

MCOA Annual Conference

Rising Tides: Embracing Population Growth of Older Adults

October 26, 27 & 28, 2016
Sea Crest Resort, Falmouth, MA

2016 Conference At A Glance

Sea Crest Resort, Falmouth, MA
October 26, 27, and 28, 2016

Wednesday Activities: October 26th

7:00am–9:00am	Continental Breakfast – Nauset Exhibit Hall
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open – Nauset Exhibit Hall
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break – Nauset Exhibit Hall
10:45am–12:00pm	Workshop Session II
12:00pm–1:00pm	Lunch – Ocean View Dining Room
1:00pm–2:00pm	Plenary Session – Emily Browder Melville, Ballroom I
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break – Nauset Exhibit Hall
4:00pm–5:15pm	Workshop Session IV
5:20pm–5:40pm	Stretch and Smile with Emmett – Poolside
6:00pm–8:30pm	Dinner – Ocean View Dining Room

Thursday Activities: October 27th

6:00am–7:00am	Walk/Run – Meet in the Hotel Lobby
6:30am–7:30am	Sunrise Yoga – Poolside
7:00am–8:00am	12 Step – Race Point
7:00am–9:00am	Breakfast – Ocean View Dining Room
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open – Nauset Exhibit Hall
8:00am–9:00am	Morning Plenary – Alec Graham, Ballroom I
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break – Nauset Exhibit Hall
10:45am–12:00pm	Workshop Session II
12:00pm–1:00pm	Lunch – Ocean View Dining Room
1:00pm–2:00pm	Plenary Session – Secretary Alice Bonner, Ballroom I
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break – Nauset Exhibit Hall
4:00pm–5:15pm	Workshop Session IV
5:20pm–5:40pm	Stretch and Smile with Emmett – Poolside
6:00pm–8:00pm	Networking Reception – Ocean View Dining Room

Friday Activities: October 28th

6:45am–7:45am	Walk/Run – Meet in the Hotel Lobby
7:00am–9:00am	Breakfast – Ocean View Dining Room
8:00am–12:00pm	Registration Desk and Resolution Desk Open
9:00am–12:00pm	Morning Intensive Session
12:00pm–1:00pm	Lunch – Ocean View Dining Room
12:45pm–2:15pm	Afternoon Wrap-Up Session
2:15pm	Conference Adjournment until 2017



At the Center of it All

Welcome to the Conference!

Conference Highlights: At “Senior Centers 2016” we offer:

Workshops: Ranging from Alzheimer’s to Uber, the workshops this year cover a broad range of topics reflecting the breadth of programs and services offered by Councils on Aging at the local level. The workshops give participants the opportunity to develop skills and learn about new program/service opportunities.

Plenaries: The three plenaries scheduled offer unique insights into where we are as elder service providers. On Wednesday, Keynote Speaker Emily Browder Melville will offer reflections on “Shifting Inward: Finding Your Inner Voice.” On Thursday morning, State Protective Services Director Alec Graham will offer his perspectives on the current status of Protective Services in Massachusetts. On Thursday, Executive Office of Elder Affairs Secretary Alice Bonner will offer her perspective on “Working with Communities: Advocacy, Engagement, and Empowerment.”

Community Advocate Award: We will honor Beth Soltzberg, Manager Alzheimer’s/Related Disorders Family Support Program, Jewish Family & Children’s Services for her work spearheading the development of Memory Cafes and Dementia Friendly Communities in Massachusetts.

MCOA Showcase: Visit MCOA Informational Tables in the Nauset Exhibit Hall on Wednesday and Thursday- At these tables, attendees will have the opportunity to view videos produced by MCOA, learn about the Marketing Toolkit being developed for membership and other resources of interest to members. We will be distributing information about funding opportunities, an updated training calendar, and other information of interest to members. Come visit us and learn what your trade Association is doing for you.

Evening Events: On Wednesday, MCOA will host a dinner with Entertainment by Urban Improv. If you have ever thought that your Senior Center could be a setting for a sitcom, please join us for an evening of live, witty theatre in which the plot, characters, and dialogue are made up from “real life” situations. On Thursday, join us for a casual networking reception to give attendees an opportunity to reconnect with old friends and make new friends.

Taking Care of Yourself: On Thursday and Friday morning, join us for a walk/run – we’ll meet in the hotel lobby. On Thursday morning, we’ll be offering a Sunrise Yoga class poolside. Emmett Schmarsow will be leading a poolside “Stretch and Smile” group at the close of workshops on Wednesday and Thursday. There will be a 12 Step Group on Thursday morning.

In addition, we will also offer:

- **CEUs:** We will offer CEUs for Social Workers and RNs on select courses as well as CEs for Licensed Mental Health Counselors, and Certificates of Attendance for Activities Personnel, and for MCOA Certified Staff. Go to the Resolution Desk for details.
- **Exhibitors/Vendors:** We will have vendor tables on Wednesday and Thursday set up in the Nauset Exhibit Hall. A Get-Away Weekend Raffle is available to those who collect enough signatures from these exhibitors.

May I suggest that you first read “Conference Housekeeping” located inside your two-pocket folder for tips and vital information to make this event more enjoyable. For a quick orientation to this event, check out the inside back cover for a map of this facility and inside front cover for the conference timeline.

A Cooperative Venture Thank You’s: The content of this three day conference “Rising Tides: Embracing Population Growth of Older Adults” is truly outstanding. We are grateful to the Massachusetts Executive Office of Health and Human Services and in particular Executive Office of Elder Affairs and Secretary Alice Bonner for support.

Attendees should also note the generosity of our sponsors who help offset the cost of this conference. This year the Executive Office of Elder Affairs, AARP Massachusetts, Blue Cross Blue Shield of Massachusetts, *myseniorcenter*, Alzheimer’s Association of MA and NH, Tufts Health Plan Medicare Preferred, and Senior Living Residences. In addition, there will be many other exhibitors and non-profit vendors in attendance. MCOA encourages everyone to linger and make connections in the Nauset Exhibit Hall — **each day there will be different vendors onsite.**

More Thank You’s: I also personally want to single out Emmett Schmarsow and Carole Malone from EOEA for their tireless efforts on behalf of COAs throughout our Commonwealth who have also contributed to make this event a success. In addition, I want to thank members of the Workshop Committee who reviewed over 120 proposals: Chair Terri Marciello, with Emmett Schmarsow, Carole Malone, Maureen Canova, Ruth Grabel, Kathi Bailey, Judy Tanner, Donna Popkin, Mary Kay Browne, Kathy Bowler, Lynn Wolf, Bethany Loveless, and Becky Moriarty. I am also appreciative of Judy Ramirez who assisted with the Nursing CE; the members of the Local Arrangements Committee coordinated by the Duxbury COA team of Joanne Moore, Angela Sinnott, and Carol Boudrieau; and our conference chair Becky Moriarty for holding all this together.

Additionally, I wish to recognize the extraordinary efforts and flexibility of our staff: Shari Cox, Lynn Wolf, Paul Kingston, Donna Popkin, Mary Kay Browne, Kathy Bowler and Tom Gagnon. Their hard work and dedication is appreciated. Inviting over 600 of your closest friends for three-day event can be a roller coaster. As you pass any of these individuals 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 along the beach, and connect with an old friend.

Rising Tides: Embracing Population Growth of Older Adults

MCOA Fall Conference: October 26-28 2016



At the Center of it All

Dear Participant:

The Massachusetts Association of Councils on Aging & Senior Center Directors is pleased to welcome you to the Sea Crest Beach Hotel in Falmouth. This conference is jointly offered by MCOA and by the Commonwealth of Massachusetts, represented by the Executive Office of Health and Human Services, the Executive Office of Elder Affairs, the MA Department of Public Health, the MA Commission for the Blind, the MA Commission for the Deaf and Hard of Hearing and the MA Office of Consumer Affairs and Business Regulation.

Our fall gathering has always been a time to reflect on the previous year's successes and challenges as well as an opportunity to implement new initiatives, while planning long term for the future. Building on our previous conferences "**Senior Centers 2015: A Welcoming Place for All**" and "**Senior Centers 2014: Where Do We Grow From Here**"; this year we reflect on the dramatic population growth that our Commonwealth faces: "**Rising Tides: Embracing Population Growth of Older Adults.**"

As the next page in this booklet summarizes, Massachusetts, like most of the country, is aging rapidly. **In fact, on December 31, 2016, (this year) Massachusetts will have, for the first time in recorded history, more older adults age 60+ than persons under the age of 20 (Data Source: UMASS/ Amherst Donahue Institute).**

How will this massive swing in our demographics change the demands for services? What new programs and services are needed? How can we meet the expectations of Baby Boomers while continuing to serve the 'Silent' and 'Greatest' Generations? As the first stop on the eldercare continuum, how do Senior Centers need to evolve? Will municipalities and the state government recognize this demographic shift and reprioritize accordingly? And how can your statewide trade association help our members meet these challenges and demands? Not all answers are immediately apparent but working together we can shape the future for Senior Centers in Massachusetts.

To help our members meet the demands from more older adults MCOA has continued our effort to raise the COA Formula Grant to \$12/elder by 2020 by achieving the second step of \$10/elder for this year FY17. In addition, MCOA has awarded over \$600,000 in sub-grants to our members in FY17 to field test new initiatives. We have and will continue to document their success and describe their ability to be replicated.

Our Membership-approved priorities are currently: Healthy Aging, Economic Security, Outreach to Underserved Populations, and Training and Technical Assistance to our members. In addition, we have defined three focus area – Housing, Transportation and Nutrition – upon which our Leadership Team and MCOA Staff will concentrate. With your input, MCOA has established new goals and objectives that reflect these priorities and focus areas, developed a Staff Workplan to implement that vision, and is producing marketing tools for your local COA as well as your statewide association, MCOA, to inform the public and elected officials of our expanded capacity and our ongoing challenges.

This conference is an opportunity to join in helping shape the future, learn of new initiatives and programs that have a proven track record, network with your peers, and examine the current path and priorities. MCOA needs help on our Members' Leadership Team with many of these projects. Details on all of this can be found in your conference folder, down in Nauset Hall (Look for "MCOA Showcase" banner), in our FY16 Annual Report or on our website: www.mcoaonline.com.

Enjoy!

David P. Stevens
MCOA's Executive Director

Kathleen Bowler
Director of Technical Assistance, Training and Special Events

MCOA by the Numbers

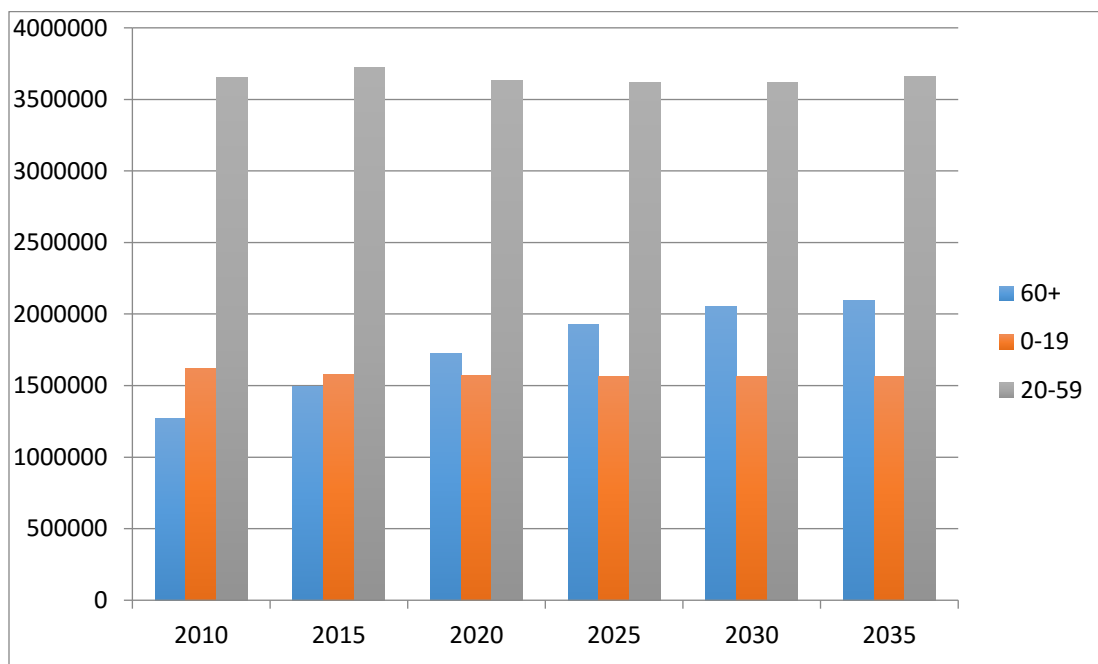
MCOA needs to continue to grow to meet the needs of the expanding 60+ population

Source: Donahue Institute, UMASS/ Amherst

	2010	2015	2020	2025	2030	2035
60+	1273271	1493156	1721462	1925417	2049347	2098125
0-19	1621143	1575847	1567780	1560991	1563211	1564122
20-59	3653215	3723588	3632485	3619470	3618568	3657222
total	6547629	6792591	6921727	7105878	7231126	7319469

4 Takeaways from these Charts:

1. The 60+ population has increased by 265,000 adults since April 1, 2010, a 20.8% growth.
2. The overall population is projected to grow 11.8% over the next 20 years but the age 60+ population will grow at a phenomenal rate of 64.8%. The 20-59 age cohort will remain steady over the 25-year period depicted above and the under age 20 population will actually decrease slightly.
3. **On December 31st of 2016, for the first time in Massachusetts history, the number of people in our Commonwealth age 60 and over will be greater than the population under 20.** This should be the clear focus for municipally based Councils on Aging as we are the first step on the elder care continuum.
4. Are we ready? This is a question that should be asked over and over as our Commonwealth ages. By 2035 nearly 29% of our residents will be age 60+. Do we have the infrastructure in place to meet this need? In addition, other projections indicate that the 85+ population will also see a dramatic increase as residents live longer. Most will want to stay in their community; what are the implications for COAs?



