

Ageing Issues

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Vaughan Award Recipients Honored

On May 1, Governor Chris Sununu joined NH DHHS Deputy Commissioner Lori Shibinette, members of EngAGING NH and the State Committee on Aging in honoring recipients of the 2017 Joseph D. Vaughan Awards. Members of the Vaughan family also attended the award ceremony, which was held in the Governor and Council Chambers at the State House in Concord.



Front Row, L to R: Maureen Chamberlain, Carroll County; Barbara Rockwell, Cheshire County; Shirley and Paul Croteau, Coos County. Back Row, L to R: Barbara Gammon, Strafford County; William Fontaine, Grafton County; Shirley Janocha, Hillsborough County; Cay Bowman, Merrimack County; Gen and Herb Rowell, Rockingham County; Jean and John Wilson, Sullivan County. Not present: Lynn Ayre, Belknap County. Photo: Rich Woodfin.

The Vaughan Awards were instituted in 1962 in memory of the Honorable Joseph D. Vaughan, a NH legislator who was instrumental in creating a State agency dedicated to the wellbeing of older adults. The awards are presented annually to individuals or couples age 60 or older, who have shown outstanding leadership or demonstrated meritorious achievement as volunteers, on behalf of older NH citizens. One award is made for each of New Hampshire's ten counties.

"Vaughan Award recipients exemplify the sense of service and community that are at the core of New Hampshire's greatness," Governor Sununu said. "Their acts of kindness to our senior citizens reverberate out to residents across the state. On behalf of the residents of New Hampshire, I thank the recipients for their dedicated service to our senior citizens and communities."

The Vaughan Award recipients were selected by the NH State Committee on Aging and EngAGING NH, and include:

- Lynn Ayre (Belknap County)
- Maureen Chamberlain (Carroll County)
- Barbara Rockwell (Cheshire County)
- Shirley and Paul Croteau (Coos County)
- William "Bill" Fontaine (Grafton County)
- Shirley Janocha (Hillsborough County)
- Cay Bowman (Merrimack County)
- Gen and Herb Rowell (Rockingham County)
- Barbara Gammon (Strafford County).
- Jeanne and John Wilson (Sullivan County).

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Gray Is The New Green: Re-Engaging Older Workers and Volunteers

by Kelly Laflamme, Program Director, NH Endowment for Health

It's no secret that Northern New England has the oldest population in America. It is also no secret that with incredibly low unemployment and many unfilled positions (29,000 job openings in New Hampshire alone right now) we have a workforce crisis on our hands.

That's why more than 170 employers, policy makers, advocates and other leaders from across ME, NH and VT came together on May 8th with the Tri-State Learning Collaborative on Aging (TSLCA) for *Gray is the New Green*, to share strategies for retaining, recruiting and re-engaging older workers and volunteers.

As people live healthier, longer lives they are delaying retirement past the traditional age of 65 and continuing to contribute to the workforce. Keynote speaker Liz Vogel noted that older workers are often more creative; have accumulated a network of colleagues; don't worry what other people think and due to experience, they "don't sweat the small stuff." Not unlike younger workers, mature workers seek flexibility in the workplace, often wanting to scale back work hours and take on roles that create less stress both physically and mentally.

Throughout the day, presenters offered good ideas from employers who were advancing successful strategies to strengthen their workforce by engaging older workers. Wendy Estabrook of L.L. Bean noted that the average age of their workforce is 49 years and their workforce ages a year every year. Mature workers are a large part of their seasonal workforce for which they hire 4,500 people. They recognize and value older workers for their role in mentoring and training new hires. Maureen Whittemore of Granite State Independent Living (GSIL) shared how their organization has created shared positions for direct care workers that provide care to people with disabilities and older adults. Since an older worker finds the physical care of someone with complex care needs too challenging, GSIL splits the role, assigning the lighter duties to them and pairs them with a younger worker who can handle the more strenuous tasks.

