority of whom have relied for most of their lives on driving as their primary means of getting around. We help seniors continue to live full, rich lives augmented by regular interactions with the people and places they enjoy. In doing this important work, we take a unique and multifaceted approach. We've spent the last two years developing the TRIPPS model and documenting our successes and failures, with the hopes of eventually sharing what we've learned with others in the field of senior transportation and elder services.

In October 2017, we plan to launch the TRIPPS Toolkit, offering communities across the Commonwealth a menu of tools and options—from creating a resource guide, to organizing community events, to providing peer mentoring support, and even to developing innovative, practical solutions to address specific gaps in service. We hope that the TRIPPS Toolkit will help you design and implement an effective and realistic senior transportation program that meets the needs and works with the resources available in your community.

Come hear about the TRIPPS model, the Toolkit, and some of the many ways you can help support senior transportation where you live and work.

Kerri Ann Tester, TRIPPS Program Director

Maria Foster, TRIPPS Community Outreach Specialist

Chris Miara, MS, Training Professional

Edna Pressler, PhD, MA, MEd, Training Professional

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Wednesday, October 18

Session III 2:15pm-3:30pm continued

W3-9 ReInvent Yourself - The Path to Transformation

A workshop focused on guiding seniors - those in the 50+ demographic - to 'think outside the box' on how to bring about purpose and meaning to their lives after a lay off, a long employment break, an early retirement, a desire to do something different, a dream to start a business. Provide insight, inspiration and instruction on how to integrate one's passion with purpose, identify transferrable skills and use them as a foundation for forging a new career path which will weave your personal desires and interests into a meaningful and fulfilling career.

Susan Drevitch Kelly, S.D. Kelly Career Services

W3-10 Domestic Violence Grown Old

Domestic abuse in later life is a problem that has not received much attention. The dynamics of this violence requires a unique response from the various professionals who come into contact with the older adult. This workshop will enable participants to be better able to: recognize the dynamics of domestic abuse in later life. Respond to domestic abuse in later life with appropriate interventions. Understand the need for an interdisciplinary approach and collaboration between Domestic Violence/Sexual Assault Advocates and Elder Service providers.

Susan Pacheco, Executive Director, Cambridge Council on Aging

Norah Al-Wetaid, Protective Service, Somerville Cambridge Elder Services

Ester Serra Luque and/or Ronit Barkai, Community Liaison, and Assistant Director, Transition House

Elizabeth Speakman,

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Refreshment Break 3:30pm to 4:00pm

Wednesday, October 18

Session IV 4:00pm-5:15pm

W4-1 Women Growing Older: Our Bodies Ourselves

1 SW CEU

With increased longevity women over 60 have new needs, norms, challenges and opportunities. This presentation will explore some of the aspects that affect women's health, social, emotional and sexual well being. Together we need to embrace aging and change the aging paradigm.

Joan Ditzion, LICSW, Educator, Geriatric Social Worker, Co-Author, Co- Founder of Our Bodies Ourselves

Wednesday, October 18

Session IV 4:00pm-5:15pm continued

W4-2 Senior Transportation Tools and Strategies

1 SW CEU

TBD - but related to transportation for seniors in Massachusetts. Will include an overview of Ride Match, an online, searchable database of transportation services for seniors and people with disabilities in Massachusetts. Could also include a panel, discussion of TA available from the state, and more

Rachel Fichtenbaum, EOHHS Mobility Manager

Others TBD

W4-3 Positive Psychology Practice by Senior Citizens: Influence on Resilience and Well Being

Using evidence based practice advocated within the field of positive psychology, participants will participate in exercises to build awe, compassion, connection, empathy, forgiveness and gratitude. The benefits of practicing positive psychology by older adults including increased feelings of resilience, social connectedness and motivation to maintain physical and social well-being will be discussed.

Beverly Dolinsky, Ph.D., Professor of Psychology, Endicott College

W4-4 Aging and Why the Americans with Disabilities Act Matters?

1 SW CEU

Today, six New England states rank among the top 11 in the nation with the highest percentage of people between ages 45 and 64. Approximately 54% of seniors age 65 and older have a disability. We know that the incidence of disability increases with age, so let's support ourselves, our families and communities by implementing the Americans with Disabilities Act and creating an age inclusive community.

Goal: As a result of this workshop, participants will:

1. Understand the definition of disability under the ADA
2. See how the ADA, when correctly implemented provides a sense of safety, stability and security in everyday life in Massachusetts communities.
3. Inform older people about their rights and responsibilities under the ADA and the benefit to all.