Source: Donahue Institute, UMASS/ Amherst



The Commonwealth of Massachusetts
Executive Office of Elder Affairs
One Ashburton Place, 5th Floor
Boston, Massachusetts 02108

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Governor

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Lieutenant Governor

ALICE F. BONNER
Secretary

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Dear Colleagues,

It is my pleasure to welcome you all to the 2016 Massachusetts Association of Councils on Aging (MCOA) Annual Conference. This year's theme, *Rising Tides: Embracing Population Growth of Older Adults*, is fitting because as we look out across Massachusetts and the nation, we see an older population that is growing at an astonishing rate. In fact, by 2040 our oldest citizens will outnumber our youngest citizens for the first time in history, both in Massachusetts and throughout the country.

I also see rising tides of energy and dedication across the aging services network. Each of you plays a vital role in the lives of older adults in Massachusetts each and every day. I want to recognize MCOA for providing this invaluable opportunity for us to learn from one another about the best ways to provide vital and engaging opportunities for older adults in our communities. Usually you are on the frontlines of providing support, programs, and services, but at this conference the programs are all about you! MCOA has provided more than seventy compelling workshops over this three day event, and there is something for everyone.

In my first year as Secretary of Elder Affairs I have traveled to all corners of the Commonwealth and met with older adults, caregivers, advocates, and providers. I have been so impressed by the dedication and energy you put into delivering quality programs and services that truly make a difference in the lives of older adults, people with disabilities, and their caregivers. As I continue in my second year as Secretary, I will remain a dedicated advocate for you and for the crucial work you are doing on behalf of older adults in Massachusetts.

Our mission at the Executive Office of Elder Affairs is to promote the independence, empowerment and wellbeing of older adults, people with disabilities, and their caregivers. You are our valued partners in this essential work. With adults 65 and older representing the fastest growing age group in the state, we need to be nimble and creative in meeting the expanding opportunities that accompany this demographic shift. Our priorities at Elder Affairs include promoting aging in place to allow people to remain in their communities, creating livable communities that embrace age-friendly and dementia friendly principles, and developing an adequate careforce, including the formal eldercare workforce as well as informal caregivers. Each of these priorities relates to the important work that all of you do.

It is a privilege to be among you today as we come together to embrace the growing population of older adults and respond with our own rising tides of energy, dedication, and empowerment. Thank you for the opportunity to be a part of this conference.

Sincerely,

Alice Bonner, Secretary



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Executive Office of Health and Human Services
Department of Public Health
250 Washington Street, Boston, MA 02108-4619

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary

MONICA BHAREL, MD, MPH
Commissioner

Tel: 617-624-6000
www.mass.gov/dph

October, 2016

Dear Colleagues:

I am delighted to welcome you to the 2016 annual MCOA conference. The Massachusetts Department of Public Health (MDPH) has been fortunate to maintain a long-standing partnership with MCOA to improve the health and wellness of older adults throughout the Commonwealth.

MCOA and MDPH have collaborated for years on lifespan health promotion programs that address issues as varied as chronic disease, falls prevention and behavioral health. One of our most innovative collaborations involves integrating healthy aging concerns into the built environment.

MDPH is excited to see the movement for age-friendly communities underway in Massachusetts and pleased to have been engaged in related efforts. In the last several years, several councils on aging have partnered with MDPH Mass in Motion communities to improve the built environment for older adults - a collaboration that can benefit residents of all ages. Activities took place in urban, suburban and rural communities and addressed concerns amongst older adults such as walkability, safe streets, recreational opportunities, and food access. The concerns expressed generated many action steps and program activities in each community; examples include walk audits, sidewalk and street repairs, and the development of accessible community gardens and increased access to healthy food. The funding also supported the Pioneer Valley Planning Commission to adapt their Healthy Community Design Toolkit to reflect the concerns of older adults in assessing and planning community built environments. We look forward to working with MCOA, Elder Affairs and other partners across the state to advance age-friendly communities.

For decades, MCOA has been at the forefront of advocating for vibrant health promotion and disease prevention programs for older adults across Massachusetts. We look forward to collaborating with you in that mission in the future. Best wishes for a successful conference.

Sincerely,

Monica Bharel, MD, MPH
Commissioner



CHARLES D. BAKER
GOVERNOR
KARYN E. POLITO
LIEUTENANT GOVERNOR

COMMONWEALTH OF MASSACHUSETTS
Office of Consumer Affairs and Business Regulation
10 Park Plaza, Suite 5170, Boston, MA 02116
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JAY ASH
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT
JOHN C. CHAPMAN
UNDERSECRETARY

October 26, 2016

Dear Colleagues:

The Councils on Aging and the Massachusetts Association of Councils on Aging are important fixtures in Massachusetts. You provide the knowledge and resources that enrich the lives of seniors and their families. Thank you for your service and passion in your work.

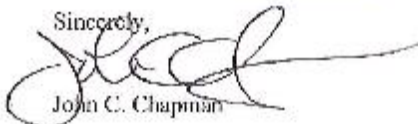
The Office of Consumer Affairs and Business Regulation seeks to educate and empower consumers about their rights and responsibilities in the marketplace. The Office also aims to ensure a fair market for both consumers and businesses and does so through its five agencies: the Divisions of Banks, Insurance, Professional Licensure, Standards, and the Department of Telecommunications and Cable.

In this capacity, my Office has a renewed and enhanced effort to reach seniors and vulnerable populations to educate them on issues about which they might not be well-informed. The consumer education team has reached hundreds of seniors with face to face presentations on scam spotting, shopping rights, identity theft prevention, and personal finances in the past year and a half. We continue to see scams targeting seniors, such as scammers pretending to be the IRS and those tricking people into thinking they won a foreign lottery. These schemes are devious—scammers steal money and identities, and often target our vulnerable seniors.

Among the important topics for seniors at your Fall Conference, Consumer Education representatives from both the Office of Consumer Affairs and Business Regulation and the Department of Telecommunications and Cable will be presenting on two challenging consumer issues this year: *Understanding Newer Telecommunications Technologies to Help Our Seniors Stay Connected* and *Developing A Framework To Respond To Fraud Targeting Elders*.

The Baker-Polito Administration's vision is to make Massachusetts a better place to live and work. We are glad to serve with you in achieving this goal and I look forward to continuing our work together and shared responsibility to educate and protect consumers of the Commonwealth. Please do not hesitate to contact our consumer information hotline at (617) 973-8787 or visit us online at www.mass.gov/consumer with your questions and concerns.

Sincerely,



John C. Chapman



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Commission for the Blind
600 Washington Street, Boston, MA 02111

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October 7, 2016

Dear Colleagues,

On behalf of the entire Massachusetts Commission for the Blind (MCB) team, we are pleased to partner with and support the 2016 Massachusetts Association of Councils on Aging Conference.

With more people living longer and vision loss highly correlated with age, aging and vision loss is a 21st Century health care challenge. MCB's mission is to provide the highest quality rehabilitation and social services leading to independence and full community participation for those registered as legally blind, and we have been doing this over the past 110 years. We look forward to sharing our resources both at this conference and in the years to come. Some examples of our services include case management, orientation and mobility, rehabilitation teaching, as well as provision of low vision evaluation and devices. Services are planned and provided individually, based on the person's unique needs as determined through an in-home functional assessment. The primary goal of MCB's services is to assist blind individuals to live as independently as possible in the community.

The MCB Blind Reintegration for Independence, Development, and Growth for Elders (BRIDGE) Program provides independent living services to those aged 55 and older who are legally blind. Services are directed toward the better management of secondary disabilities which build upon and complement other agency services that the consumer may be receiving. Services are provided without regard to income but are subject to the availability of federal grant funds at any given time. BRIDGE caseworkers conduct site visits with consumers to assess service needs, to develop rehabilitation plans, and to provide follow-up services. Families are encouraged to participate in the process. Some of the programs provided by BRIDGE include Peer Support Groups and Essential Skills training classes to increase elder's independence within their living environments. Information and referrals both within and outside of MCB include advocacy, training in diabetes management, recommendation and instruction in the use of low-vision devices that are provided by MCB.

As a partner, MCB is committed to working with our colleagues in the aging and health care networks to provide the very best rehabilitation services. We welcome this opportunity to further this partnership and look forward to successful collaborative work that will improve the quality of life for the increasing number of seniors we collectively serve. Thank you for the opportunity to be part of the largest conference of Elder Care professionals in Massachusetts.

Paul Saner

Commissioner



Charles D. Baker
Governor

Karya E. Polito
Lieutenant Governor

Marilyn Sudders
Secretary

Heidi L. Reed
Commissioner

*The Commonwealth of Massachusetts
Executive Office of Health
and Human Services*

*Massachusetts Commission
for the
Deaf and Hard of Hearing*

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October 26, 2016

Dear Colleagues,

On behalf of the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), we are pleased to welcome you to the 2016 Massachusetts Association of Councils on Aging conference.

By statute, Mass General Law, c.6 § 191-199, MCDHH provides the Commonwealth with progressive, protective, and innovative resources to serve Deaf, Hard of Hearing, and Late-deafened people in an extensive range of human service, healthcare, safety, legal, education, and economic settings and with accommodations required under the Americans with Disabilities Act. Our services include educating consumers and private and public entities about programs, services, and opportunities to assist our constituency. We recognize MCOA as a vital partner in our mission of providing accessible communication, education and advocacy to consumers and private and public entities so that individuals who are Deaf and Hard of Hearing can access and contribute to programs, services, and opportunities throughout Massachusetts.

It is with urgency that we bring awareness of hearing loss and coping strategies to support this conference's focus on "Embracing Population Growth of Older Adults". *Hearing loss has become one of the most prevalent and disruptive disabilities to affect the global population.* To quote statistics from Johns Hopkins research, one of every five of us is living with deafness or hearing loss. And, the National Institute on Deafness and Other Communication Disorders (NIDCD) tells us that "approximately one in three people between the ages of 65 and 74 has a hearing loss and nearly half of those older than 75 have difficulty hearing." *In our work with community members and service providers throughout the Commonwealth, we are acutely aware that while hearing loss affects everyone, it is especially hard among older people who are already at risk from social isolation and cognitive decline.* We invite you to join us during the October 26th afternoon workshop, "How to Prevent Isolation among Seniors with Hearing Loss", for an overview of hands-on technological and programmatic solutions to combat communication-related isolation.

From all of us at MCDHH, thank you for joining us; warmest wishes for a most enjoyable conference.

Very sincerely,

Heidi L. Reed
Commissioner



October 2016

Dear Friends,

The LGBT Aging Project is so pleased to be part of yet another terrific MCOA Conference as you focus on "Rising Tides: Embracing Population Growth of Older Adults." We hope you'll have a wonderful time connecting with your colleagues and learning from each other.

The LGBT Aging Project
A program of The Fenway
Institute

Lisa Krinsky, LICSW
Director

Bob Linscott, MTS
Assistant Director

We continue to work with many Councils on Aging and Senior Centers and see the success in training staff and creating programming that is inclusive of lesbian, gay, bisexual and transgender older adults and caregivers.

We applaud your efforts to make Senior Centers "Welcoming to All" and hope that this conference will offer you many new tools to ensure that older adults in your communities are treated with the dignity and respect they deserve.

Have a wonderful time at this conference – your time away with colleagues and the new possibilities to expand the work you do!

Sincerely,

A handwritten signature in blue ink that reads "Lisa Krinsky, LICSW".

Lisa Krinsky, LICSW
Director, LGBT Aging Project

MASSACHUSETTS MUNICIPAL ASSOCIATION
HUMAN SERVICES COUNCIL
Helping Local Government Improve the Quality of Life for All

October 2016

Dear MCOA Colleagues:

Welcome to MCOA's Annual Conference: *Rising Tides: Embracing Population Growth of Older Adults*.

EOHHS dignitaries, keynote speakers and workshop providers featured this year are truly experts in their fields with a great deal to share! At the end of the conference, you will take back innovative ideas, "best practices", and practical information designed to help you, your staff and your community's elders grow.

On behalf of **MMAHSC**, the human services affiliate of the Massachusetts Municipal Association -- I invite you to join us. Our partnership with MCOA continues to grow; our members always welcome the opportunity to co-sponsor events designed to help COA and municipal Human Services staff provide vital services to their communities. Access to physical and mental health services, crisis intervention, housing/homelessness, shrinking budgets, access/mobility limitations, emergency preparedness and other areas of "human services" affect every population subset -- regardless of age or ability.