Valuing the older workforce starts with a mindset shift. Todd Fahey, State Director of AARP-NH, shared a video that challenges the idea of what "old" looks like. <http://www.aarp.org/disrupt-aging/stories/ideas/info-2016/what-is-old-video.html> Across the region and nationally, AARP is engaging employers through an



The Gray Is The New Green Summit included a panel discussion at day's end when panel members offered concluding comments and proposed action steps. Speaker: Jess Maurer, Executive Director of the Maine Association of Area Agencies on Aging and the Project Manager for the Tri-State Collaborative on Aging. Panel members L to R: Sheila Reed, Outreach Representative, Office of U.S. Senator Bernie Sanders (VT); Pam MacKenzie, Strategic Planning & Implementation Director, VT Agency of Commerce; NH State Representative Polly Campion; Nancy E. Smith, Executive Director, GrowSmart Maine; and Ryan Neale, Program Director, Maine Development Foundation.

Employer Pledge Program to value and hire workers over 50. This project is focused on companies with immediate hiring needs. In NH, BAE Systems and Northeast Delta Dental have both signed this pledge.

Todd noted that retaining workers is another key AARP strategy. Recent AARP research found there is a 1.7 return on investment for employers who support employee caregivers. AARP is working with corporations through **Respect a Caregivers Time (ReACT)**, an effort to equip employers to better support employees in their role as caregivers, many of whom are older adults themselves. **ReACT** offers tools and successful strategies for employers of all types, all available online.

Valuing older workers also requires a commitment from State leadership. Both Vermont and Maine are publicly honoring employers that demonstrate a commitment to supporting the inclusion and retention of mature workers through awards programs. In Vermont, the Governor's Award for Business Excellence is awarded annually through a partnership of the Department of Labor and the Agency of Commerce and Community Development. Maine's Department

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NH Department of Health and Human Services Urges Residents to Take Precautions Against Multiple Diseases Carried by Ticks

The ticks are already out in New Hampshire, and the NH Department of Health and Human Services (DHHS) wants to remind people living in and visiting the State to take precautions against being bitten by ticks and potentially exposed to Lyme disease and other tick-borne illnesses. New Hampshire has one of the highest rates of Lyme in the country. According to the DHHS Division of Public Health Services (DPHS), there were an estimated 1,373 cases of Lyme disease identified in the State in 2015, the most recent year for which data are available.

Tick bites can cause other diseases besides Lyme disease. In 2015, there were also 110 cases of anaplasmosis reported, which is caused by a bacterium, and 53 cases of babesiosis, which is caused by a parasite. There have also been two cases of the Powassan virus in New Hampshire residents, the first in 2013 and second in 2016, but it is not known if these were acquired in state. These diseases are all transmitted by the blacklegged (or deer) tick.

"Ticks are out, and while we want to encourage people to enjoy the outdoors, we also want them to take steps to prevent being bitten by ticks," said Dr. Benjamin Chan, NH State Epidemiologist. "Preventing tick bites is the best way to avoid getting sick from any of the diseases ticks can carry."

DHHS recommends taking the following precautions to prevent tick bites:

- Avoid tick-infested areas such as overgrown grass, brush, and leaf litter
- Use an insect repellent containing DEET or oil of lemon eucalyptus every time you spend time outdoors
- Wear protective clothing (long pants and long sleeves) to keep ticks off skin
- Do daily tick checks on yourself, family members, and pets after being outdoors
- Reduce ticks around your home by keeping grass short and removing leaf litter
- Speak with your healthcare provider if you are bitten by a tick or if you notice a large bull's-eye rash anywhere on you
- To remove an imbedded tick, use fine-tipped tweezers to grasp the tick as close to the skin's surface as possible, or if none is available use your fingernails. Pull upward with steady, even pressure. After removing the tick, thoroughly clean the bite area and your hands with rubbing alcohol, an iodine scrub, or soap and water.