Oce Harrison, Ed.D. Projector New England Americans with Disabilities Act Center

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Wednesday, October 18

Session IV 4:00pm-5:15pm continued

W4-6 Helping Families Navigate Senior Care & Living Options in Massachusetts

2Sisters Senior Living Advisors would like the opportunity to present about the increasing number of options families have among independent living, assisted living, memory care, adult day health programs, home health care and companion services as well as rest homes and nursing homes. With all of the new communities being built and companies starting up, families today have more choices than ever before which is wonderful, but can also make the decision that much more difficult. We will break down the differences between these types of options, the costs associated, subsidy programs available and what families need to know before making any decisions. We will discuss the primary criteria used to help guide families towards understanding what care options best fit their needs: care requirements, budget, location and culture and demographics.

Cassi Braithwaite, Senior Living Advisor, 2Sisters Senior Living Advisors

Lauren Watts, Senior Living Advisor, 2Sisters Senior Living Advisors

Kristine Callahan, Senior Living Advisor, 2Sisters Senior Living Advisors

W4-7 A Call To Action! Preventing Older Adult Fire Deaths

This workshop will look at the data surrounding older adult fire deaths and discuss ways stakeholders can implement strategies to reduce the chances of older adults dying in fires.

Cynthia Ouellette, MA Department of Fire Services

Tina Gorman, Director, Westfield Senior Center

Thursday Activities: October 19th

6:30am-7:30am	Morning Sunrise Yoga
7:00am-9:00am	Breakfast
8:00am-5:00pm	Registration Desk & Resolution Desk Open
8:00am-5:00pm	Exhibitors Hall Open
8:00am-9:00am	Morning Plenary – Alec Graham
9:00am-10:15am	Workshop Session I
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6:00pm-8:00pm	Networking Reception

Thursday, October 19 Session I 9:00am-10:15am

T1-1 Diabetes Prevention in Massachusetts: The Diabetes Prevention Program

Eighty six million adults in the United States, about one third of all adults, have prediabetes; but 90% of them are undiagnosed. Prediabetes is a condition in which blood sugar levels are elevated, but not quite high enough to be diagnosed as diabetes. Up to 30% of people with prediabetes will go on to develop type 2 diabetes within five years. Additionally, people with prediabetes have an increased risk of heart disease and stroke. As much as half of adults age 65 and above are estimated to have prediabetes. Evidence-based lifestyle interventions, such as the Diabetes Prevention Program, can prevent or delay type 2 diabetes in at risk adults by 58% (71% for adults over the age of 65).

This session presents strategies to help care teams and practice staff educate patients about their risk for developing type 2 diabetes and refer patients with prediabetes to an evidence based, Diabetes Prevention Program (DPP). You will be able to determine the roles and responsibilities for helping to prevent diabetes in your organization and learn more about the Diabetes Prevention Program.

Max Alderman MPH, Diabetes Program Coordinator, Massachusetts Department of Public Health
Dorothy Slack RN, Health Education/Outreach, Brockton Council on Aging

T1-2 Affordable Housing in Your Community and How to Access It

1 SW CEU

Come learn about the affordable housing world and demystify the maze of housing programs for seniors. Hear more about the housing players and resources in your community and learn how to use fair housing laws to increase access to housing by elders with disabilities.

Emily Cooper, Chief Housing Officer, Executive Office of Elder Affairs

Thursday, October 19

Session I 9:00am-10:15am continued

T1-3 The Conversation Project: A Workshop on Talking About Choices at Life's End

The Conversation Project's goal is to have everyone's wishes for

end-of-life care expressed and respected. This interactive workshop gives you the skills and resources to lead your agency/community in having values-based, relationship building conversations about an experience that touches everyone.

Ruth Palombo, Discussion Leader, The Conversation Project
Harriet Warshaw, Executive Director, The Conversation Project

T1-4 Preventing Falls Among Older Adults: What Falls Intervention Program is Right for You?

1 SW CEU

One out of three older adults' falls each year but less than half talk to their healthcare provider about it. Falls can exacerbate chronic conditions and result in decreased independence and confidence. Falls are preventable and there are several evidence-based programs that address falls, the fear of falling, increasing independence and promote physical activity to increase strength and balance. Elder Services of the Merrimack Valley will discuss their current Falls Prevention Grant activities and community partners will discuss their work with the Falls Intervention Program, A Matter of Balance and Tai Chi.

Melissa Donegan, LSW, Assistant Director Healthy Living Center of Excellence; Molly Gerbutavich, Falls Coordinator, Healthy Living Center of Excellence (Matter of Balance and Tai Chi community partners TBD)

Thursday, October 19

Session I 9:00am-10:15am continued

T1-5 Seven Steps to Managing Your Memory (What's Normal, What's Not, and What to Do About It)

1 SW CEU

As you age, you may find yourself worrying about your memory. Where did I put those car keys? What time was my appointment? What was her name again? With more than 41 million Americans over the age of 65 in the United States, the question becomes how much (or, perhaps, what type) of memory loss is to be expected as one gets older and what should trigger a visit to the doctor.