Thanks to MCOA President **Brian O'Grady**, MCOA Executive Director **David Stevens** and the entire **MCOA staff** for their terrific work putting together this year's conference!

Best regards,



Cynthia Wallquist
President

One Winthrop Square Boston, MA 02111 (617) 426-7272



October 2016

Dear Colleagues,

Thank you for improving the lives of seniors in Massachusetts!

On behalf of the National Council on Aging, I want to welcome you to this year's Massachusetts Association of Councils on Aging conference.

NCOA deeply values the incredible contribution of senior centers like yours. We've been a champion of senior centers since 1970 when we formed the National Institute of Senior Centers. And, like you, we're always looking to the future to see how we can help senior centers grow, improve, and evolve.

Every day, your centers are helping thousands of older adults master the many challenges of aging – including staying healthy, making ends meet, finding joy and meaning in life, and remaining connected to others in the community. At NCOA, we're working for the same thing. Our vision is a just and caring society in which each of us, as we age, lives with dignity, purpose, and security.

If you haven't already, I encourage you to visit us at www.ncoa.org and sign up to learn how, together, we can improve the health and economic security of 10 million older adults by 2020.

Enjoy the conference, and I look forward to your continued good work.

Sincerely,

A handwritten signature in black ink that reads "James Firman". The signature is written in a cursive, flowing style.

James Firman, EdD
President & CEO
National Council on Aging



October 2016

Dear Senior Center Professionals,

Welcome to the Massachusetts Association of Councils on Aging Annual Conference!

MCOA offers one of the best training opportunities in the country. I'm sure you'll agree that this conference routinely delivers exceptional educational opportunities, time to share and network and always offers a unique way for attendees to kick back and enjoy the good company.

And this year's theme, *"Rising Tides: Embracing Population Growth of Older Adults"* invites us all to reflect on the opportunities that the increasing numbers of older adults present. Consider sharing what you learn at this conference with others at the national level. Share the theories, tips and training that will help all senior centers embrace our future demographics and see their true potential.

NISC is the only national organization solely focused on the needs of senior center professionals like you. We are setting the standard for the future of senior centers. NISC supports a network of over 2,500 senior center professionals through:

- **Professional Development & Networking**
Seven NISC Teams allow professionals to advance the senior center field, share ideas, and grow in their careers.
- **Promising Practices**
The annual NISC Programs of Excellence Awards recognize outstanding senior center programs that others can replicate. Webinars, community education programs, and signature programs like the Aging Mastery Program®, allow centers to better serve seniors.
- **Standards & Accreditation**
NISC offers the country's only National Senior Center Accreditation Program, which provides official recognition that a senior center meets nine established standards of operations. More than 250 centers nationwide have been accredited.
- **Advocacy**
With NCOA policy staff, NISC members give voice to the older adults they serve in order to strengthen and protect important public programs.

Join us! We invite you to become a NISC member today. Visit us at www.ncoa.org/NISC to see all the possibilities.

Enjoy the conference!

Sincerely,

A handwritten signature in black ink that reads "Maureen O'Leary". The signature is written in a cursive, flowing style.

Maureen O'Leary
Program Manager

NCOA's National Institute of Senior Centers

251 18th Street South, Suite 500 | Arlington, VA 22202 | 571-527-3900 | www.ncoa.org/NISC



October 2016

Dear Colleagues,

Welcome!

I hope you continue to use NCOA's online tools designed to help older adults stay healthy and economically secure.

Massachusetts senior centers have access to two unique versions of BenefitsCheckUp®—the nation's most comprehensive online screening service for benefits programs. BenefitsCheckUp® connects older adults to more than 2,500 benefits programs that can help them pay for food, medicine, utilities, and other daily expenses.

- **BenefitsCheckUp® Massachusetts** (www.BenefitsCheckUp.org/MCOA) is designed for professionals and consumers here in Massachusetts to connect older adults to local, state, and federal programs.
- **BenefitsCheckUp® NISC** (www.BenefitsCheckUp.org/NISC) is designed specifically for senior center professionals and volunteers to screen their participants for benefits.

Since 2001, BenefitsCheckUp® has helped more than 5.3 million people find over \$17.4 billion worth of benefits. Use it to help the seniors you serve!

Be on the lookout for the new, improved, and mobile ready BenefitsCheckUp, scheduled for release in the Fall of 2016. More information to follow on the new site in the coming months.

Have a great conference.

Sincerely,

Marlene Schneider
Vice President of Decision Support Services
National Council on Aging



MASSACHUSETTS

Timothy J. O'Brien
Senior Vice President, Sales and Marketing

October 2016

Dear Friends,

Welcome to the Massachusetts Association of Councils on Aging 2016 Fall Conference!

As always, we're honored to sponsor this event, which highlights and fosters the outstanding work you do to help seniors. We're excited about this year's focus on creating and sustaining age-friendly communities.

Like you, we're passionate about helping seniors. Our comprehensive array of Medicare Advantage, supplemental health insurance, and prescription drug plans give seniors the options they need to enjoy improved health and wellness. Through these programs, seniors have easy access to high-quality health care and a wide selection of plans.

On behalf of all of us at Blue Cross, we hope you enjoy this year's conference and benefit from the camaraderie and valuable insights of your peers who support seniors.

Sincerely,

Timothy J. O'Brien

T :: 617.246.7663 F :: 617.246.7883 E :: timothy.o'brien@bcbsma.com
101 Huntington Avenue, Suite 1300 | Boston, MA 02199-7611 | www.bluecrossma.com

164524

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association

Dear MCOA Conference Attendees,

AARP Massachusetts is pleased to sponsor the 2016 MCOA Annual Fall Conference in Falmouth, and we look forward to continuing our collaborative work with you to support the 50+ population in Massachusetts.

This year, AARP Massachusetts worked alongside MCOA and other advocates to secure funding for Councils on Aging, home and community based care programs, long term services and supports, and elder protective services. AARP Massachusetts advocates are also working diligently to advance CARE Act legislation to better support family caregivers.

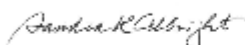
We hope you will enjoy the exciting workshops at this conference, including the session on Age-Friendly Communities, which helps participating cities and towns become great places to live for all ages by adopting such features as safe, walkable streets; better housing and transportation options; access to key services; and opportunities for residents to participate in community activities.

The conference theme, "Rising Tides: Embracing Population Growth of Older Adults" aligns well with our program offerings, which offer excellent partnership potential with local Councils on Aging sites:

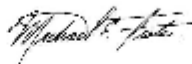
- **HomeFit workshops** provide education about free and low-cost home modifications that help allow those age 50+ to remain in their homes as long as possible.
- **AARP Fraud Watch Network presentations** provide information about protecting against identity theft and scams.
- **AARP Driver Safety Program** four-hour refresher course helps drivers remain independent and stay safe on the roads.
- **Life Reimagined checkups** help you methodically navigate life's transitions.
- **AARP Foundation Tax-Aide** is the nation's largest, free, volunteer-run tax preparation and assistance service serving low- and middle-income taxpayers, with special attention to those aged 60 and older.

Thank you. We look forward to our continued partnership as advocates for all 50+ residents of the Commonwealth.

Sincerely,



Sandra Albright
State President, AARP Massachusetts



Michael E. Festa
State Director, AARP Massachusetts



Welcome!

At MySeniorCenter, we've had the great pleasure of working with many of you for over 10 years. We visit hundreds of centers each year and have witnessed first-hand the great work you do for your communities.

Our goal is make your jobs easier as you prepare for the demographic shift of an aging population. MySeniorCenter will continue to support your efforts to grow and improve your centers.

If you get a chance, stop by to see us in the **Exhibit Hall on Wednesday and Thursday**. We've got some exciting new things to show you.

Also, we have a **MySeniorCenter Training Session on Friday from 9:00-12:00**. Chris and Eric will start with the basics and move into the advanced material as the session progresses. This is meant for all levels of MySeniorCenter users. Even the experts will learn some new tricks!

*my*seniorcenter™



705 Mount Auburn Street
Watertown, MA 02472-1508
617.972.9400
tuftshealthplan.com

Dear Colleagues,

On behalf of Tufts Health Plan, welcome to the 2016 Annual Massachusetts Association of Councils on Aging (MCOA) and Senior Center Directors conference. Tufts Health Plan is honored to be part of the "Rising Tides: Embracing Population Growth of Older Adults" conference.

As an invaluable community resource, the MCOA continues to be at the forefront of promoting healthy aging for the Massachusetts senior population. The MCOA's extensive services and programs provide seniors in Massachusetts with the opportunity to take an active role in their well-being, lifestyle choices and healthcare decisions.

Along with the MCOA, Tufts Health Plan is proud to be a part of the Massachusetts healthcare community, and we extend our best wishes for a successful conference.

Sincerely,

A handwritten signature in cursive script that reads "Patty Blake".

Patty Blake
President, Senior Products
Tufts Health Plan

www.alz.org/MANH

**Massachusetts/
New Hampshire Chapter**
480 Pleasant Street
Watertown, MA 02472

617.868.6718 p
617.868.6720 f

**Southeastern Mass
Cape Cod & the Islands**
Village South Plaza
473 South Street West
Raynham, MA 02767

508.880.0350 p
508.880.0366 f

Central Mass
123 Providence Street
Worcester, MA 01604

508.799.2389 p
508.799.2953 f

Western Mass
264 Cottage Street
Springfield, MA 01104

413.787.1113 p
413.787.1108 f

alzheimer's  association®

New Hampshire
188 S River Road
Bedford, NH 03110

603.603.0590 p
603.603.5603 f

October 4, 2016

Dear Friends,

The Alzheimer's Association is pleased to partner with the Massachusetts Council on Aging once again for this important conference!

We are excited to be working alongside you on behalf of those living with dementia and their families. As your communities navigate becoming more dementia friendly, the Alzheimer's Association looks forward to our continued collaboration. Our 24/7 Helpline, education programs, support groups, and Meet Ups for people with a diagnosis, are all available to support your work in assisting those living with dementia.

In 2016 the Alzheimer's Association, in partnership with the Executive Office of Elder Affairs and Jewish Family & Children's Services, launched a statewide initiative to help make Massachusetts more "Dementia Friendly". We strongly believe that grassroots efforts are critical to changing the tide of this growing healthcare crisis, reducing stigma, and ultimately curing Alzheimer's Disease. Our partnership will focus on supporting your grassroots efforts, as well as fostering larger statewide impact. Our first activity was a successful initiative to ensure that every police officer in Massachusetts receives an Alzheimer's Association dementia specific training by June 2017. We are excited to explore future opportunities to make Massachusetts more dementia friendly.

We can't do this alone, and are grateful that the MCOA chose to join us again this year as charity partner in our Walk to End Alzheimer's, mobilizing teams across the state to participate in our 12 Walks in September. More than 25,000 people attended chapter wide, raising over \$4 million for research and to fund care and support programs and services, delivered at no charge to tens of thousands of Massachusetts residents. Details about our programs, services and walks can be found at www.alz.org/manh.

For more information about our how our programs and services can support your community, please stop by our exhibitor table or call us at 800.272.3900. We hope you enjoy the conference!

James Wessler
President and CEO

October 28, 2016

Dear Friends and Colleagues,

Eleven years ago my then 83 year old mother, (who unbeknownst to my siblings and me was in the early stages of Alzheimer's disease), walked off alone from her hotel room at dusk during a family vacation in another state. She was gone more than an hour, but thankfully we found her --- entirely lucid but very upset --- before dark. Later that night, here's what she recounted to me: At some point she realized that she was lost in a strange city. Feeling confused, alone and frightened, but too embarrassed to admit she was lost, she went into several of the high-end women's clothing stores that lined the street to request change for her five-dollar bill so she would have "a dime to use a pay-phone" to call home. Not one of the store clerks would change her bill and none offered assistance. They just didn't know.

In 2013, we at SLR learned of a movement dedicated to educate the public on how to recognize the signs and symptoms of dementia in everyday community life. We felt inspired by the "Dementia Friendly Movement" and immediately set about creating our own program in association with it.

Best known in 2013 where it originated, in Great Britain and Australia, we resolved to create a public awareness campaign comprised of several multimodal learning tools, public and professional education workshops, and support groups that would launch in Westfield, Massachusetts. We partnered with the City to make Westfield the first Dementia Friendly City on the US east coast.

After the program's highly successful launch with Westfield, our assisted living communities across Massachusetts began working with their cities and towns, families, companies and local organizations. We provide free trainings, tools and resources. We are working toward a broad vision of building communities where the public is educated about dementia, business owners and municipal employees are trained on how to assist customers with memory loss, and people with dementia feel safe and supported.

We are so pleased to bring our Dementia Friendly Communities program for the second time to the MCOA Conference. We hope that you will join us for our Train-the-Trainer program, and join the larger Dementia Friendly Movement that is spreading across the globe!

Learn more about our vision for a Dementia Friendly Massachusetts at www.DFCommunities.org or join us for our Friday Presentation.