The greatest risk for Lyme is between the months of May and August, when the blacklegged tick is in the juvenile stage. Early symptoms of Lyme disease

may include fever, headache, muscle aches, and fatigue. Lyme disease is treatable with antibiotics, but if left untreated can lead to severe headaches and neck pain caused by meningitis (inflammation of the protective covering surrounding the brain and spinal cord), pain and swelling in the large joints, shooting nerve pains, and abnormal heart rhythms. Symptoms of anaplasmosis and babesiosis are similar but some individuals may have no symptoms. Older people or those whose immune system may not function well can have severe infection with these organisms requiring hospitalization. Both anaplasmosis and babesiosis are treatable with antibiotics.

Powassan is caused by a virus and symptoms include fever, headache, vomiting, weakness, confusion, loss of coordination, speech difficulties, and seizures. Approximately half of people who become sick from Powassan have permanent neurological symptoms, such as recurrent headaches, muscle wasting, and memory problems. There is no specific treatment for Powassan.

For more information about Lyme disease and other tick-borne diseases, visit the DHHS website at www.dhhs.nh.gov/dphs/cdcs/lyme/ or the Centers for Disease Control and Prevention website at www.cdc.gov/ticks/.

Relative Caregivers on the Increase Due to Opioid Crisis

How the NH Family Caregiver Support Program can help

by Margaret Morrill and Christina Shepard

Mary and John's daughter Shelley (*names changed to protect confidentiality*) was seeing a man who was a drug dealer. Shelley became pregnant and gave birth to Josh, who is now five years old. Josh was repeatedly neglected, and Shelley's parents finally took legal action to obtain guardianship of their grandson. Josh is now in their care and doing well. However, Mary and John now find themselves parenting all over again, which is not something they planned on doing during their retirement years.

A child who lives with grandparents or other relatives may do so for various reasons: the death of a parent, abuse, neglect or abandonment or other factors affecting the parent, such as physical or mental illness, addiction or incarceration. Due to the

opioid crisis, the number of grandparent or other relative caregivers is on the increase. As of 2005, 2.5 million children across the U.S. were living with grandparents. By 2015 that number had increased to 2.9 million.

In New Hampshire, 17,427 children under age 18 live in homes where the householders are grandparents or other relatives (AARP). Grandparents or other relatives typically take on this responsibility at short notice, with little or no time for advance preparation. They often welcome the children in their care but are also challenged by their own health problems or other age-related stresses, and are trying to stretch their incomes to support themselves and meet a child or children's need for food, clothing,

medical care and other essentials. For these caregivers there is also the added grief of watching an adult child struggle with drug or alcohol addiction or other problems, which may include challenging behaviors and the consequences of criminal activities.

The New Hampshire Family Caregiver Support Program (NHFCSP) recognizes the added strain this places on grandparents and other relative caregivers age 55 and older. Administered by the Bureau of Elderly and Adult Services (BEAS) in partnership with NH ServiceLink Aging and Disability Resource Centers, this program offers free support in five areas: Information about available services; assistance to caregivers in gaining access to the services; individual counseling; organization of support groups and caregiver training. In addition, small grants for respite care and supplemental services are available. Caregiver Specialists located at ServiceLink sites provide information and assistance regarding the program.

Persons eligible to receive services under the NH Family Caregiver Support Program include:

- Adult family members or other informal caregivers age 18 and older providing care to individuals 60 years of age and older;
- Adult family members or other informal caregivers age 18 and older providing care to individuals of any age with Alzheimer's disease and related disorders;
- Grandparents and other relatives (not parents) 55 years of age and older providing care to children under the age of 18; and
- Grandparents and other relatives (not parents) 55 years of age and older providing care to adults age 18-59 with disabilities.

"This program is much more than just financial support. Help is also provided to caregivers in navigating the service system and connecting with services they never knew existed," says Christina Shepard (BEAS) who administers the NH Family Caregiver Support Program.