Seven Steps to Managing Your Memory Presentation addresses these key concerns and more, such as...

- What are the signs that suggest your memory problems are more than just part of normal aging?
- Is it normal to have concerns about your memory?
- What are the markers of mild cognitive impairment, dementia, Alzheimer's, and other neurodegenerative diseases?
- How should you convey your memory concerns to your doctor?
- What can your doctor do to evaluate your memory?
- Which healthcare professional(s) should you see?
- What medicines, alternative therapies, diets, and exercises are available to improve your memory?
- Can crossword puzzles, computer brain-training games, memory aids, and strategies help strengthen your memory?
- What other resources are available when dealing with memory loss?

Seven Steps to Managing Your Memory is also a book and written in an easy-to-read yet comprehensive style, featuring clinical vignettes and character-based stories that provide real-life examples of how to successfully manage age-related memory loss.

Andrew E. Budson, MD, Section Chief, Cognitive & Behavioral Neurology and Associate Chief of Staff for Education, Veterans Affairs Boston Healthcare System, Associate Director and Education Core Director, Boston University Alzheimer's Disease Center

T1-6 What Now? Transitioning from the Old to New Senior Center

Transitioning into a brand new Senior Center can be both exhilarating and terrifying for those coordinating and facilitating the process. Without careful planning, the first year can be tumultuous. Increased staffing, including volunteers, and expanded programming is best done deliberately and methodically. Financial considerations include a realistic projected budget as well as probable funding sources.

Tina Gorman, Executive Director, Westfield Council On Aging

Thursday, October 19

Session I 9:00am-10:15am continued

T1-7 Come 2 B Dementia Friendly; "The Follow Up"

COME 2 B Dementia Friendly

Has it been 2 years already? The Dementia Friendly Communities project (COME 2 B Dementia Friendly) of Hudson, Marlborough and Northborough has been operational since September 2015. This program will highlight the survey data, outcomes and action team projects along with lessons learned.

Christine Alessandro Executive Director BayPath Elder Service Agency

Arthur Bergeron, Elder Law Attorney Mirick O'Connell

Patricia Pope, Executive Director, Marlborough Senior Center

Kelly Burke, Director, Northborough Senior Center

Janice Long, Director, Hudson Senior Center

T1-8 Lessons learned from implementing Savvy Caregiver in Massachusetts

Come learn about a new program to support family caregivers caring for loved ones with Alzheimer's and related dementia- Savvy Caregiver. Hear from different colleagues that have held a training in their senior center and other community locations about the impact this program has had on caregivers.

This workshop will be presented in collaboration with the Healthy Living Center for Excellence and community partners. Presenters will include staff from HLCE, EOEA and a few agencies that have implemented the program in their community.

Note: Workshops may be added, deleted or changed and/or the timeline may be altered due to circumstances beyond our control

Refreshment Break 10:15 to 10:45

Thursday, October 19

Session II 10:45am-12:00pm

T2-1 Driving Safer Longer

Discuss programs that AAA provides at no-charge geared toward keeping seniors driving safely. We present programs from 30 minutes to 4 hours discussing driving, tips and techniques to help fight the natural effect of age.

John Paul, Senior Manager, Traffic Safety, AAA

T2-2 Best Practices for Elders with Vision Loss

1 SW CEU

Vision loss is a condition many seniors experience. Come to this seminar and learn the common causes of vision loss, the functional impact vision loss has on daily living, how you can best help those clients and what resources MCB can provide your clients who are legally blind. This session will focus on living at home with vision loss by providing you tips, techniques and an understanding of useful equipment and practical approaches to helping elders accomplish many everyday household tasks safely.

Casey Hall, Director of Training, MA Commission for the Blind
Karen Hatcher, Director of BRIDGE Program, MA Commission for the Blind

T2-3 Outside-the-Box Programming

The "Outside of The Box" programming concept is a model for giving the ownership of specific activities to volunteer leaders. This allows for the creation of new programs with minimal staff/financial support while allowing the programming schedule to be expanded. We will focus specifically on two successful programs, how they were developed, and how they are run; The Trailblazers Group that plans and executes activities for physically active seniors such as hiking, biking, boating, and horseback riding; The Dull Men's group which is a men's "coffee klatch" meets weekly with some "traditions" but no formal agenda. Each group has over 40 individuals registered and average about 25 participants in each session. The second half of this presentation will be a round table discussion of the participant's best program ideas, so please bring your best ideas to share.