Robert F. Larkin
President, Senior Living Residences



MCOA Honor Roll

MCOA Certified Senior Center Directors

Karen Juhl, Sherborn 2016

Kathleen Bowler, Holyoke 2015

Bethany Loveless, Dracut 2015

Pamela Woodbury, Spencer 2014

Eileen Clarkson, Gardner 2014

Nancy Hammond, Manchester 2014

Annmary I. Connor, Amesbury 2013

Jayne Colino, Newton 2013

Vicki Lowe, Foxborough 2012

Theresa Woodbury, West Newbury 2012

Karen Alves, Franklin 2011

Laura DeMattia, Bellingham 2010

Laura Dillingham-Mailman, Merrimac 2010

Colleen Ranshaw-Fiorello, Georgetown 2010

Elizabeth Pettis, Salisbury 2010

Mary Parcher, Framingham 2010

Ruth Ann Bleakney, Milford 2008

Deborah Jenkins, Fairhaven 2008

Rebecca C. Moriarty, Hampden 2007

Sharon Anne Mercurio, Pepperell 2007

Sharon M. Yager, Shrewsbury 2007

Joanne Moore, Duxbury 2006

Barbara Farnsworth, Hingham 2006

Deborah Arsenaault, Millis 2006

Kristin Kiesel, Sudbury 2006

Barbara A. Search, Sturbridge 2006

Chester D. Sewell, Billerica 2005

Susan P. Jacobs, Dalton 2005

Martha A. Campbell, Groton 2005

Barbara L. Reynolds, Tyngsborough 2005

Patricia Carty-Larkin, Westwood 2005

Karen Santucci, Lincoln 2003

Sharon Lally, Needham 2003

Joanne Collins, Woburn 2003

Sandra Lapollo, Chicopee 2002

Patricia Roberts, Marblehead 2002

Susan Schwager, Marion 2002

Laurie Nelson, Northborough 2002

Linda Elworthy, Salem 2002

Anita Sundelin, Upton 2002

Barbara Coghlan, Walpole 2002

M. Beth Kaltner, Ware 2002

Richard Mundo, Agawam 2001

John Jope, Arlington 2001

Jemma Lambert, Barnstable 2001

Leslee Breen, Beverly 2001

Carolyn Brennan, Hampden 2001

Sandra Kent, Hingham 2001

Barbara Lawlor, Hull 2001

Jeanne DeBruin, Lunenburg 2001

Diane Bertolino, Rockport 2001

Kelly Burke, Sterling 2001

Ruth Gately, Waltham 2001

MCOA Certified Program Managers

Susan Curtin, Norwell 2016

Jennifer Young, Plymouth 2015

Beth Hadfield, Plymouth 2015

Theresa Greer, Plymouth, 2015

Magdaly Martinez, Holyoke 2015

Laura Stewart, Nantucket 2015

Donna Ciappina, Duxbury 2012

Colleen Normandy, Chelmsford 2012

Laura Veligor, Wellesley 2012

Meghan Murtagh, Salem 2012

Angela Smith, Carlisle 2011

Sheila Ronkin, Bellingham 2010

Violet Suska, Chicopee 2009

LinnKim McGovern, Greenfield 2008

Mary Ann Soquet, Greenfield 2008

Christine (Tina) Gorman, Westfield 2007

Jared Krok, Chicopee 2006

James Leyden, Chicopee 2006

Susan Moore, Chicopee 2006

Charmagne LaPrise, Millis 2006

Marlene Troupes, Hopkinton 2006

Gail A. Murley, Beverly 2005

Deborah D. Thompson, Groton 2005

Dorothy Blain-Hamel, Holyoke 2005

Mary R. McLeod, Hopkinton 2005

Karen Albright, Millville/Blackstone 2005

Joan Pippin, Arlington 2003

Carol Pallozolla, Beverly 2003

Judith Mikkola, Chicopee 2003

Hope Macary, Greenfield 2003

Amy Wilson Kent, Hopkinton 2003

Lynne Waterman, Mashpee 2003

Laura DeMattia, Millville 2003

Joan Linnehan, Agawam 2002

Pat Becker, Andover 2002

Sheila Field, Beverly 2002

Teri Allen McDonough, Beverly 2002

Lynne Barrett, Salem 2002

Judy Tanner, Woburn 2002

The intent of MCOA certification is to provide a statewide standard that can be used as a measure of professionalism by interested agencies and individuals. It is further intended that certification will encourage the continuing professional growth and development of certified Council on Aging personnel.

For more info, go to: www.mcoaonline.com see About Us/ Staff Certification

Ways to Take Care of Yourself at the Conference



Morning Walk/Run

Meet Shari in the hotel lobby at 6:00am on Thursday or 6:45am on Friday for a walk/run through the neighborhood

Sunrise Yoga

Start the morning off right. Meet poolside at 6:30am on Thursday for a Sunrise Yoga session



Stretch and Smile

Relax after a long day. Meet Emmett poolside at 5:20 on Wednesday and Thursday for Stretch and Smile. A "Stretch and Smile" session offers a variety of stretches (none dare call it "exercise") that emphasize the importance of balance in standing and movement. "Street clothes" are fine ... high heels and pencil skirts, not so much! The "session" is usually around fifteen minutes, depending on how many stories or anecdotes we share.

12 Step

Meet Andrea in the Race Point room at 7am on Thursday for a 12 Step program. If you suffer from an addiction (alcohol, drug, food, gambling, sex), please join us for a meeting where, together, we will share our experience, strength and hope using 12 step materials. Newcomers welcome!

Wednesday Activities: October 26th

7:00am–9:00am	Continental Breakfast – Nauset Exhibit Hall
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open – Nauset Exhibit Hall
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break – Nauset Exhibit Hall
10:45am–12:00pm	Workshop Session II
12:00pm–1:00pm	Lunch – Ocean View Dining Room
1:00pm–2:00pm	Plenary Session – Emily Browder Melville, Ballroom I
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break – Nauset Exhibit Hall
4:00pm–5:15pm	Workshop Session IV
5:20pm–5:40pm	Stretch and Smile with Emmett – Poolside
6:00pm–8:30pm	Dinner – Ocean View Dining Room

**Breakfast 7:00 to 9:00am
Nauset Exhibit Hall**

Wednesday, October 26 Session I: 9:00am to 10:15am

W1-1 Aspirations ~ Bucket Lists, NCOA Aging Mastery Program Elective Curriculum

Highland

In this workshop, we will highlight one of NCOA’s Aging Mastery Program® (AMP) elective courses. In this class, we will review the brief history of the bucket list, come up with a list of items for our bucket list, and also share practical tips with one another about how to achieve the items we put on our bucket lists.

Experience with NCOA’s Aging Mastery Program® is helpful but not necessary.

Andrea Brandeis, Program Coordinator, Duxbury Senior Center

Application for social work continuing education credits has been submitted. Please contact us at the Resolution Desk for the status of social work CE accreditation.

Approved for 18 CE Credits for LMHC; MMCEP #16-0965

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

W1-2 Creating an Age Friendly Community: Where to start?

Ballroom I

1 SW CE , 1.25 Nursing CEU

The Age-Friendly Community movement is part of a global effort to respond to population aging and to support communities in preparing for this demographic shift. An Age-Friendly Community is defined as an 'inclusive and accessible community environment that optimizes opportunities for health, participation and security, in order that quality of life and dignity are ensured as people age'. Specifically, there are 8 domains by which a community attains age-friendliness. In practice, the Age-Friendly process is both comprehensive and complex. The overall goal of this session is to break-down the process into manageable steps for the participants. In doing so, this session will provide an example of how the Age-Friendly process can be used for both planning and evaluation purposes. Using one domain, social participation, as an example we will walk attendees through the process from assessing the needs, turning that information into actionable steps and developing metrics by which to evaluate the success of the initiative. Drawing on real experiences, we will also provide guidance on the incorporation of data and the role of interdisciplinary and professional partners. A brief discussion of lessons-learned will also be included in this session.

Caitlin E. Coyle, PhD

Hayley P. Gleason, MSW, MS

Jan E. Mutchler, PhD, Center for Social & Demographic Research on Aging, Gerontology Institute, John W. McCormack Graduate School of Policy & Global Studies, University of Massachusetts Boston

W1-3 Developing No-Cost Online Resource Hubs

Nauset V

This workshop will discuss how to create resource websites that are specific to a town or service area. Through utilizing free internet hosting services, and following simple steps to building a website, COAs can create an online hub for elders and their families. By creating a useful web presence, COAs can not only better serve their constituents, but also raise awareness of various services with digital outreach. These sites can also be a part of a larger network to allow for greater cohesion between service areas.

Best practices for safely and effectively running a resource website will be presented in the simplest ways possible. This covers: site building, content formatting, maintenance, logging usage statistics, promotion, data safety, useful tools, and incorporating the site as a part of your team. Other sorts of outreach such as volunteer recruitment, information dissemination, and conducting surveys using the website will also be discussed.

Experience with using Microsoft Office or similar word processing programs is the suggested pre-requisite knowledge for this workshop.

Andrue Coombes, Social Worker, Plymouth COA

This Conference Booklet was generously sponsored by



W1-4 Social Security Retirement and Medicare Benefits Overview

Nauset II
1.25 Nursing CEU

The presenters will review retirement considerations including early vs delayed retirement, working in retirement, filing options, auxiliary benefits, electronic services and Medicare eligibility, enrollment and various factors determining premiums for beneficiaries. We will also cover My RA.

Delia De Mello, Metropolitan Public Affairs Specialist, Social Security Administration
Roberto Medina, Regional Communications Director, Social Security Administration

W1-5 Planning for Driving Retirement

Private Dining Room/Shutters

For almost all of us, “driving retirement” is not a possibility; it is certainty. Fortunately, this transition is quite similar to retirement from work or any other life transition. Change is always tough, and each change brings with it its own set of not only challenges – but also rewards. The TRIPPS program offers seniors a message of hope: you have done this before, and you do have options. Like any transition, the keys to navigating driving retirement with success lie in education, planning, and preparation.

We often cut back on our own driving voluntarily, over time, and in nearly imperceptible stages. The process can take a decade or more! We begin by eliminating particularly difficult destinations one by one, or by cutting back on certain kinds of trips. We might gradually stop driving at night, in poor weather, on interstates, or in unfamiliar areas. Some drivers become more and more affected by the stress, financial burden, and physical strain of driving, parking, fueling up, and maintaining a car.

Many of us believe that driving represents independence, control, and freedom. But if driving is your only way of getting around, then cutting back, or stopping driving, can leave you trapped and lead to isolation. Our question, then, is whether driving might in many ways also represent dependence, limitation, and confinement?

Ideally, driving retirement is expected, unhurried, and planned for. However, in other cases, it can be unexpected, sudden, and potentially devastating. Studies have shown that each of us is predicted to outlive our ability to drive by 7-10 years. Everyone comes to this transition with their unique perspective, strengths, abilities, history, and challenges. All seniors have their own stories and make this transition in their own way. The volunteer-based TRIPPS program is valuable and unique in taking an individual, peer-mentoring approach to supporting seniors who are planning for their own driving retirement.

Many of the seniors we work with find themselves looking down the path toward driving retirement and wisely begin to prepare. Often, while they are still young and still driving, they begin to add tools to their toolkit. With our support, these seniors wisely diversify their transportation portfolio, making sure they're never left without safe, familiar, and dependable options for getting where they want to go.

Come learn more about this exciting pilot program in senior transportation, what we have accomplished over the past year, and what we have planned for the future.

Kerri Ann Tester, LCSW, TRIPPS of Brookline & Newton

W1-6 It Costs What???

Ballroom III
1 SW CE

The myth is that Medicare is free and covers everything. Let us help demystify Medicare through case examples and show you a variety of ways to save money on Medicare, the supplements and prescription drugs!

Cynthia Phillips, Director, SHINE

Kathy Devine, Outreach Coordinator, Prescription Advantage

W1-7 Letting Go of Stigma: Hope for a Life Less Cluttered

Ballroom II
1.25 Nursing CEU

Attendees of this highly interactive workshop will explore the negative effects of sensational TV shows (i.e. Hoarders), discuss the positive effects of strengths-based language, and building relationships with people who have “too much stuff.” Through experiential learning, attendees will gain insight into what makes this struggle so hard to overcome and tools that they may use themselves or with people they support to reduce clutter. The content of this workshop is based on first-hand experience at “collecting”. The presenters, Lee Shuer and Bec Belofsky Shuer bring both personal and professional experience to their presentations having dealt with Lee’s finding/keeping tendencies. Lee has developed three successful peer support groups (The Buried in Treasures Workshop, WRAP for Reducing Clutter, and the Finder/Keeper Workshop) for people with clutter issues.

Lee Shuer, Mutual Support Consulting, Easthampton, MA

Bec Belofsky Shuer, Mutual Support Consulting, Easthampton, MA

W1-8 Using Interns as a Support to Your COA

Race Point
1 SW CE

This workshop is designed to walk you through the process and answer your questions about how and why collaborating with colleges is valuable to your COA programming. You will leave knowing how much time is necessary to manage and supervise interns and what kind of growth can be seen at your COA. This workshop will address some of the challenges you may face and some solutions to those challenges.

Doreen Brothers, MA,LSW,CPT, Interim Director, Amesbury Council on Aging

Vanessa Kahrman, MA, LSW Amesbury COA Operations Manager

W1-9 SNAP for Seniors

Chatham

The SNAP Program is the Supplemental Nutritional Assistance Program, formerly the Food Stamp program. This workshop is designed to provide the “how-to’s” to enroll eligible seniors in the SNAP Program; and to assist current Senior SNAP Recipients to increase their benefit amount if eligible. Attendees will learn the “ins-and-outs” of the SNAP application process, understand and overcome barriers, and learn how to replicate processes across their community by overcoming stigma.