For example, Charlene's daughter Joanne (*names changed to protect confidentiality*) and five grandchildren have been living with Charlene for several years. The grandchildren's father overdosed last year. His death led their mother down a spiral of opioid use. Despite working three days per week, Charlene stepped in to "mother" her grandchildren who range in age from five to seventeen. Her youngest grandchild was born prematurely, has a feeding tube and requires extra care.

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SAVE THE DATE!

The 11th Annual Statewide Coalition of Caring Caregiver's Conference

Keynote: Kathleen Rusnak, Ph.D

"The Spiritual Journey of the Caregiver"

Wednesday, November 15, 2017 • 8:00am to 4:00pm

Courtyard Marriott, Grappone, Conference Center, Concord, NH

For more information or to request a registration brochure contact:

Ellen Edgerly, Coalition of Caring, Phone 603-332-9891 or

e-mail Ellenedge@metrocast.net, or

visit the Coalition of Caring website at www.coalitionofcaring.org

VAUGHAN AWARD RECIPIENTS *continued from page 1*

Lori Shibinette, Deputy Commissioner of Health and Human Services, who had previously served as the Administrator of Merrimack County Nursing Home for over ten years, commented on how much the nursing home depends on its volunteers. She recounted stories of dedication from those who operate the MCNH gift shop, the facility library and donate hundreds of hours to individual residents.

"These are only a couple of examples of the many programs serving our communities but the same high level of dedication can be seen with respect to the Vaughan Award recipients. From visiting the homebound, to providing transportation, volunteering at senior centers, senior meals programs, libraries and other locations, they've made a huge difference," says Shibinette.

This year's Vaughan Award ceremony was dedicated to Donna Woodfin, formerly of Concord, NH, who was a member of the State Committee on Aging and served on the board of directors of EngAGING NH. Woodfin, who died in 2016, was Executive Director of the Disability Rights Center-NH, where she worked from the Center's inception in 1978 until her retirement in 2008. She helped the agency grow from a fledgling organization to a significant civil rights entity for people with disabilities in New Hampshire. She continued to be active and engaged in her community after retirement.

You can read more about the Vaughan Award recipients on page 3 of Aging Issues.

Introducing The Vaughan Award Recipients

May is Older Americans Month and this year's theme is **Age Out Loud**, designed to give aging a new voice, one that reflects what today's older adults have to say. Older Americans are now working longer, trying new things and engaging in their communities. They're taking charge, striving for wellness, focusing on independence and advocating for themselves and others. By their leadership and outreach to others, the 2017 Vaughan Award recipients exemplify all these qualities (Information below provided by EngAGING NH).

Lynn Ayre (Belknap County) has been volunteering four days per week for the last ten years at the Laconia Senior Center. Lynn is known for her kindness and is a wonderful example of a life well-lived, making the most of the gifts she has to share.

Maureen Chamberlain (Carroll County), a lifetime volunteer and graduate of the NH Senior Leadership Program, served as President of the NH Chapter of the American Parkinson Disease Association for over 10 years. Maureen volunteers primarily with seniors, but also loves her time with young children.

Barbara Rockwell (Cheshire County) led efforts to establish a monthly dinner for seniors in Stoddard and Nelson. This year she volunteered at a daily Friendly Meals dining room in Keene, greeting

participants, serving meals and cleaning up. Her advocacy and outreach encourages other seniors to get out and connect.

Shirley and Paul Croteau (Coos County), compassionate and dedicated RSVP volunteers for 14 and 16 years respectively, have served at numerous volunteer stations serving local elders, including the One to One Program and the Hardy Helpers Program. Both Shirley and Paul are considered huge assets to their community.

William "Bill" Fontaine (Grafton County), an RSVP Chore Corps Volunteer, is also a reference bibliographer at the Dartmouth College Library. Bill's efforts help older people stay in the mainstream flow of a changing and media-focused world.