Pam LeFrancois, Director, Southborough Senior Center
MaryAnn Anderson, Member of Southborough COA
Bill Harrington, Chairman, Southborough COA

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Thursday, October 19

Session II 10:45am-12:00pm continued

T2-4 Financial Exploitation: One Law Firm's Experience with the Cause and Possible Interventions

1 SW CEU

Financial exploitation of seniors is a sad reality, becoming more prevalent every day. Especially once a spouse passes or enters a nursing home, the spouse in the community faces a new challenge of creating a new life. Scams abound relative to quick cash sales of real estate, to phone calls from purported IRS representatives, to Health care workers whose goal is to infiltrate families and separate loving caregivers from elders in order to gain access to assets.

Christine Ouellett, Esq., Attorney at Spano & Dawicki, LLC
Andrea A. J. Witt, Esq., Partner at Spano & Dawicki, LLC

T2-5 Maximizing SNAP

The Supplemental Nutrition Assistance Program (SNAP) is a critical federally-funded nutrition benefit for low-income households including older adults. National research confirms that ensuring older adults have access to nutrition programs reduces health care costs and hospitalizations. This workshop will include basic application rights, the required proofs to qualify, how to boost the SNAP benefit amount by claiming certain deductions, how to advise immigrant households, how to advocate for clients who have been wrongfully denied or receive an inadequate amount, as well as information about the new Healthy Incentive Program (HIP) which provides \$40 or more in additional monthly EBT benefits for fresh fruit and vegetable purchases at farmer markets, farm stands, CSAs and mobile markets. The session will include an update on the Congressional 2018 Farm Bill deliberations, which threaten to cut or restrict SNAP access and a discussion about what COAs can do to help prevent cuts to SNAP.

Patricia Baker, Senior Policy Analyst, Massachusetts Law Reform Institute
Brittany Mangini, Department of Transitional Assistance (DTA) SNAP Outreach Benefits Team
Lorraine Ward, Department of Transitional Assistance (DTA) SNAP Outreach Benefits Team
Karen Driscoll, Department of Transitional Assistance (DTA) SNAP Outreach Benefits Team

T2-6 How Digital Health Technology is transforming ElderCare

Aging population is increasing in US and by year 2030, 20% of the population will be 65+. Digital health innovations transform the way the eldercare services are offered and assist in helping caregivers monitor their seniors' health efficiently while helping seniors live independent. WatchRx is a digital health solution that provides a watch to seniors take care of their medications, ADL reminders, GPS and Emergency calling while their caregiver app helps caregivers stay connected to their loved ones while receiving real time status-feed.

Jayanthi Narasimhan, Founder & CEO, WatchRx, Inc.

Thursday, October 19

Session II 10:45am-12:00pm continued

T2-7 "What Funeral Consumers Needs to Know: Options and Choices for After-Death Care"

The Funeral Consumers Alliance is a national consumer advocacy organization with two local affiliates in Massachusetts, providing consumer information, referrals, and legislative monitoring of the funeral industry, as well as funeral, burial and cremation cost surveys and comparisons. Additionally, these FCA affiliates provide information on your rights, the law, less expensive and eco-friendly options and choices such as home and family deathcare, green burial, memorial and commemorative arts services, and DIY options. This FCA panel will explore these options and others, and demonstrate the range of information that can be covered in a CoA/senior center presentation.

Sandy Ward, President, Funeral Consumers Alliance of Western Massachusetts (FCAWM)

Heather Massey, Cape Cod Representative and Family/Home Deathcare Consultant, Funeral Consumers Alliance of Eastern Massachusetts (FCAEM)

Eva Moseley, Member Secretary

T2-8 Social Media

Note: Workshops may be added, deleted or changed and/or the timeline may be altered due to circumstances beyond our control

Thursday, October 19

Session II 10:45am-12:00pm continued

T2-9 Medicare, Health Insurance and Protecting your Assets from the High Cost of a Nursing Home; Planning for Medicare- Countdown to 65

Planning for Medicare-Countdown to 65 is a presentation that helps people approaching Medicare eligibility understand their health insurance options outside of employer-sponsored coverage. Many people need help understanding the coverage options available to them. This is especially true for people that plan to retire and are leaving employer sponsored coverage. For these individuals retirement may be the first time they do not have a Human Resource representative coordinating, explaining, and negotiating a rate for their health plan premium. The presentation will explain: Medicare Parts A and B, Medicare enrollment timeline, Medigap Plans that supplement Medicare coverage, Medicare Advantage Plans, such as HMO and PPO's, Medicare Part D prescription drug plans, and plans and programs available to early retirees, such as COBRA.

Presented By Susan Flanagan , Senior Plan Consultant, Blue Cross Blue Shield of Massachusetts

Are your Assets and Life Savings Protected from the High Cost of a Nursing Home?