Laura Hurley, Consultant for City of Springfield Department of Elder Affairs

Refreshment Break 10:15 to 10:45 Nauset Exhibit Hall

Wednesday, October 26 Session II: 10:45am to 12:00pm

W2-1 Planning for Medicare-Countdown to 65

Race Point

Planning for Medicare Countdown to 65 is a comprehensive seminar that helps people approaching Medicare eligibility understand their health insurance options outside of employer coverage. When people are leaving employer sponsored coverage, this may be the first time they do not have a human resource representative coordinating, explaining and negotiating a rate for their health insurance premium. The Planning for Medicare Countdown to 65 seminar allows attendees to gain the confidence they need to make an informed decision about their individual health coverage options. A Blue Cross Blue Shield of Massachusetts representative will cover the following topics:

- Explanation of Medicare Part A and B
- Medicare enrollment timeline
- The weights and balances between Medigap and Medicare Advantage Plans
- Programs available to early retirees, such as COBRA

This presentation is an offering that BCBSMA offers to the Council on Aging centers and the community from January through September each year.

Susan Flanagan, Senior Plan Consultant, Blue Cross Blue Shield Massachusetts

W2-2 How to Prevent Isolation among Seniors with Hearing Loss

Private Dining Room/Shutters

1 SW CE , 1.25 Nursing CEU

Hearing loss has become one of the most prevalent and disruptive disabilities to affect the global population. While it affects everyone, it hits especially hard among those who are older and already at risk from social isolation and cognitive decline. This presentation will highlight hands-on technological and programmatic solutions on how to combat communication-related isolation.

Jonathan O'Dell, ALB, Training and Technology Specialist, Massachusetts Commission for the Deaf and Hard of Hearing

W2-3 Digital Technology, Social Media & Apps for the Caregiver

Ballroom I

1 SW CE

Digital technology can help family caregivers balance caregiving responsibilities with their own personal needs, work, parenting, and other demands. This workshop will be an introduction to different social media platforms, smartphone and tablet apps, and websites available to help caregivers manage their responsibilities, find support, access new information, and decrease stress and burden.

Nicole Kanis, Caregiver Specialist, Montachusett Home Care Corp.

Deb Dowd-Foley, Caregiver Specialist, Elder Services of Worcester Area, Inc.

Laura Black Silver, Caregiver Specialist, Tri-Valley, Inc.

W2-4 Opioid Crisis

Chatham

Police Chief Allen will present on the current Opioid Crisis and its impact and effect on the 50 year and older population, including persons suffering from substance use disorders, current trends, the impact it has on family members and friends of those persons suffering from addiction, and how EB HOPE and its Drop-In Center has been able to connect and assist the 50 and older population

Police Chief Scott Allen, East Bridgewater PD, formerly in Charge of the WEB Major Crimes and Drug Task Force and currently Operation Manager for EB HOPE (non-profit) Community Substance Abuse Outreach Drop In Center

W2-5 Financial Challenges for Older Adults

Highland

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 Cannon, Statewide Coordinator, Massachusetts Money Management Program

W2-6 Starting and Sustaining a Memory Café

Ballroom II

This presentation will provide a brief history and philosophy of memory cafés, and how they fit into a dementia-friendly community. It will then offer concrete "how-to's", including key ingredients and resources needed for a successful memory café, the status of this model in Massachusetts to date, and considerations regarding making a café inclusive for the full range of community members who could benefit from participation. The presentation will include photos from many Massachusetts cafés to illustrate the points, and time for Q&A.

Beth Soltzberg, MSW, MBA, Director, Alzheimer's/Related Disorders Family Support Program

W2-7 Helping LGBTQIA Individuals and Families When They Need it Most

Ballroom III

1 SW CE

This workshop will define the critical questions and issues to help you help your LGBTQIA clients and their families achieve their life and estate planning goals as they consider end-of-life care. It will provide you with an understanding of estate planning documents and how they are essential to maintaining independence and personal choice.

As a method of illustrating the significance of good planning, some examples of the consequences of poor planning will be highlighted.

Stephen Spano, Partner, Board Certified Elder Law Attorney, Spano & Dawicki, LLC

Andrea A.J. Witt, Partner, Spano & Dawicki, LLC

This Conference Booklet was generously sponsored by



W2-8 How to Build Intergenerational Bridges in Your Community

Nauset II

1 SW CE

The path to bringing volunteers, students, and the community together to launch a Bridges intergenerational program is shared from the perspective of a COA Director. Experiences with partnering with school administration, recruitment of volunteers, and generating community awareness will be shared. Personal reflections from seniors who participated and a media presentation of a reunion will offer examples of the transformative power of this intergenerational program.

Amy Loveless, Director, Maynard Council on Aging

Dottie MacKeen, Volunteer, Maynard Council on Aging & Bridges Program

Andrea J. Fonte Weaver, Executive Director, Bridges Together

Julie Shaw, Intergenerational Facilitator, Bridges Together

W2-9 Label Jars, Not People: Welcoming Individuals with Mental Health Challenges

Nauset V

1 SW CE, 1.25 Nursing CEU

Most surveys indicate 1 out of 6 people have a mental health diagnosis, which includes those who are served by COAs. This is a panel discussion with older adults who have experienced mental health challenges, substance use issues, and/or trauma. Panelists will discuss their personal journeys of recovery. We will discuss our experiences with service providers, Senior Centers, and health providers. Panelists will share tips and suggestions on how to make Senior Centers a welcoming place for individuals with mental health challenges, substance use, and trauma. There will be plenty of time for Q&A and all questions are welcome.

Robert Walker, Office of Recovery and Empowerment, MA Department of Mental Health,

Luncheon 12:00pm to 1:00pm

Sponsored by AARP

Ocean View Dining Room

Application for social work continuing education credits has been submitted. Please contact us at the Resolution Desk for the status of social work CE accreditation.

Approved for 18 CE Credits for LMHC; MMCEP #16-0965

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

Wednesday Afternoon Plenary

1:00 to 2:00pm in Ballroom 1

Sponsored by Senior Living Residences

Emily Browder Melville



Shifting Inward: Finding Your Inner Voice

Inside each of us is a voice of insight, peace, creativity, and desire - a tremendous resource for our happiness and wellbeing. When Emily Browder Melville embarked on her journey as a professional singer nearly twenty years ago, she quickly realized that the priority - the first voice she needed to learn to cultivate - was her inner voice. Emily now guides people of all ages and abilities on their own journeys of self-discovery and wellbeing using the expressive modalities of singing, music, and movement.

Emily is the chair of the voice department at South Shore Conservatory, a board-certified music therapist, certified Wellness Inventory® facilitator, and Shake Your Soul® instructor. She is also a parent to two pre-teen step-kids and mom to a toddler.

W3-1 The Integral Role that Councils on Aging Can Play in Elder Abuse Prevention

Ballroom II
1.25 Nursing CEU

Elder abuse is a prevalent and growing problem across the Commonwealth. The Elder Abuse Prevention Project of Greater Boston Legal Services has partnered with Councils on Aging in Arlington, Woburn, and Cambridge to develop a community-wide model to prevent and respond to elder abuse. This workshop will focus on the crucial role that COA's play in supporting this model. We will discuss the elder abuse prevention task forces/coalitions that we have formed and the instrumental role that the COA has played in each community by: assembling community stakeholders; assessing the unique needs of elders in each community; distributing preventative, educational materials through a range of mediums, including local media; hosting community forums; and conducting trainings and outreach to elder service providers, health care workers, and elders. We will discuss how this model can be adapted to work in all communities across Massachusetts.

Betsey Crimmins, Senior Attorney, Greater Boston Legal Services

Susan Carp, Executive Director, Arlington Council on Aging

Judy Tanner, Program Director, Woburn Council on Aging

Susan Pacheco, Executive Director, Cambridge Council on Aging

W3-2 UBER 101

Race Point

Introduction to Uber as a service, and how it can help solve transportation needs across the state of Massachusetts.

Susan Effler, Marketing Manager, Uber Boston

W3-3 Creating Connections: How to Create Partnerships in Your Community

Ballroom I

Senior centers need to grow and be creative to forge valuable bonds in the community. Learn how to collaborate with local organizations to create innovative intergenerational programming that will engage your seniors and help break down barriers and stereotypes. We will share our experiences and welcome participants to share their experiences too.

Karen C. Edwards, Volunteer Coordinator, Natick Council on Aging

Caitrin Lynch, Professor of Anthropology, Olin College of Engineering

Lorraine C. McNally, Assistant Director/Program Developer, Natick Council on Aging

W3-4 Delivering Senior Services in a Multigenerational Community Center

Private Dining Room/Shutters

Panel will give an overview of Lexington's process to move Senior and COA programming to a community center, where senior services are fully integrated. We will detail the process used to identify program priorities, meet with stakeholders, implement the move, and make a smooth transition. We will present highlights of our first year of operation and programming.

Charlotte Rodgers, RN, MA, CCM Human Services Director, Lexington, MA

Linda Vine, Deputy Town Manager, Lexington, MA

Karen Simmons, CPRP Director of Recreation and Community Programs

Sheila Butts, Community Center Director

Hemali Patel, LSW, Senior Services Coordinator

W3-5 Home Is Where the Heart Is: A Community Approach to Aging-in-Place

Nauset V

Age-Friendly Berkshires uses survey results and a personal approach to tackle the challenges the county faces. Learn how collaboration, networking, and determination have been successful in addressing the "Age-Friendliness" within AARP's 8 domains of livability. Participants will leave with insight into creating an Age-Friendly Community, how to use accessible data to shape their own programs, and handouts for potential policies to implement within their own towns or counties.

Erica Girgenti, Director, Adams Council on Aging

Brian O'Grady, Director, Williamstown Council on Aging

Vin Marinaro, Director, Pittsfield Council on Aging

W3-6 MassHealth (Medicaid): Caring for the Patient While Protecting the Spouse and Disabled Child

Chatham

1 SW CE, 1.25 Nursing CEU

MassHealth (Medicaid) planning is a critical resource to help families during the critical illness of a loved one. Not only is it important to families, it can save the Commonwealth of Massachusetts, nursing homes, and families money. This program will provide you the specifics of MassHealth qualification and help you to understand what you can do now to help your clients adequately plan for their future, as well as planning options available in crisis situations. We will clarify the strategies that help the critically ill, the disabled, elders, and their families to engage in planning to maintain their highest level of functioning in the least restrictive setting for as long as possible.

Stephen Spano, Partner, Board Certified Elder Law Attorney, Spano & Dawicki, LLC

Andrea A.J. Witt, Partner, Spano & Dawicki, LLC

W3-7 Keep on Moving and Exercising Your Brain

Nauset II

ZENgevity Fitness Programs are a combination of gentle, joyful movements done to music of the 40s, 50s, and 60s. This is designed for any shape, size, age, or ability. A class can take place in chairs, standing or a combination of both. A wonderful sense of community is built within these classes where participants have a chance to share their lives with others. Join us moving and having fun while we ease stiffness while exercising our brains.

Jan Cunningham, M.A. Teacher, Trainer, ZENgevity

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Approved for 18 CE Credits for LMHC; MMCEP #16-0965

Wednesday, October 26 Session III: 2:15pm to 3:30pm continued

W3-8 Maximizing Your Community Partnerships to Improve Outcomes for All Consumers **Highland**

An interactive discussion about building, maintaining and expanding existing collaborative partnerships promoting the Massachusetts No Wrong Door (NWD) system. Gaining additional understanding of the Aging and Disability Resource Consortia (ADRC) of Massachusetts and the unique role Councils on Aging have in their regional ADRCs.

Carole Malone, Assistant Secretary, Executive Office of Elder Affairs

Ann Shor, Director of Independent Living Programs, MA Rehabilitation Commission

Rachel Weiner, Director of the MA Options Counseling Program, Executive Office of Elder Affairs

Marylouise Gamache, Statewide ADRC Program Coordinator, Executive Office of Elder Affairs

W3-9 Evidence Based Programs to Support Informal Family Caregivers: A Conduit for Community-Based Collaborations **Ballroom III**

This workshop will provide participants with information on content and implementation steps for two evidence-programs aimed at providing support and training for informal family caregivers (Powerful Tools for Caregivers and Savvy Caregiver). In addition, participants will discuss opportunities for community based collaborations to implement programs and recruit caregivers.

Ana Karchmer, Family Caregiver Support Program Manager, Executive Office of Elder Affairs

Cynthia Hession-Richard, Caregiver Advisor, LSW, CDP, Family Caregiver Support Program, Elder Services of the Merrimack Valley

Refreshment Break 3:30pm to 4:00pm
Nauset Exhibit Hall

Wednesday, October 26 Session IV: 4:00pm to 5:15pm

W4-1 LGBT Programs – Peer Support **Chatham**

If you are thinking about starting a LGBTQ program, or increasing your outreach to LGBTQ Seniors, or you already have an ongoing program; this is a peer group meeting with an exchange of ideas, questions and answers.