Shirley Janocha (Hillsborough County), has volunteered 1,721 hours over the last year, managing the Pelham Council on Aging Thrift Store where she has volunteered for over 13 years. She is also an active member of the Pelham Council on Aging Board of Directors, where she assists with organizing events and fundraisers and countless other tasks.

Cay Bowman (Merrimack County), a certified State Health Insurance Assistance Program (SHIP) counselor specializing in Medicare Part D, makes a

difference in the life of every person she meets. Her in-depth knowledge of Part D has enabled consumers to make informed choices about their health care, and motivates and inspires her peers.

Gen and Herb Rowell (Rockingham County), have served seniors in the town of Chester for over 20 years, visiting seniors who are homebound or who reside in area nursing homes. The Rowells also drive people to dialysis and cancer treatments and volunteer at the Chester Food Pantry and the Family Promise Program.

Barbara Gammon (Strafford County), a member of the Circle of Caring at Cornerstone VNA, provides companionship for homebound elders and adults with disabilities. Her enthusiasm for helping others is contagious, and she is a shining example of volunteer spirit.

Jeanne and John Wilson (Sullivan County) are ardent supporters and advocates for the Abbott Library in Sunapee, volunteering there for nearly 20 years. Jeanne contributes in many ways, including shelving and inventory, fundraising and bookkeeping. John put in many hours of hard work helping to build the new library and has assisted with the Summer Reading Program.

From The State Committee on Aging

The NH State Committee on Aging (SCOA) welcomes two new members:



Ken Berlin represents Hillsborough County, and was appointed to SCOA last November. Ken worked for 20 years in the Information Technology Department of the National Trust for Historic Preservation in Washington, D.C. He and his wife Connie moved to Manchester, New Hampshire nearly a year ago. Ken looks forward to his work with SCOA and has a particular interest in the needs of people living in nursing homes and assisted living facilities.

Ken and Connie have been married for over 18 years. Their family includes two daughters, Emily and Lil and three sons, Keith, Lee and Jason.

Ken likes attending baseball and hockey games and is taking courses on criminal justice at Nashua Community College. He and his wife enjoy spending time with their family, including three grandchildren who live in Massachusetts and a son and daughter-in-law in Los Angeles.



Mary Catherine Rawls represents Sullivan County and was appointed last November. A Nursing Clinical Specialist for inpatients at Dartmouth Hitchcock Medical Center (Lebanon), Mary Catherine has a strong focus on high quality-care, and is the NICHE Coordinator for that hospital. NICHE (Nurses Improving Care for Healthsystem Elders) is an international program designed to help healthcare organizations improve the care of older adults (see article on page 5 of Aging Issues).

Mary Catherine is a board member of the National Nursing Honor Society and a Fellow in its Gerontology Nursing Leadership Academy. She also serves on the board of the Upper Valley Medical Reserve Corps and is active in the NH Falls Task Force,

and the NH Nurses Association. She and her husband live in Croydon. Other interests include birdwatching, visiting nature preserves, quilting, reading, and playing pinochle.

GRAY IS THE NEW GREEN: *continued from page 1*

of Labor has an older worker's committee in the State Workforce Board that offers the Silver Collar Award to Maine employers who value contributions of older workers.

One of the things that employers worry about when employing folks past their retirement is understanding the impact on a person's Social Security and other benefits. The need for policy change to incentivize working without penalty was a key point of discussion. Policy Analyst John Dorrer of Maine said, "We have a 20th Century infrastructure for a 21st Century economy."

The day ended with remarks from Jess Maurer, the Project Manager of the TSLCA. Jess noted that this conference was just the beginning of regional dialogue on the mature workforce and that TSLCA commits to a webinar series to delve into specific topics raised at the event.

The Tri-State Learning Collaborative on Aging is a free learning community for anyone who lives or works in New Hampshire, Maine or Vermont. You can sign up for a free membership online at <http://agefriendly.community/>. Just click on signup!