Generations Asset Preservation is proud to offer a collaborative educational seminar with Blue Cross Blue Shield of Massachusetts that will allow you to:

- Learn how to navigate legal, financial, estate planning and health care.
- Become better informed on optimizing your money, protecting your assets, and structuring the proper legal documents.

Presented By David Corman, President, Generations Asset Preservation
Susan Flanagan, Senior Plan Consultant, Blue Cross Blue Shield of Massachusetts
David Corman, President, Generations Asset Preservation

T2-10 Safety & Memory Challenges

Dementia related changes affect how we must think about safety. This program will teach strategies to encourage a safe environment and lifestyle for those affected with memory challenges.

Julie McMurray, MA LMHC, CDP

Luncheon 12:00pm to 1:00pm

Sponsored by

Thursday, October 19

Session III 2:15pm-3:30pm

T3-1 The future of MBTA's paratransit and fare collection

A presentation from and discussion with MBTA staff on the future of some core MBTA services. Michael Lambert will discuss the MBTA's partnerships to provide RIDE trips, and the potential for more partnerships to develop. Matthew Ciborowski will discuss how the MBTA's fare collection system is changing to provide better service for all customers.

Matthew Ciborowski, MBTA, Project Manager

Michael Lambert, MBTA, Deputy Administrator

T3-2 Balance for Life Exercise Program - A Follow Up From Matter of Balance

Balance for Life exercise program was the outcome from the feedback of Balance: Managing Concerns About Falls class. Balance for Life strengthens the senior's ability to move functionally and efficiently. In this workshop you will learn our Balance exercise routine developed by a physical therapist along with chair yoga poses. In addition to learning the routine, we will share music suggestions, the art of queuing, tips to build a community within the Balance class and more! Balance for Life is the Duxbury Senior Center's fast growing exercise program with record attendance and participation. Come to this workshop so you can start a Balance for Life exercise program at your senior center!

Andrea Brandeis, Program Coordinator

T3-3 "Discover Your Purpose"

"Discover Your Purpose" provides an integrative framework that focuses on the importance of purpose, connections and life balance and their positive impacts on health, longevity and happiness. In structured discussions with peers, attendees help each other to understand better the "new retirement" and, driven by their own motivations, to commit to connected lives with purpose. This seminar is ideal for sponsorship by Councils on Aging as a Lunch & Learn or an evening event to draw the "younger. older" audience into Senior Centers.

David Guydan, Director, esc Discovery

Thursday, October 19

Session III 2:15pm-3:30pm

T3-4 Performance Management & Dealing with Toxic Employees

This presentation will identify possible reasons why a seemingly excellent hire turns out to be toxic or why a long-standing employee has deteriorated into a hostile individual. In addition, we will focus on the proper approach employers should take toward transforming a toxic employee into a positive performer.

The presentation will focus on:

1. Identifying the "Toxic" Employee.
2. How to Avoid Employees Turning Toxic
3. Transforming the Toxic Employee Through Effective Performance Management

The objectives of the presentation are to:

- Enlighten supervisors that their actions are often the root cause or a significant contributing factor to an employee becoming problematic
- Provide supervisors with skills necessary to keep employees happy and productive
- Present effective performance management strategies to transform a toxic employee into a productive worker

Edward R. Mitnick, Executive Director, Just Training Solutions, Inc.

T3-5 Assistive Technology and Aging

Please join us to learn about the No Wrong Door (NWD) Aging and Disability Resource Consortia (ARDC) in Massachusetts. We will highlight our current initiative, promoting the increase utilization of Assistive Technology (AT) for older adults. For many older adults AT can help them continue to live safely and independently. We will provide an overview of AT services and resources in the Commonwealth.

Annette Peele, Community Programs Director, EOE
Ann Shor, AT and Independent Living Manager, MRC
Rachel Weiner, OC Director, EOE
Kevin Berner, Easterseals MA
Kobena Bonney, MassMatch Director, MRC
Leo Tonevski, Easterseals MA

Thursday, October 19

Session III 2:15pm-3:30pm continued

T3-6 Alternatives in Alzheimer's Care

1 SW CEU

Socialization is a proven treatment for individuals with Alzheimer's and other dementia. Attendees will gain a general understanding of a specialized social model adult day program. Pleasantries is a unique home-based program in a residential setting, which offers successful and engaging activity, restoring the person's sense of purpose. This model has been blossoming in various senior centers. This workshop will provide the value of instituting specialized programming for individuals living in the community with Alzheimer's or other dementia. The attendee will learn about this opportunity to fill the gap for those not needing medical or institutionalized care. This session will explore ways to create a better day for persons and family members living this journey. Participants will leave this workshop with an understanding of how this model of care provides: persons with dementia longer residency in their own homes; benefits to the caregiver to receive respite; and, prevention to over institutionalization.