Maryanne Ryan, LCSW, Orleans Senior Center

Donna Marie Burns, Assistant Director, Barnstable Senior Services

W4-2 Women Growing Older: Our Bodies Ourselves

Private Dining Room/Shutters

1 SW CE, 1.25 Nursing CEU

With increased longevity women over 60 are facing new opportunities and challenges. This presentation will explore some of the aspects that affect women's health, sexual, social, and emotional well being. Together, we need to embrace aging and affirm women's potential for growth and development in the second half of life, work together to change the aging paradigm, and advocate for programs and policies that empower, support, and improve the health and well-being and social status of aging women now and for future generations.

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

W4-3 Centered Calm: Breathe in Peace, Breathe out Stress

Nauset II

1 SW CE, 1.25 Nursing CEU

Leave your troubles at the door, and treat yourself and your body to simple and easy calming strategies that will keep your mind and body calm, centered, balanced, happy and healthy. Give it a try, all you have to lose is your stress!

Katie Cohen, M.ED., LCSW, E-RYT Director, Founder, Centered Seniors

W4-4 Reaching Everyone: Ensuring That Your Programs and Services are Inclusive and Accessible **Ballroom I**

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 Tanenhaus, Program Coordinator, Health and Disability Program, MA Department of Public Health

W4-5 Senior Transportation: Coordination Strategies and MassDOT's Community Transit Grant Program

Race Point

1 SW CE

MassDOT's Community Transit Grant Program provides funding for COA vehicles, transportation operations, and mobility management projects. After a program overview, we will discuss strategies COAs can use to coordinate their transportation in order to help more seniors make more trips and make grant applications more competitive.

Rachel Fichtenbaum, Mobility Information Specialist, MassMobility/EOHHS

Jillian Linnell, Grants Program Coordinator, MassDOT Rail and Transit Division

W4-6 The Cost and Consequences of Healthcare Errors, Fraud and Abuse

Highland
1 SW CE, 1.25 Nursing CEU

This workshop will cover critical information about preventing healthcare errors, fraud, and abuse which cost American taxpayers billions of dollars annually and can also have devastating health-related outcomes. Collectively, we will examine the important role we can each have in protecting, detecting and reporting healthcare errors, fraud, and abuse. All participants will be given invaluable information and tools to promote consumer engagement, and become better engaged healthcare consumers themselves.

Lucilia Prates-Ramos, Statewide Director, Massachusetts Senior Medicare Patrol (SMP) Program, Elder Services of the Merrimack Valley, Inc.

W4-7 Empowering Seniors With Simple Tech: Enhancing Lives & Having Fun

Ballroom II

Come have fun and learn how you can use a simple iPad and iPhone to empower your seniors, reduce depression, reduce isolation, provide education, minimize financial abuse, and help locate lost seniors.

Bring your mobile device to this fast paced interactive presentation where you will learn critical skills and applications. At the end of the program you will receive a link to all of the materials in the interactive presentation.

Discuss options to create a local community donation/drive to get older iPhones, iPads and a specific, easy to use, mobile hotspot, so seniors can get them FREE and use them with Wi-Fi.

Stephen Spano, Partner, Board Certified Elder Law Attorney, Spano & Dawicki, LLC

W4-8 Overview of the Massachusetts Home Care System

Nauset V
1 SW CE

Massachusetts' residents have unique access to home care services that most people living in other states do not have. The robust home care system has the goal of meeting the needs of older adults and people with disabilities in the least restrictive environment, most often their community home. The numerous programs and types of services available aid in an individual's ability to remain in their homes as they age. Yet, because of the vast number of available home care offerings, understanding and navigating the system can often be overwhelming for consumers. This presentation will provide an overview of the home care programs available in Massachusetts, highlighting the eligibility requirements and services available within each program. Council on Aging staff can be an enormous resource for elders as they work to access these critical services.

Hayley Gleason, Assistant Director, Home Care Aide Council

Lisa Gurgone, Executive Director, Home Care Aide Council

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

W4-9 Charitable Giving: How to Be an Informed Donor

Ballroom III

Are you tired of being badgered by charitable requests? Do you want to learn how research the best charities out there? Do you want to gain power of choosing your charity, rather than have them choose you? This Power Point program will teach you how to do all of these things and more! Discover the power to not be “guilted” into donating to charities you have no interest in, while making informed decisions on what organizations are the best ones to support. A special emphasis will be given to avoiding scam charities, and decreasing the number of requests you receive. This program offers a great number of charitable giving tips for those working with seniors.

Deputy Sheriff Liisa Budge-Johnson, Plymouth County Sheriff’s Department

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Wednesday Evening Dinner

Featuring URBAN IMPROV



Did you ever think what happens at your senior center could be part of a reality TV show? Join the Urban Improv for an evening of live, witty theatre in which the plot, characters, and dialogue are made up from “real life” situations that happen at your senior centers. Together we will engage in this improvisational theater to deal creatively with our universal issues!

Thursday Activities: October 27th

6:00am–7:00am	Walk/Run – Meet in the Hotel Lobby
6:30am–7:30am	Sunrise Yoga – Poolside
7:00am–8:00am	12 Step – Race Point
7:00am–9:00am	Breakfast – Ocean View Dining Room
8:00am–5:00pm	Registration Desk & Resolution Desk Open
8:00am–5:00pm	Exhibitors Hall Open – Nauset Exhibit Hall
8:00am–9:00am	Morning Plenary – Alec Graham, Ballroom I
9:00am–10:15am	Workshop Session I
10:15am–10:45am	Break – Nauset Exhibit Hall
10:45am–12:00pm	Workshop Session II
12:00pm–1:00pm	Lunch – Ocean View Dining Room
1:00pm–2:00pm	Plenary Session – Secretary Alice Bonner, Ballroom I
2:15pm–3:30pm	Workshop Session III
3:30pm–4:00pm	Break – Nauset Exhibit Hall
4:00pm–5:15pm	Workshop Session IV
5:20pm–5:40pm	Stretch and Smile with Emmett – Poolside
6:00pm–8:00pm	Networking Reception – Ocean View Dining Room

Breakfast 7:00 to 9:00am
Ocean View Dining Room

Thursday Morning Plenary

8:00am to 9:00am

Alec Graham, JD

**A Conversation with the State
 Protective Services Director**



Alec Graham is the Director of Protective Services at the Massachusetts Executive Office of Elder Affairs. Alec holds a Bachelor Degree in International Relations from the University of Nevada, Reno and he completed his JD at the University of New Hampshire School of Law. Alec is an active member of the Massachusetts Bar, and outside of his role at Elder Affairs he practices immigration law for pro bono clients.

Prior to joining Elder Affairs, Alec worked at the Massachusetts Department of Public Health. At the Department of Public Health, Alec worked on a variety of projects including the promulgation of regulations, licensure and certification actions for healthcare professionals, and enforcement actions for healthcare facilities and providers.

Thursday, October 27 Session I: 9:00am to 10:15am

T1-1 How to Guide Families in Need: Understanding the Differences Among Senior Living and Care Options

Nauset V

This session will break down the differences among independent living, assisted living, memory care, adult day health programs, home health care, companion services, rest homes, and nursing homes; along with the costs associated, subsidy programs available, and what families need to know before making any decisions. This session will discuss the primary criteria used to help guide families towards understanding what care options best fit their needs: care requirements, budget, location, culture and demographics.

Michelle Woodbrey, Chief Executive Officer, 2Sisters Senior Living Advisors
Erin DiCarlo, Senior Living Advisor, 2Sisters Senior Living Advisors

T1-2 What It Takes to Develop and Build a Successful Center for Older Adults, Part 1

Nauset II

1 SW CE

The presentation will cover the early stages of establishing a successful building committee, the engagement of the community, the difference between a feasibility study and final design. In addition, the presentation will discuss what are the key program elements in a successful center, key design issues which should be addressed and examples of what works and what doesn't work, and, finally, examples of what other communities have done.

John Catlin, AIA, Partner, Catlin + Petrovick Architects, PC

T1-3 The Transition to Senior Centers for Newly Housed Elders

Room 7167/Old Silver

1 SW CE, 1.25 Nursing CEU

Seniors who live in transitional housing often require additional social and community supports after moving to permanent housing. At New England Center and Home for Veterans, senior veterans participate in the Senior Wellness Program, which offers groups, activities, and trips, similar to a senior center. It can be challenging for veterans to leave this supportive environment as they move to their new communities and face the larger world where homelessness has a stigma and re-entry can be difficult. Having a supportive senior center where veterans can find community is vital in helping these individuals integrate into their new settings. This workshop will discuss the importance of networking with senior centers in conjunction with housing placement and follow-up services.

Mimi Yasgur, M.A. LMHC, Senior Services Coordinator, New England Center and Home for Veterans
Christine Tassia, M.A., Senior Services Clinician, New England Center and Home for Veterans

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T1-4 Community Design for Healthy Aging: Results of Recent Mini-Grant Projects in Massachusetts

Chatham

This session will share results of recent Healthy Aging and Community Design mini-grant projects that were carried out between January and June of 2016. The mini-grants funded by Massachusetts Association of Health Boards were targeted at the community level and involved partnerships between a variety of agencies and actors (municipal planners, COAs, boards of health, regional planning agencies, advocacy groups, etc). The mini-grants explored a broad range of strategies to improve the built environment to facilitate the long-term health and well-being of older adults. The session will present results of selected projects including what mini-grant teams learned from surveys and focus groups with older adults, and which implementation strategies appeared to most promising.

Dillon Sussman, Senior Planner, Pioneer Valley Planning Commission.

T1-5 Schmoozing 101: Developing Effective Relationships with the Decision-Makers

Ballroom II

1 SW CE

Receiving, sustaining, and increasing funding for COA services, programs, and activities requires the support of government officials, community leaders, and agency administrators. The two key ingredients to obtaining that support are public education and personal connections. In this workshop, practical strategies for the development of effective relationships with those who make decisions that impact Council On Aging clients and services will be outlined. Strategies for achieving media coverage will be discussed. Sample letters, emails, and articles will be provided as handouts.

Tina Gorman, Executive Director, Westfield Council On Aging

T1-6 Brains & Balance

Race Point

This innovative program is a clever combination of specific activities designed to improve your memory, reasoning, conceptualization, language, and problem solving skills, along with age appropriate exercise to improve stability. Discover how much fun "Brains & Balance" training can be while you exercise your mind and body with our specially designed curriculum.

Holly Kouvo, Personal Trainer, Senior Fitness Specialist, Fitting Fitness In

T1-7 Key Timing - Advice for Family, Caregivers and Friends of Aging Drivers

Ballroom III

1 SW CE, 1.25 Nursing CEU

We will introduce "Key Timing" which is a NEW Program developed by AAA to serve as guidance for adult drivers, adult children, and caregivers of aging drivers, as well as professionals working in the field of elder care. The program is available online and is free to all users. Modules examine: Is it time to think about having that difficult conversation?; How to start the conversation; Finding assessment options; Putting it all together with a downloadable Mobility Plan for staying active.

Eleanor Baker, Manager, Public Affairs, AAA Northeast

T1-8 Feeling Great with Anti-Inflammatory Foods and Rainbow Nutrients

Private Dining Room/Shutters

1 SW CE, 1.25 Nursing CEU

This fun-filled presentation will share the amazing benefits of eating anti-inflammatory foods and a rainbow of nutrients. Learn how anti-inflammatory and phytochemical-rich foods can play a role in easing, healing and preventing conditions such as heart disease, cancer, skin conditions, arthritis and more. These foods can also have an impact on mental cognition. Learn easy ways of implementing healing foods into your lifestyle. Olive oil is one of the healing foods that will be featured. The program will share helpful tips for seniors and caregivers.

Tricia Silverman, RD, MBA, Registered Dietitian, Fitness Instructor, Wellness Coach

T1-9 Interviewing and Hiring

Highland

The course will focus on both positive and negative aspects of an employment interview in order to determine who is the “Best Candidate For the Job” and avoid problematic legal issues. In particular, the course will address:

- How to apply employment laws in the interviewing and hiring process.
- Understanding what types of questions and issues are inappropriate.
- How to create and ask appropriate questions.
- Understanding how to respond to “risky” issues, such as religious beliefs and disabilities.
- How to create legally sufficient documentation.

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

T1-10 Effective Communication Strategies

Ballroom I

1.25 Nursing CEU

Communication is more than just talking and listening - it is also about sending and receiving messages through attitude, tone of voice, facial expressions, and body language. As people with Alzheimer's disease and other dementia's progress in their journey and the ability to use words is lost, families and caregivers need new ways to connect. This program provides practical information and resources to help caregivers learn to decode verbal and behavioral messages from people with dementia.

Julie McMurray, MA, LMHC, Regional Manager, Central Regional Office, Alzheimer's Association

Refreshment Break 10:15am to 10:45am
Nauset Exhibit Hall

T2-1 Beneficial Tax Credits for Seniors

Private Dining Room/Shutters

The Presenter will discuss the “refundable” Senior Circuit Breaker Tax Credit – Who is eligible and how to apply, as well as speak about Local Property Tax Exemptions for Seniors, Clauses 41, 41B, 41C and 41C1/2. Again, eligibility and application process. Thirdly, he will demonstrate DOR’s new online application, Mass Tax Connect which will be available 11/30 to seniors and all individuals to make estimated tax payments, file an extension, view history and amend previously filed returns.