RELATIVE CAREGIVERS *continued from page 2*

Despite several attempts at recovery, Joanne has continued using opioids. Charlene sought guardianship of her grandchildren and has been their guardian for a year now. Due to the family dynamics, she does not have help from her former husband or much help from her other adult children. Several feel "burned" by their sister Joanne's addictive behaviors.

Charlene contacted NH ServiceLink and spoke with a Caregiver Specialist. In addition to providing helpful information, funds were provided through the NH Family Caregiver Support Program to send the older boys to summer camp and to provide in-home care for Charlene's youngest granddaughter, since a typical babysitter may not be qualified to assist with this child's special needs. These services are providing key supports to the children and helping to ease some of the considerable stress in Charlene's life.

To learn more about the NH Family Caregiver Support Program, contact NH ServiceLink toll-free at **1-866-634-9412** and ask to speak to a Caregiver Specialist. Caregiver Specialists are located at ServiceLink offices statewide. The Caregiver Specialist can also discuss other resources. You can also visit the ServiceLink website at www.servicelink.org

If you or someone you know is experiencing an addiction-related crisis, call the NH Statewide Addiction Crisis Line at: 1-844-711-4357 (HELP)

NHCarePath Receives National Recognition

New Hampshire has received national recognition for NHCarePath, the state's **No Wrong Door** system of Access providing a coordinated access point where people can find the guidance and support needed to make the right choices for care. NHCarePath connects people to information, assistance, or care regardless of your age, income, or gender.

A paper authored by Christina Neill Bowen and Wendy Fox-Grage: **No Wrong Door: Person and Family Centered Practices in Long-Term Services and Supports** provides concrete examples of how six states—Connecticut, Michigan, New Hampshire, Virginia, Washington, and Wisconsin—and the District of Columbia promote person- and family-centered practice in their **No Wrong Door** (NWD) systems. Person and family centered-practice facilitates decision-making by individuals and families based on their preferences, values and financial resources. The paper was published in March by the AARP Public Policy Institute.

Administered by the NH Department of Health and Human Services (NH DHHS), NHCarePath helps people of all ages connect with information and assistance on a wide range of services and supports: caregiver resources, assistance with daily living needs, care options at home or in your community, and more. NHCarePath also connects people with state and community partners providing services and supports, such as ServiceLink, community mental health centers, area agencies offering services for people with developmental disabilities and NH DHHS programs.

The paper by Bowen and Fox-Grage highlights the training given to NHCarePath partner staff who provide person-centered options counseling. NH DHHS staff members Wendi Aultman, NHCarePath Administrator and Kelley Capuchino, Senior Policy Analyst developed and implemented this training in partnership with the University of New Hampshire's Center on Aging and Community Living.

"Staff complete training in person- and family-centered practices within a year of hire," said Aultman. "New Hampshire is also developing a state-based certification that includes elements to assess competence in a dynamic way. This will include shadowing and other peer exchange and support as well as other experiential activities, in addition to the in-person training."

In June 2017, AARP will issue its annual scorecard which measures states' progress in developing high-performing long-term care services and supports for older adults, people with chronic illnesses and/or disabilities and caregivers. First issued in 2011, the annual scorecard is intended to provide states with updated information and a framework for enhancing their **No Wrong Door** Systems.

For information about available services and supports, and to discuss long-term care options, call **1-866-634-9412**. You can also visit the NHCarePath website at www.nhcarepath.org



About 9-1-1

By David Rivers, Bureau Chief, NH Bureau of Emergency Communications

Although most people have heard of the 9-1-1 emergency phone number, they may not know when to call 9-1-1 and what happens when they do. Here are some frequently asked questions and answers:

What is 9-1-1?

9-1-1 is the number that people in most areas of the U.S. and some other countries can call to get help in a police, fire or medical emergency. In New Hampshire, 9-1-1 is available statewide.

When should I call 9-1-1?

