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SeniorCare Inc. Newsletter **SPRING** 2014

National Volunteer Month



SeniorCare is celebrating National Volunteer Week during the entire month of April! SeniorCare's 400+ volunteers were mailed a beautiful bookmark recognizing their extraordinary service. The bookmark was designed by SeniorCare's RSVP staff including a watercolor by SeniorCare Care Manager and artist Denise Walter.



Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in. ~Author Unknown

Information and Referral—One Call is All

SeniorCare's essential behind the scenes **Information and Referral Department** is the entry point for all referrals and inquiries for the entire agency. The professional Information and Referral (I&R) Specialists are trained to determine and respond to the needs of callers with patience, skill, and compassion. Their goal is to answer all of a caller's questions as best they can, provide referrals, and see to it that each caller's needs are met within the realm of services for elders, caregivers, and adults with disabilities.

I&R Specialists handle questions on available resources to include any and everything related to senior services, and more. Callers are sent a package of information specific to their needs. The I&R Specialists may make follow-up calls to determine if the information was helpful, correct, and acted upon. If it is determined that the elder is incapable of making the calls independently, the Specialist will assist that caller. SeniorCare's role as an Area Agency on Agency is to provide information on available services, programs, and policies.

Some of the most common requests for information are related to : Long Term Care facilities, Medication, Elder Law Attorneys, in-home services such as hairdressers, homemakers, personal care workers and transportation resources. And don't forget, we also now assist adults with disabilities as well!

Living Independently with Help from SeniorCare



One of the most gratifying things for me as Executive Director of SeniorCare is to hear from a consumer whose life has been touched by SeniorCare's work. I recently received a very thoughtful and appreciative voicemail message from a woman helped by a number of SeniorCare's programs. A well educated former healthcare management professional, Kate Starr was eloquent in her enthusiasm. In addition to appreciating the quality of Meals on Wheels, she complimented the driver who called 911 for assistance when he found she had fallen at home. Fortunately, Kate was able to call to him for help when he came to deliver her meal. Kate lives independently with several disabilities. She has a PERS (Personal Emergency Response System) and she depends on her service dog, Lady Clare. Kate received assistance from SeniorCare's Pawsitive Connections Director Anne Springer with "Canine Good Citizen" certification for two of her service dogs in the past. SeniorCare's mission is to help seniors and adults with disabilities live independently at home or in the setting they choose, and Kate is a wonderful example of how SeniorCare's programs help make that possible.



RSVP Volunteers of the North Shore

RSVP partners with non-profit agencies on the North Shore and Cape Ann to help find fulfilling placements for volunteers while meeting vital community needs. To learn more about volunteering, contact: Ruth Lindsay, RSVP Director, 978.281.1750 x572 ruth.lindsay@seniorcareinc.org or Elizabeth Caron, RSVP Program Assistant, 978.281.1750 x568 elizabeth.caron@seniorcareinc.org.

For more information see the Volunteer page on our website:

www.seniorcareinc.org

Pawsitive Connections

Pawsitive Connections at SeniorCare offers information, referral, assistance and advocacy regarding pet-related issues that affect elders and adults with disabilities. We cannot take animals that need new homes but will refer you to shelters, rescue groups, and other resources. Call Pawsitive Connections Director, Anne Springer for more information—987.281.1750 x569.

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***The Kiosk for Living Well** project is made possible by grants from the National Center on Senior Transportation, New Freedoms Initiative of the Federal Transit Administration, and the North Shore Community Health Network.

Cummings Center Employee Presents Donation for Meals on Wheels

Joseph Curley of Gloucester recently presented a \$1,000 donation from the Cummings Properties Employee Directed Giving Program to the SeniorCare Meals on Wheels Program. Receiving the check are Scott Trenti, Executive Director of SeniorCare and Linnea Hagberg, Nutrition Program Director.

Last year SeniorCare delivered 131,649 meals to homebound elders and served 39,832 meals at senior dining sites in Beverly, Gloucester, Essex, Manchester Rockport, Ipswich, Hamilton, Topsfield and Wenham. The donation kicked off SeniorCare's 2014 **March for Meals** campaign to raise awareness of senior hunger and the need for senior meals.



It's Never Too Late (IN2L) at the Beverly Council on Aging

It's Picture Memories Month at the Kiosk: Where the Past Meets the Future.

At the Kiosk for Living Well*, SeniorCare is helping to bring the past to life! Using our IN2L computer we can help show you that it's never too late to reminisce about special memories, so we're celebrating during Picture Memories Month in April.