Tammy Pozerycki, MA, CADDCT, CFRDT, CDP, Owner, Pleasantries Adult Day and Consulting Services

T3-7 "From 50,000 feet to the Tarmac: How to Arrive in One Piece"

Do you struggle with helping your clients understand everything you offer? In the ever-changing world of health care compounded with the desires of an aging market, it can be difficult to help your clients wrap their heads around the breadth of the services and benefits your programs provide. The presentation will utilize the PACE (Program of All-Inclusive Care of the Elderly) model of care, which by its nature is comprehensive and difficult to succinctly describe, as the example to go from the large multi-point concept to a simplified easily digestible one.

Pamela Pattavina, Director of Business Development
Chad Williams OT, Clinical Project Manager

T3-7 Finally! How PACE is paving the way for frail & at-risk elders in MA

We all have those certain few consumers who we worry about the most.....They may have multiple physical & mental diagnoses, little support, financially insecure & unfortunately, not a lot of hope. You keep searching for that "magic" formula that will stabilize them, get them back on track and on a healthy regimen with daily supervision & monitoring (by someone other than you!) Well PACE could be the answer that you have never heard of before...and its about to change the way you look at healthcare services for elders age 55 and over.

Carol B. Pallazolla, Education & Outreach Coordinator, PACE at Element Care

Thursday, October 19

Session III 2:15pm-3:30pm continued

T3-8 An Introduction to MCOA's Comprehensive Senior Center Database

This session will introduce attendees to a comprehensive database of information about COAs in MA. The data base will serve as a resource for MCOA staff helping member COAs identify relevant models for programs (e.g., Which nearby communities offer falls prevention programs?) or compare the range of services they offer to those provided in similar communities (e.g., How many communities similar to us in size offer congregate meals programs?). This session will include brief demonstrations and a facilitated question and answer session with the creators of the database.

Jan E. Mutchler, PhD, Professor and Director of the Center for Social & Demographic Research on Aging, University of Massachusetts Boston

Ceara Somerville, MS, Research Assistant, Center for Social & Demographic Research on Aging, University of Massachusetts Boston

T3-9 MassDOT's Community Transit Grant Program – Highlighting Successful and Innovative Projects from Across the Commonwealth

The MassDOT Community Transit Grant Program is an annual competitive awards process that distributes federal and state funds dedicated to the transportation of seniors and individuals with disabilities. This session will first introduce the program to any unfamiliar attendees, and then will highlight a number of successful and innovation projects from across the Commonwealth that have deployed strategies, techniques, and tools that could be utilized by other organizations.

Participants will leave this workshop with a clear understanding of MassDOT's Community Transit Grant Program and some strategies, techniques and tools that have helped other organizations serve the transportation needs of seniors and individuals with disabilities.

Jillian Linnell, Manager of Capital & Grants Programs, MassDOT Transit

Alex Cox, Grants Management Specialist, MassDOT Transit

T3-10 Lobbying: It's NOT a Dirty Word (or.... What's the Difference Between "Advocating" & "Lobbying" and When Can I Do It?)

If you love helping people and are eager to speak up for those whose voices often aren't heard, you'll want to attend this workshop to learn when and how you can lobby elected officials. Whether you work for (or serve on the board of) a senior center, nursing home, food pantry, or any other organization/coalition, you have important insight into the lives of the people you serve. As a result, your front-row seat gives you a strategic perspective that elected officials need to hear about at key times. All too often we shy away from advocating and lobbying on important decisions regarding budgets and other public policies because we think we "aren't allowed" or that it's "too confusing to bother with." In this workshop we'll review the laws and untangle the confusions about advocacy and lobbying so you can confidently make your voice heard for those you care about.

Andrea Freeman, MS, Field Director, MA Public Health Association

An attorney with a specialty in nonprofit and state/federal lobbying laws

Refreshment Break 3:30pm to 4:00pm

Thursday, October 19

Session IV 4:00pm-5:15pm

T4-1 Create Senior Theater Joy and Health & In Your Budget

1 SW CEU

This presentation will introduce learners to the process and benefits of creating a senior theater program. Offers practical insights into all aspects of creating and running a program at virtually any senior center or retirement community. Highlights include overcoming age related obstacles as well as time and cost limitations. (I have also submitted this same workshop including a performance in 3 hour block. This second application hopes to do short version with performance for entertainment Wed. or Thur.