Brian Lynch, Department of Revenue

T2-2 What It Takes to Develop and Build a Successful Center for Older Adults, Part 2

Nauset II

1 SW CE

The presentation will cover the early stages of establishing a successful building committee, the engagement of the community, the difference between a feasibility study, and final design. In addition, the presentation will discuss what are the key program elements in a successful center, key design issues which should be addressed and examples of what works and what doesn’t work, and, finally, examples of what other communities have done.

John Catlin, AIA, Partner, Catlin + Petrovick Architects, PC

T2-4 Wring Your Hands or Roll Up Your Sleeves? Taking Action for Healthier Communities

Nauset V

Given the growing number of people shifting into retirement and facing different situations and concerns (and maybe more free time?), what’s happening in MA to get more older adults in policy advocacy efforts at the local, state, and national levels? Hear from a panel of people who are mobilizing older adults in public policy issues; learn about existing advocacy organizations your Senior Center or COA could tap into; and share your experience on what issues most interest older adults in your community.

Andrea Freeman, Field Director, MPHA

T2-5 Memory Programming for COA's: Continuity of Support

Ballroom II

1 SW CE

Explore the unmet needs of seniors/older adults, who have early stage Alzheimer's/dementia. Discuss the value and natural fit of providing memory programming on site. Integration of therapeutic programs, which connect, compliment, and provide continuity of support and services. Focus will be on both senior participant & care-partner.

Lisa Ushkurnis, MSW, LICSW, CDP Social Work Supervisor, Callahan Center, Framingham COA

Jamie Donchin, MSW, LICSW, Program Coordinator, Continuing Connections, Callahan Center, Framingham COA

Deb Bourque, CDP Coordinator, Connections at Callahan, Framingham COA

T2-6 The Wave of the Future in MassHealth

Chatham

More and more MassHealth is trying to rein in costs while coordinating quality care for people with Medicare. Come learn about these programs which are not new but will play a much bigger role in health care in the future of your COA members.

Susan Ciccariello, Assistant Director, Coordinated Care Program

Elizabeth Bradley, PACE Program Manager

Cynthia Phillips, SHINE Director

T2-7 Affordable Housing in Your Community and How to Access It

Room 7167/Old Silver

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

T2-8 Emotional Triggers: Visible and Invisible

Race Point

1.25 Nursing CEU

The workshop presentation will focus on: “Emotional Triggers, visible and invisible” and “De-escalating tense interactions and situations”. Keith Crochiere, CEO of EAP Network and Rufus Peebles, Ph.D. will lead a discussion with participants on their experiences with these situation. Discussion of actual events will help ground our discussions in practical techniques and approaches.

Keith Crochiere, CEO, EAP Network

Rufus Peebles, Ph.D

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This Conference Booklet was generously sponsored by



T2-9 Performance Management and Dealing with Toxic Employees

Highland

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 Mitnick, Esq., Executive Director, Just Training Solutions, LLC

T2-10 The Rainbow Room: Creating LGBT Friendly Programs in Senior Centers

Ballroom I

How do you make your existing senior center welcoming for lesbian, gay, bisexual and transgender (LGBT) older adults without changing the current climate of your center? This workshop will walk participants through the steps to develop and launch a variety of LGBT friendly programs that vary from rotating regional events with neighboring senior centers to integrated ongoing programs in your center. Additional topics will also include strategies for LGBT outreach and integrating LGBT seniors with current participants.

Bob Linscott, Assistant Director, LGBT Aging Project, Fenway Institute

Luncheon 12:00pm to 1:00pm

Sponsored by Blue Cross Blue Shield MA

Ocean View Dining Room

Thursday Afternoon Plenary

1:00 – 2:00pm in Ballroom 1

Sponsored by *myseniorcenter*

Secretary Alice Bonner



Working with Communities: Advocacy, Engagement, and Empowerment

Alice Bonner, Secretary of the Executive Office of Elder Affairs for the Commonwealth of Massachusetts, has been a geriatric nurse practitioner caring for older adults and their families for over 25 years. From 2013-2015, she was an Associate Professor in the School of Nursing, Bouve College of Health Sciences and a Faculty Associate in the Center for Health Policy at Northeastern University.

From 2009-2011, Dr. Bonner was the Director of the Bureau of Health Care Safety and Quality, at the Massachusetts Department of Public Health. From 2011 to 2013, she served as Director of the Division of Nursing Homes in the Centers for Medicare and Medicaid Services (CMS) in Baltimore, MD.

Dr. Bonner's research interests include quality and safety in health care systems and community-based settings; falls prevention; improving dementia care and reducing unnecessary antipsychotic medication use; and improving care transitions.

Thursday, October 27 Session III: 2:15pm to 3:30pm

T3-1 How to Generate and Maintain a Large Volunteer Database with Ease

Nauset II

Learn how to utilize a free web-based program to grow your volunteer database. Volunteers can sign up without feeling obligated to donate their time. This proven method puts a call out to volunteers only when they are needed. Discover how to use the internet to get community members to contribute their time without feeling any pressure.

Ani Gigarjian, Volunteer Coordinator, Sherborn Council on Aging
Karen Juhl, Director, Sherborn Council on Aging

T3-2 Advocating for Nursing Home Residents with Behavioral Health Issues

Chatham

1 SW CE

This program is designed to help participants have a better understanding of what is behavioral health, how to identify nursing home residents with mental illness, how to advocate for them, and what the legal issues are associated with residents with mental illness.

Renee Champagne, Ombudsman, Greater Springfield Senior Services, Inc.

T3-3 The ABCs of Sustainable Time Management, Part 1

Ballroom I

1 SW CE, 1.25 Nursing CEU

This is a two-part session. Please plan on attending both parts. 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

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T3-4 This is Not a Test: Understanding Newer Telecommunications Technologies to Help Our Seniors Stay Connected!

Nauset V

Whether communicating with a loved one or a healthcare provider, our seniors rely on their telephone service to stay connected to the outside world. The modern telecommunications industry has developed and changed rapidly, offering different options for everyday telephone communication, but, with these changes, come differences that many seniors are unaware of. Please join representatives from the Massachusetts Department of Telecommunications and Cable (“DTC”) to discuss important changes to the communications network and the different types of telephone service available to consumers. DTC staff will also detail the different consumer protections available for telephone service and provide tips to help stay connected to communications services, especially during emergency situations. In addition, we will provide an overview of the federal government's Lifeline benefit program, which is available to help eligible, low income consumers connect to the communications network.

The DTC has oversight of the telecommunications and cable industries in Massachusetts. As part of its responsibilities, the Consumer Division works to resolve disputes that arise between consumers and their telephone or cable service provider. The Division offers a series of outreach programs to help educate consumers about these industries, and empower them to make smart decisions when evaluating their needs for purchasing services.

Joslyn Day, Consumer Division Director, Department of Telecommunications and Cable

Corey Pilz, Consumer Division Deputy Director, Department of Telecommunications and Cable

T3-5 Understanding and Responding to Dementia Related Behaviors

Ballroom III

1.25 Nursing CEU

Behaviors are a form of communication. Learn how to identify, understand, and respond to challenging behaviors.

Jennifer Hoadley, CDP, Regional Manager of Southeastern, MA, Alzheimer's Association, Massachusetts/New Hampshire Chapter

T3-6 Financial Exploitation - Spotting the Signs and Addressing Concerns

Ballroom II

1 SW CE

Financial exploitation is a growing form of abuse for seniors and adults with disabilities. It is essential that Councils on Aging professionals be familiar with the signs of exploitation and have mechanisms in place to address concerns quickly when they arise. This program will discuss the red flags that may be a sign of exploitation, provide tips for gathering information from seniors, and appropriately reporting concerns of exploitation and abuse. It can be very helpful to know what the possible legal remedies are so that the matter can be addressed most efficiently and expeditiously to avoid further harm.

Sarah Peterson, Esq., Zalkin Law Firm, PC

This Conference Booklet was generously sponsored by



T3-7 Caring for Veterans Experiencing the Impact of Serious Illness

Room 7167/Old Silver

1 SW CE, 1.25 Nursing CEU

The presentation is based on the principles of the We Honor Veterans (WHV) program. WHV is a partnership between the National Hospice and Palliative Care Organization and the Veterans Administration that provides veterans with comfort and support at the end of life.

Knowing options for care when facing a serious illness is as important as having a will. Veterans — especially those who have seen combat — often have factors that prevent them from seeking the support they need. This presentation will provide the latest information regarding subjects such as emotional issues and community resources, as well as how to provide comfort, camaraderie, and support. Information will be shared on how our region’s veterans and their families can draw on help from the community to experience the best possible quality-of-life. Senior Centers are a critical community access point for veterans seeking this kind of information. Senior Center staff and volunteers can benefit from a clear understanding of the factors that influence their veteran members and how to best communicate the services available to them at this time of life.

Melissa Weidman, Director of Community Relations & Outreach, HopeHealth

Ann Geagan, MSW, LICSW, Director of Bereavement Services, HopeHealth

Ellen McCabe-Hemberger, RN, CHPN, Director of Professional Education, HopeHealth

Don Lincoln, Veterans Services Officer, Falmouth, MA

T3-8 Identifying & Surmounting Senior Center Marketing Challenges – An Interactive Problem Solving Workshop

Private Dining Room/Shutters

Many senior centers face many marketing challenges. These include: Creating a better image of your senior center and older adult in your town; Becoming better known in your community; Getting more people to come to your center; Engaging baby boomers and the newly retired; Attracting men and other demographic groups. This session will share tools, tips and best practices from COAs around Massachusetts that have solved these and other marketing challenges. What challenges do you face? Attendees will get advice from the presenter and other participants. The session will include a brief overview of marketing to set the stage for the challenges. Plus, attendees will receive an excerpt of practical content from the MCOA Marketing Handbook, scheduled to be published in November. Come jumpstart your marketing with dozens of relatively easy-to-implement marketing tactics. For beginning and experienced marketers.

Barrie Atkin, President, Atkin Associates Strategy & Marketing

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

Application for social work continuing education credits has been submitted. Please contact us at the Resolution Desk for the status of social work CE accreditation.

T3-9 Diversity in the Workplace

Highland

Through a variety of exercises and discussions, participants will gain an understanding of diversity and inclusion. In particular, participants are provided solutions and practical advice on how to communicate with sensitivity, overcome fear, and change attitudes. Discussions and exercises will focus on: (1) what employees want and need to feel included in the fabric of the employer; (2) how to value diversity by building trust and empowering employees to succeed; (3) roadblocks to a diverse and inclusive workplace including assimilation, bias, microinequities, and a focus on social aspects and social relationships.

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

3-10 Elder Economic Insecurity: 2016 Revision to Elder Index Shows 61% of Elders Have Insufficient Incomes – What Can You Do to Help?

Race Point

What is the true cost of growing older in America? What does elder economic security even mean? What can Council on Aging professionals do to help elders achieve economic security? Knowing the answer to those questions and seeing what resources are available to help elders with insufficient incomes are the main topics in this workshop. In addition, you will receive pointers on how to use the 2016 Elder Index to help conceptualize the local needs of elders when you speak with policymakers. Professor Mutchler will show what the 2016 Elder Index values look like for MA and how many MA elders live below the income level required for economic security. Ms. Browne will present new outreach tools you can use to encourage more elders to take advantage of financial relief provided through local property tax relief options, SNAP by using the large medical deduction offered to seniors, Medicare Extra Help and the Medicare Savings Programs

Jan E. Mutchler, PhD, Center for Social & Demographic Research on Aging, Gerontology Institute, John W. McCormack Graduate School of Policy & Global Studies, University of Massachusetts Boston

**Refreshment Break 3:30pm to 4:00pm
Nauset Exhibit Hall**

Approved for 18 CE Credits for LMHC; MMCEP #16-0965

Application for social work continuing education credits has been submitted. Please contact us at the Resolution Desk for the status of social work CE accreditation.

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

T4-1 Scams and Fraud Targeting Elders: A Proactive Approach

Private Dining Room/Shutters

Scams, fraud and identity theft are a growing threat to the elder population. This workshop will cover various types of fraud, including telephone scams, credit card skimmers, and the theft of sensitive data. Each aspect of the workshop will discuss ways to identify fraud, and tools and resources you can use to be proactive in your community.

Shannon M. Desmond, Director of Consumer Education, Office of Consumer Affairs & Business Regulation

Robin Putnam, Research & Special Projects Manager, Office of Consumer Affairs & Business Regulation

Andrue Coombes, Social Worker, Plymouth COA

T4-2 Creating Dementia Friendly Communities ... One Year Later

Ballroom II

Has it been a year already? The Dementia Friendly Communities Project of Hudson, Marlborough and Northborough has been operational for one year. This program will highlight the progress, survey data, outcomes, and successes to date, along with lessons learned. We will share updates from other Dementia Friendly Projects in the state and the nation.

Christine Alessandro, Executive Director, BayPath Elder Services, Inc.

Kelly Burke, Director, Northborough Senior Center

Arthur Bergeron, Esq., Mirick O'Connell

T4-3 The ABCs of Sustainable Time Management, Part 2

Ballroom I

1SW CE, 1.25 Nursing CEU

This is a two-part session. Please plan on attending both parts. 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

T4-4 Building a Robust Medical Device Loan Closet

Nauset V

Assistive devices can help maintain independence for elders. This workshop will discuss ways to reach and serve users to maximize their independence in the community using loaned assistive devices. The panel will discuss best practice methods for managing and growing a medical equipment loan closet. Other low cost options for obtaining DME and AT will also be presented.