- Medical emergencies, for example if someone has difficulty breathing, persistent chest pains (possible signs of a heart attack), slurred speech or any paralysis, or if someone's face is drooping, or if they seem incoherent or confused (possible signs of a stroke)
- If you see smoke or fire
- If you see wires down on the ground or in the street
- When someone has been injured or is in danger due to floods or storms
- When someone is subjected to threats, violence or aggressive behavior
- A burglary or a theft in progress
- A car accident
- Suspicious activities; and
- Anything else that seems like an emergency.

If you are affected by one of these situations, don't hesitate to call 9-1-1. It's better not to try to handle the situation on your own or drive yourself- or the person you are concerned about- to the hospital. You may encounter traffic delays or your condition/the condition of the person you are concerned about may worsen in the time it takes to drive to the hospital. The personnel who come in response to your 9-1-1 call are trained and equipped to provide you with the right kind of help and quickly.

Guidebook Available For North Country Veterans

Veterans living in northern New Hampshire, Vermont and western Maine can access a resource guide covering services available in those regions, including homeless assistance programs, community-based outreach clinics, counseling and support groups, employment and housing programs and more. The 2017 Veterans Resource Guide is located on the ServiceLink website at www.servicelink.nh.gov Once on the site, go to "Quick Links", then "Websites for Military-Veteran Populations and Their Families".

Updated in 2017, the resource guide was developed by the NH North Country Veterans Committee, which includes veterans, veteran advocates, community resource providers and representatives from state and federal veterans' agencies.

"Our mission is to identify the unmet needs of veterans and their families in northern New Hampshire and to find innovative ways to address them," says Jay Sprinkle, who chairs the NH North Country Veterans Committee. "Northern New Hampshire is largely cut off from the more concentrated services located in the southern part of the State. We developed the resource guide to make it easier for veterans in the North Country to find and access services."

The North Country Veterans Committee meets on the last Friday of each month, from 10:00am-noon, at the Berlin Vet Center, 515 Main St., Gorham, NH (however, please note that due to Memorial Day, the May meeting will be held on May 19). All are welcome to attend.

When is a 9-1-1 call not appropriate?

- When the water or electric power is out (instead call the phone number designated by your local utility for these situations)
- To report a broken fire hydrant (call the fire department's non-emergency number)
- When your water pipes burst (call a plumber offering emergency services)
- To get a ride to a doctor's appointment (call NH ServiceLink at **1-866-634-9412** to discuss transportation options)
- If you need a prescription filled or you've lost your medication. Call your doctor about this situation.
- To pay traffic or parking tickets
- For pet-related medical emergencies (call your veterinarian's emergency phone number instead)
- As a prank.

What happens when I call 9-1-1?

When you call 9-1-1, the Telecommunication Specialist that answers the phone will ask you a number of questions to ensure we send the right help to you. Our standard greeting is "New Hampshire 9-1-1, what is your emergency?" Then we'll ask you for your address so if we become disconnected we can send help, and for your phone number so we can call back. From there the questions change based on the incident being reported. It's OK if you don't know the answers to our questions but we will ask you in an attempt to send you the correct help and to let first responders know what they are responding to.

Our Telecommunications Specialists will also provide instructions to help maintain safety as well as medical instructions prior to the arrival of first responders. These pre-arrival instructions cover many situations, from CPR and childbirth to putting family pets safely out of the way, and turning on an outside light to help first responders identify your location.

Does it matter whether I use a landline or my cell phone?

If you must call 9-1-1 in an emergency, you can use either a landline or a cell phone, but a landline will generally give the Telecommunications Specialist a more precise location. When you use your cell phone, 9-1-1 relies on data from your phone provider. Currently, about 30% of the time, we receive the location of the cell phone tower only, and are not able to get an accurate location from your phone. We expect this situation to improve as more towers are built and cell phone providers update their technology.

What if I have difficulty communicating?