Steve Henderson, Author of "Create Senior Theater – Joy and Health & In Your Budget," BA (playwriting) UMASS, Actors Equity Association (ret.), Award winning actor and playwright, RN, Former Director of Nurses (Skilled Facility), Former Director Assisted

T4-2 Wellness Recovery Action Plan (WRAP) (R) : Developing a Plan to Stay Well

The Wellness Recovery Action Plan (WRAP) (R) is a general health maintenance plan that takes into account who you are, what's important to older adults, and what it takes to help them feel good. WRAP groups are led by a facilitator and teaches people to develop their personal plan to stay strong and hopeful, even when life is hard. WRAP groups are supportive, non-judgmental, and positive. Learn about how one Council on Aging started a WRAP group, and about the positive feedback from participants. We will also walk through an abbreviated session from the group.

Rob Walker, MA Dept of Mental Health, Office of Recovery and Empowerment
Michael Squindo, LCSW Outreach Coordinator, Longmeadow Adult Center

T4-3 Handling ADA Reasonable Accommodation and FMLA Requests

This workshop will address many of the difficult issues with respect to managing employees with potential disabilities requiring reasonable accommodations as well as managing employees requesting a leave of absence under the Family and Medical Leave Act (FMLA). Issues covered will include:

- Who is covered under these laws
- What do each of these laws provide
- What constitutes a request for a reasonable accommodation
- What absences are covered under the FMLA
- How to handle and document requests for reasonable accommodation and FMLA leave

Edward R. Mitnick, Executive Director, Just Training Solutions, LLC

Thursday, October 19

Session IV 4:00pm-5:15pm continued

T4-4 UBER Transportation Options for Older Adults

Place holder proposal prior UBER submitting the full workshop.

Susan Effler

T4-5 Community-Based Approaches to Identifying and Preventing Elder Abuse

Elder abuse, though rarely discussed and even more infrequently reported, is a major public health problem in the United States. Older adults are often targeted by both family members and strangers because of their vulnerabilities, such as disability and isolation. Identifying and reporting elder abuse can be challenging, with many of the victims feeling ashamed or unsure of how to get help. Taking a community-based approach to building partnerships and educating providers about elder abuse are two strategies for trying to combat this massive nation-wide problem. This presentation will provide attendees with a description of these approaches: employing elder abuse task forces within communities and providing training to direct care workers on identifying and reporting abuse. Elder abuse task forces bring together community-based organizations to provide education to the broader community. These groups have been key resources of both momentum and education within local areas. The Elder Abuse Awareness and Prevention training developed for home care workers, was initiated to provide aides with the skills and knowledge to identify and report potential elder abuse situations. These frontline workers, as well as others such as case managers, social workers, or community health workers, interact with elders on a one-on-one basis, often in the elders' home and can be a key ally to the elder and the protective service community. After attending this session, participants will have an understanding of two approaches being used in Massachusetts to address the issue of elder abuse and how their COA can adopt their own approach.

Lisa Gurgone, Executive Director, Home Care Aide Council

Betsey Crimmins, Senior Attorney, Elder Health and Disability Unit, Greater Boston Legal Services

T4-6 Mindful Positive Living & Stress Awareness Workshop for Seniors

Come learn about a powerful series of 3 Mindful Living workshops designed to provide tools and techniques to assist older adults in recognizing how their personal stress shows up and ways to bring more positivity and happiness into their lives. The workshop series includes: simple daily mindful techniques, breathing & meditation techniques, positive motivational stories with discussion, and opportunities to practice the techniques. They are designed to aid participants in understanding how thoughts relate to overall health and to reinforce mindfulness techniques to improve overall quality of life.

Cheri Callanan, CDP, CADDCT

Professional Elder Advocacy, Consulting, and Education Services (P.E.A.C.E.)

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Thursday, October 19

Session IV 4:00pm-5:15pm continued

T4-7 Ask the Intimate Questions: The Silenced Pieces of Disability and Technology in the Aging Population

Information access is a civil right. Come get a crash course in assistive technology training from the civil rights ADA angle and learn how you can make this part of your organization's mindset. This includes digital access. From online dating, to shopping, to social media, assistive technology is a valuable tool for seniors coping with vision loss, but only a few can access it comfortably because of availability of training, support and equipment. The intersectionality of race, gender, blindness and vision loss, age and economic status fundamentally change how people receive and interact with today's assistive tech devices. How do we bridge these gaps? WE must find ways to offer viable models of support where all seniors can access the information they need to manage their own health, welfare and independent living goals. Where does the funding, expertise and community support come from to make this happen? It starts with better disability and assistive technology accessibility awareness. In this intensive, we cover the intersectionalities of disability, assistive technology, steps to digital inclusion and how to make your organization digitally accessible to all.