Is there a special place that you want to remember? Think of a place visited long



SeniorCare's Kiosk Coordinator Tracy Chait with Congressman John Tierney at the Kiosk

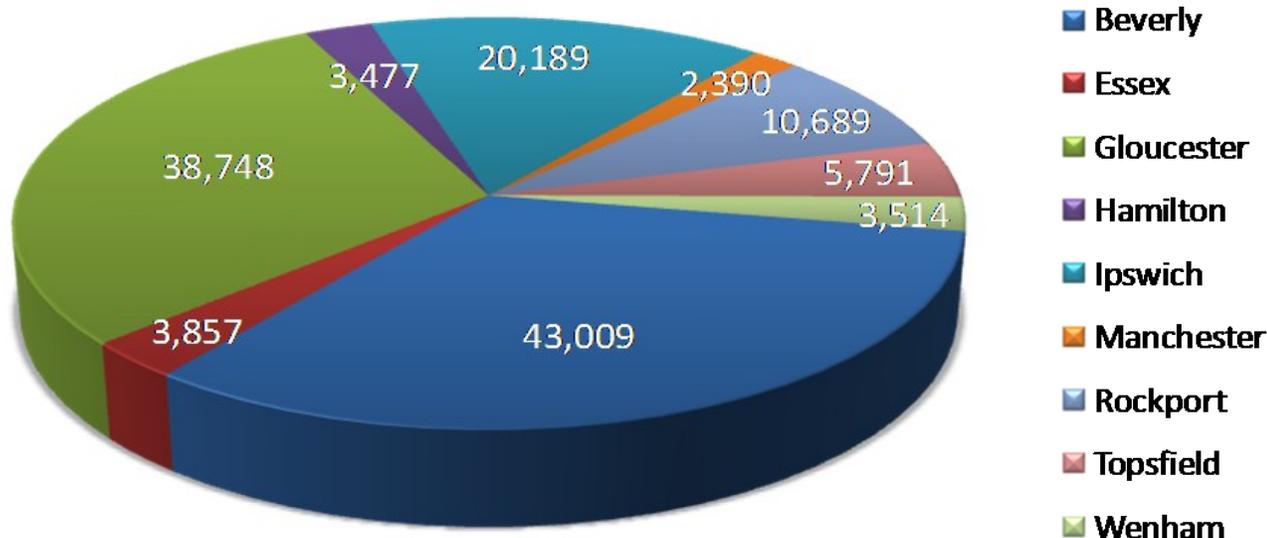
ago where you haven't returned. We can help you find it on the IN2L computer and view images of how it looked when you were there all those years ago, and even how it looks today! Recently, a 92-year old veteran, who served as an Army Nurse in a MASH unit in Africa during World War II, was able to see images of her unit and unlock memories from a faraway place she hadn't revisited in 70 years!

Or, do you have special photographs that you cherish? If you bring them to the Kiosk, we can scan them for you to help you make copies to share with loved ones, or we can even make a special DVD of your photographs for you. If you bring in your digital camera, we will show you how easy it is to make prints, and even how to email your photographs.

Come to the Kiosk For Living Well at the Beverly Council on Aging on Tuesdays from 9:00 a.m. – 1:00 p.m. and Thursdays from 10:00 a.m. – 12:00 Noon. Call Tracy Chait at SeniorCare, 978-865-3580 ext. 565 for more information. Let us help you bring the past to life.

Over 1,000 North Shore and Cape Ann Elders Receive Meals on Wheels

In SeniorCare's nine North Shore and Cape Ann communities, more than 1000 homebound elders received a total of 131,649 home delivered Meals on Wheels from SeniorCare in the last year. The hot, nutritious meals are delivered Monday through Friday by a dedicated corps of SeniorCare volunteer and staff drivers. In addition to the meal, recipients receive a friendly "well being check" when the meal is delivered. The chart below shows the number of Meals on Wheels meals delivered in each community.



Community Champions for March for Meals



Manchester-by-the-Sea Selectmen **Community Champions** Robert Hoff and Tom Kehoe join SeniorCare RSVP of the North Shore's Carol Shanley, a long-time Meals on Wheels Driver, to help deliver to frail elders in their community. This was part of **March for Meals** which is sponsored by the Meals on Wheels Association of America.



Gloucester Mayor Carolyn Kirk was a **Community Champion** at Rose Baker Senior Center in Gloucester. Mayor Kirk helped serve the luncheon meal as part of **March for Meals** - bringing awareness to senior nutrition and hunger.

Meals on Wheels volunteers NEEDED in your community! Call Paula or Linnea, SeniorCare Nutrition Department, 978.281.1750 for more information.



Community Champion State Representative Jerry Parisella of Beverly, shown here with Nutrition Program Director, Linnea Hagberg, and Meals on Wheels Driver, Joe Vaccaro. We thank Jerry for going out to with us to interact with his constituents in this very special way for **March for Meals**.

SeniorCare

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SAVE
THE
DATE!



5th Annual Sunset Boat Cruise Fundraiser

Dancing on the High Seas *aboard the*
HURRICANE II

Rose's Wharf, 415 Main Street, Gloucester, MA

Thursday, July 10th

6:30 to 9:30 p.m.

Contact Paula Curley for more information

978-281-1750 ext. 560

paula.curley@seniorcareinc.org

Sponsorship opportunities available

SAVE
THE
DATE!



Annual Meeting Dinner and Awards

Thursday, September 18th

6:30 to 9:00 p.m.

The Hellenic Center

Ipswich, MA 01938

Contact Ilia Stacy for more information

978-865-3503 (direct)

ilia.stacy@seniorcareinc.org

Sponsorship opportunities available