Randi Sargent, MBA, REquipment DME Reuse Program Director

This Conference Booklet was generously sponsored by



T4-5 Accessing Prescription Meds: Resources and Strategies to Help Older Adults Get the Medications They Need.

Nauset II

1.25 Nursing CEU

Participants will learn about resources and strategies used by the Pharmacy Outreach Program in an effort to help older adults access medications and other supplies. Attendees will learn about state, federal, and private programs that help with cost, and how to address barriers that may affect an older adult's ability to obtain medications.

Colleen Massey, Director of Operations, Pharmacy Outreach Program

Victoria Howard, Case Manager, Pharmacy Outreach Program

T4-6 The Value of NISC Accreditation

Room 7167/Old Silver

NISC has developed nine standards of excellence for senior operations to advance the quality of senior centers nationwide. These standards serve as a guide for all senior centers to improve their operations today and position themselves for the future.

This session will give an overview of the National Senior Center Accreditation Program. National accreditation is official recognition that a senior center meets the nine standards of excellence. More than 200 senior centers have been accredited. Learn about the value of the self-assessment process and accreditation, and the opportunity to improve your infrastructure, develop a vision for the future, and showcase your center in the community.

Maureen O'Leary, NCOA

T4-7 Thinking Beyond the Money

Chatham

"Thinking Beyond the Money" is designed to showcase one of a series of Discovering What's Next seminars available as events to be hosted by Councils on Aging/Senior Centers. Typically attracting a "younger, older" audience, this workshop presents a new definition of retirement, and offers a practical model for charting one's future, midlife, and beyond. By identifying six non-financial aspects of retirement planning, participants are encouraged to prepare and prioritize comprehensive, yet realistic, goals as they transition into retirement.

David Guydan, Director, Discovering What's Next Program, ESC of New England

T4-8 Discovering Your Inner Elder

Ballroom III

What will you be like as you age? What will you look like? What will you be doing? Who will you be with? In this workshop we will engage in fun, interactive activities that help us to answer these and other questions for who we want to be 10 - 15 years from now. No matter what your age, you can prepare to age well.

Jeanne Martin, MSW, MTS, Ed.D. Geriatric Social Worker, Teacher, Consultant

T4-9 Harassment Prevention

Highland

The course will focus on the two essential tools to determine appropriate workplace conduct and create a respectful work environment: The employer's anti-harassment policy and the "Traffic Light" power tool. A model Harassment Prevention policy will be reviewed:

- To identify protected characteristics under the policy.
- To know where, when, and to whom the policy applies.
- To understand what constitutes harassment, including quid pro quo and hostile work environment.
- To know how to respond to harassment.
- To be aware of procedures for reporting complaints of harassment.
- To understand what constitutes retaliation.

The "Traffic Light" is a power tool that will help supervisors and managers apply their harassment policy to everyday situations in the workplace. Participants will learn how to negotiate the "Traffic Light" by analyzing and debating various fact scenarios and determining whether the behavior is appropriate, risky, or offensive.

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

T4-10 Best Practices for Working with Elders with Vision Loss

Race Point

This session will cover the common causes of vision loss, the functional impacts 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 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, Mass. Commission for the Blind

Karen Hatcher, Director of the BRIDGE Program, Mass. Commission for the Blind

Thursday Evening Networking Social

6:00pm to 10:00pm

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Enjoy heavy hors d'oeuvres and the company of your peers



Congratulations to Our 2016 Award Winners

- Director of the Year Award – Laura DeMattia
- Innovator of the Year Award – Lisa Ushkurnis, Framingham COA/Callahan Center
- Community Advocate of the Year Award – Beth Soltzberg, Jewish Family & Children’s Service
- Legislative Advocate of the Year Award – State Representative Denise Garlick
- Lifetime Achievement Award – Sandra Lapollo

National Institute of Senior Centers

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Danvers Council on Aging, Danvers

Duxbury Senior Community Center, Duxbury

Groton Senior Center/Groton Council on Aging, Groton

Hingham Senior Center/Hingham Department of Elder Affairs, Hingham

Needham COA Stephen Palmer Center, Needham

Plymouth Council on Aging, Plymouth

Rochester COA and Senior Center, Rochester

National Accreditation is the official recognition that a senior center is meeting its mission in a nationally accepted professional fashion. It is based on compliance with nine standards of senior center operations developed by National Institute of Senior Centers (NISC), a unit of the National Council on Aging (NCOA).

For more information, go to:

<https://www.ncoa.org/national-institute-of-senior-centers/>

Friday Activities: October 10th

6:45am-7:45am	Walk/Run – Meet in the Hotel Lobby
7:00am-9:00am	Breakfast – Ocean View Dining Room
8:00am-12:00pm	Registration Desk and Resolution Desk Open
9:00am-12:00pm	Morning Intensive Session
12:00pm-1:00pm	Lunch – Ocean View Dining Room
12:45pm-2:15pm	Afternoon Wrap-Up Session
2:15pm	Conference Adjournment until 2017

**Breakfast 7:00 to 9:00am
Ocean View Dining Room**

Friday, October 28 Session I: 9:00am to 12:00pm

F1-1 MySeniorCenter Training

Ballroom I

Intense training on the MySeniorCenter system. We'll start with the basics and move into the advanced material as the session progresses. This is meant for all levels of MySeniorCenter users. Even the experts will learn some new tricks!

Eric Andersen, Founder and CTO, MySeniorCenter
Chris Hamilton, President, MySeniorCenter

F1-2 Dementia Friendly Communities, Train-the-Trainer

Ballroom III

3 SW CE, 3 Nursing CEU

Our Interactive Dementia Training is an awareness and sensitivity program with 4 components: 1. The “Dementia Experience” uses sensory modifications and role playing activities to thrust participants into a world that someone with dementia faces day-to-day. 2. “Dementia 101” Presentation and Powerpoint reviews what dementia is, what the causes are, how to recognize it, and who to call for more information. 3. Guided Group Discussion provides an emotional exploration that delves into the loss of one’s independence. 4. Communication Training provides tips, practical advice, and sample scenarios and discussion.

Julie Platz, Compass Memory Support Program Director, Compass on the Bay
Pamela Maloney, Communications Manager, Senior Living Residences

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Friday, October 28 Session I: 9:00am to 12:00pm continued

F1-3 Can We Talk? Practical Communication Skills for Everyone

Nauset II

3 SW CE, 3 Nursing CEU

Do you ever feel like you're not getting through to people? Or think you've understood someone, only to find out you didn't. Does it ever seem like you're having the same conversation over and over again? If the answer is yes, this workshop is for you.

We learn about different styles of communication and practice making sure what you say is what they get (and vice versa). With demonstrations, small groups, and role-plays you'll be able to listen, speak, and be heard.

Pam Kristan, Owner, Pam Kristan Consulting

F1-4 Nuts & Bolts of Intergenerational Programs

Nauset V

3 SW CE

Many senior centers are thinking about or beginning to unite children and older adults. What programs are out there? How can one get started – especially with so many demands on her or his time? How can someone take a program and make it bigger or better? Get answers to all these questions and more in this engaging, fun workshop filled with many practical tips!

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

F1-5 The Brain and Aging: Practical Tools for Knowing What's Normal and What's Not

Ballroom II

3 SW CE, 3 Nursing CEU

How do you know what are normal age related brain changes in your clients and what changes are really signs of dementia? This intensive workshop will give you the tools necessary to know the difference. We will first explore normal changes that can be expected as the brain ages. Next we will focus on dementia. From there, we will cover two very practical tools that participants can use, not only to assess their clients, but also to help their caregivers. Lastly, we will address the normative crises that caregivers experience as dementia progresses, and how best to counsel and guide caregivers through these crisis points.

Susan Kucharski, RN, CCM, Director, Chester Council on Aging, Chester, MA

Luncheon 12:00pm to 1:00pm
Ocean View Dining Room

Friday, October 28 Wrap-Up Session: 12:45pm to 2:15pm

Ballroom 1

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FORESTDALE PARK, Malden* - GODDARD HOUSE, Brookline* - JFK APARTMENTS, Cambridge
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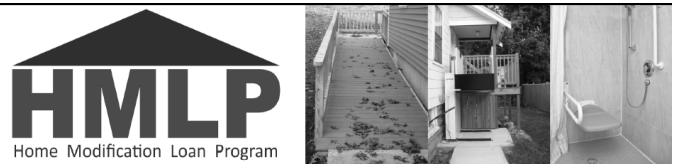
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Events Calendar by Date

We hope you are adding these to your calendar.

Look for more dates to come!



At the Center of it All

2016 Planning Calendar

November 1	Workplace Safety Training, Cohasset COA, Co-Sponsored with CIRCA
November 9	Government Half Day Training, Natick COA
November 17	Membership Meeting, Courtyard by Marriott Marlborough
November 30	A Welcoming Place for All, Plymouth COA
December 6	A Welcoming Place for All, Milford COA
December 7	Advisory Council Meeting, Boylston Townhouse

2017 Planning Calendar

January 11	Housing Issues Conference, Pittsfield Senior Center
January 25	MCOA Board Meeting, AARP Boston
January 31	SNAP Intensive 201 Training, Plymouth COA
February 16	Membership Meeting, TBA
March 22	Advisory Council Meeting followed by Board, Boylston Townhouse
April 12	Housing Issues Conference, TBA
April 13	Membership Meeting, TBA
May 3	SNAP Intensive 201 Training, Westfield COA
May 24	Advisory Council Meeting followed by Board, Boylston Townhouse
June 7	Aging and Dignity Conference
June 9	Annual Meeting, Devens
October 18-20	MCOA Annual Conference, Doubletree, Danvers

Events Calendar by Type



At the Center of it All

A Welcoming Place for All

- November 30, Plymouth COA
- December 6, Milford COA

Workplace Safety Training

- November 1, Cohasset COA, Co-Sponsored with CIRCA

Government 1/2 Day Training

- November 9, Natick COA

SNAP Intensive 201 Training

- January 31, 2017, Plymouth COA
- May 3, 2017, Westfield COA

Housing Issues Forum

- January 11, 2017, Pittsfield Senior Center
- April 12, 2017, Natick Senior Center

Membership Meetings

- November 17, Worcester Elks Lodge
- February 16, 2017, Doubletree Milford
- April 13, 2017, Doubletree Milford

Annual Meeting

- June 9, 2017, Devens

Board Meetings

- January 25, 2017, AARP Boston
- March 22, 2017 (following Advisory), Boylston Townhouse
- April 26, 2017, Boylston Townhouse
- May 24, 2017 (following Advisory), Boylston Townhouse

Advisory Council Meetings

- December 7, Boylston COA
- March 22, 2017, Boylston COA
- May 24, 2017, Boylston COA

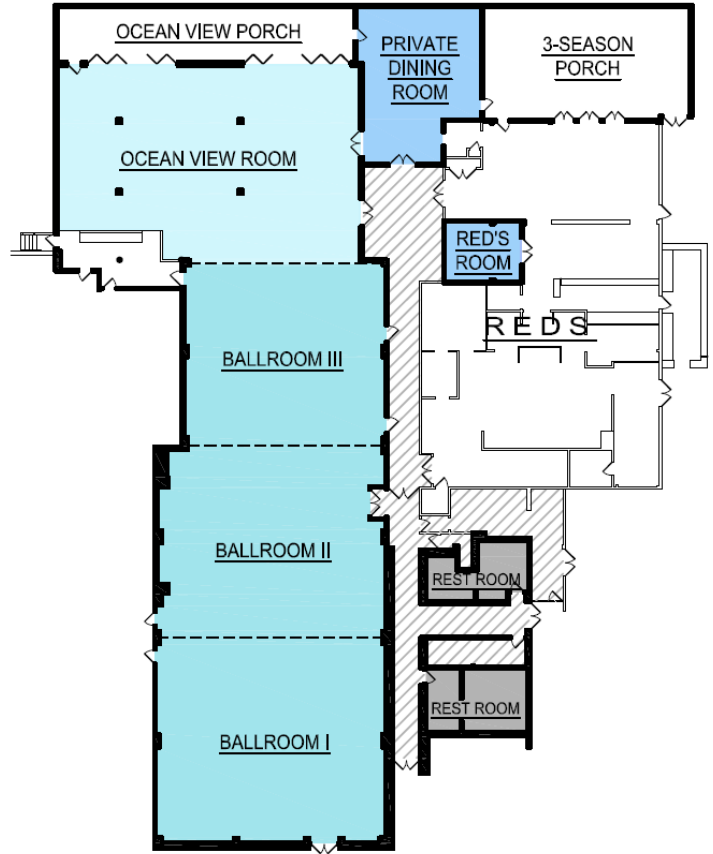
Annual Conference

- October 18-20, 2017 - Doubletree, Danvers

**Registration will be located
outside Ballroom 1**

**Resolution is in the
Monomoy Room**

**Check-in for Vendors and
Presenters will be in Nauset**



**Room 7167/
Old Silver
2nd floor main
building**

Note: it is not
handicap accessible