Sassy Outwater

W4-5 Joyful Connections! A Social Club for People with Dementia

1 SW CEU

Joyful Connections! includes a two-hour workshop five days/week for 10-20 people requiring extra support during late afternoon hours due to memory loss and/or social isolation when other supports provided by the community are not available and when needs are greatest for those with memory loss due to sundowning. This meaningful programming is based on the Habilitation Therapy Model and is designed to promote social connections, inspire creativity, reduce negative behaviors and cultivate a sense of purpose.

Each two-hour session consists of three distinct components that are based on the Alzheimer's Association's recommendations for activity planning. Research indicates that older adults who exercise three or more times/week have a 40% less risk for cognitive decline. For this reason, physical exercise, with adaptations for this population, is one of the essential program components. After preparation and/or consumption of a healthy snack, there are rotating activities based on art, music, nature, memories, the five senses, food, and other topics. Again, each activity is designed to promote a positive emotional experience.

Caren Silverlieb, Director of Strategic Planning and Partnerships

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Friday Activities: October 20th

7:00am–9:00am	Breakfast
8:00am–12:00pm	Registration Desk and Resolution Desk Open
9:00am–12:00pm	Morning Intensive Session
12:00pm–1:00pm	Lunch
12:45pm–2:15pm	Afternoon Wrap-Up Session
2:15pm	Conference Adjournment until 2017

Friday, October 20 Session I 9:00am-12:00pm

F1-1 The ABCs of Sustainable Time Management

3 SW CEU

Too much to do? Too little time? Learn the ABCs of Sustainable Time Management -- Attention that's flexible or focused as needed, Boundaries that protect you and connect you to others, and Choices made in tune with your truest values. Learn fundamental skills to deal with interruptions, procrastination, saying No, fuzzy priorities, and much more.

Pam Kristan, Owner, Pam Kristan Consulting

F1-2 New Viewing Angles, A Veteran Resource Guide

3 SW CEU

A local Aging Service Access Point (ASAP) hosted a Veteran Summit meeting which revealed that veteran resources are mostly learned through word of mouth and can take decades to gather the information needed to obtain services. This workshop reviews a new way to read and create a veteran resource guide to cater to many different types of thinkers. Some individuals learn better through use of visual aids and others may be better at using an outline. The guide that is presented does this by looking at the same questions from multiple angles; visual, verbal, and outline formats. It is hoped that other counties in Massachusetts can use this guide as a template for their own agencies. Furthermore the program examines the reasons why veteran resources for elders may be hard to find and how a community aging agency can help provide access to these resources.

Vanessa R. Kahrman, MA, LSW Operations Manager

Jessica Mack, BSW Intern

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Friday, October 20

Session I 9:00am-12:00pm continued

F1-3 I Just Started my Dream Job...Now What??

Being a Council on Aging Director can be overwhelming when everything is going well, let alone when it's not. In this workshop for new directors we will let participants decide what they need to learn while covering, but not limited to the challenges of working with different governing bodies, best practices - will they work for you and your center, understanding the budget and the budget process in your town and beyond and programs that can be leveraged so you can be seen as essential in your community. There will be ample opportunity for participants to ask questions and learn from each other in a safe, judgement free environment.

Carolyn Brennan, Executive Director, East Longmeadow Council on Aging
Marge McDonald, Director, Burlington Council on Aging

F1-4 Transit Asset Maintenance and Fleet Management: Best Practices for Small Providers

Transit asset management, including on-going vehicle maintenance practices are critical to providing safe and reliable transportation. In this session, MassDOT will provide a brief overview of FTA's new Transit Asset Management rule, and the implications for current recipients of federal funds (including vehicles). We will then provide an overview of asset maintenance expectations, best practices and resources for developing a vehicle maintenance plan, vehicle pre-trip inspection forms and maintenance records. All of the information will be targeted toward COAs that own or operate vehicles as part of their services.

Trevor Bayard –Murray, Federal Transit Compliance Officer
Jillian Linnell, Manager of Capital and Grant Programs

F1-5 Using the Habilitation Model to Support People with Alzheimer's Disease

3 SW CEU

Often, a great deal of staff time is consumed by a few people suffering from dementia. Assisting someone who is confused, repetitive, paranoid, wandering or agitated requires a trained and compassionate staff.

Participants in this training will build their skills with tips, techniques and suggested language to assist them to communicate effectively with people with dementia. The training offers much more than the tools, it also reinforced a format of teamwork for staff of various departments to strategize solutions together to ease the heavy burden of memory loss for people and their caregivers and families.

The guide described in the workshop can be used by individual staff and as part of group training and is available on-line at no cost for easy reference (jche.org/guide). Clearly, ongoing staff training has lead to a more educated, more compassionate, better equipped staff that uses the tools learned through this process to assist their guests.

Caren Silverlieb, Director of Strategic Planning and Partnerships, Jewish Community Housing for the Elderly