There are various ways we can help. Our 9-1-1 system uses a language service that provides interpreters; we have TTY capability at every console, and for more than two years, we've been receiving "text to 9-1-1" messages. However, when it comes to a choice between a voice call or a text, voice is still the fastest and best way to contact us.

Will I have to pay for 9-1-1 services?

There is no charge for the care first responders provide when they arrive at your home. However, if you need to go to the hospital, there may be a charge for the ambulance and for hospital care (what your insurance does not cover).

If you receive an ambulance bill you are unable to pay, many ambulance services and municipalities have a mechanism to forgive the debt. This is something you'd need to discuss with your ambulance service provider.

For more information about the 9-1-1 system, contact the Bureau of Emergency Communications at (603) 271-6911.

Social Security Update

By Marilenin Vasquez, Social Security Public Affairs Specialist, Lawrence, MA

On Vacation? Social Security Is Still Here For You

Summer is here and millions of vacationers are packing their bags to visit a new locale and soak up some sunshine. You might be traveling quite a ways. You're used to staying connected to important information like your bank accounts and social networks, especially on the go. Social Security is there in the same way – easily accessible when you're away from your home or office.

When you're going on vacation and want to be sure your Social Security benefits arrive, use *my Social Security*. When you open a personal and secure *my Social Security* account, you can access it on your terms. We put you in control of your financial future.

A *my Social Security* account is important whether you receive benefits from Social Security or not. You can request a replacement Social Security or Medicare card if you meet certain requirements; check the status of your application or appeal; get your *Social Security Statement*; or get a benefit verification letter stating that:

- You receive retirement, disability, Supplemental Security Income (SSI), or Medicare benefits; or
- You never received Social Security benefits, Supplemental Security Income (SSI) or Medicare; or
- You received benefits in the past, but do not currently receive them. (The letter will include the date your benefits stopped and how much you received that year.); or
- You applied for benefits but haven't received an answer yet.

There's also more you can do with your *my Social Security* account. We're always adding new features and resources to make your life easier and give you greater control over your benefits. Placing the "Application Status" feature behind the *my Social Security* portal provides a secure service delivery channel that allows us to provide detailed status information about your claim without requiring a confirmation number.

With the new Application Status, you can see the re-entry number for in-progress online applications; detailed information about the current status of the application or appeal; the location where your claim is being processed; and scheduled hearing information for appeals.

Whether you're vacationing or on a staycation, Social Security's online services are at your fingertips. With an easy-to-access *my Social Security* account, you can use our multiple online services while barefoot on the beach. How convenient is that? You don't even have to put your lemonade down at www.socialsecurity.gov/myaccount.



Medicare & You

From the Centers of Medicare & Medicaid Services

Q: *Are you being admitted to the hospital for observation? A new Medicare notice explains what costs are covered.*

A: Did you know that even if you stay in the hospital overnight, you might still be considered an “outpatient”? Your **hospital status** (whether the hospital considers you an “inpatient” or “outpatient”) affects how much **you pay** for hospital services (like X-rays, drugs, and lab tests) and may also affect whether Medicare will cover your care if you are later admitted to a skilled nursing facility for rehabilitation.

You’re an **inpatient** starting the day you’re formally admitted to the hospital with a doctor’s order. The day **before** you’re discharged is your last inpatient day.

You’re an **outpatient** if you’re getting emergency department services, observation services, outpatient surgery, lab tests, or X-rays, and the doctor **has not** written an order to admit you to the hospital as an inpatient. In these cases, you’re an outpatient even if you spend the night at the hospital. **NOTE:** Observation services are hospital outpatient services given to help the doctor decide if you need to be admitted as an inpatient or can be discharged. Observation services may be given in the Emergency Department or another area of the hospital.

If you’re in the hospital for more than a few hours, always ask your doctor or the hospital staff if you’re an inpatient or an outpatient.

If you are receiving observation services in the hospital, Medicare now requires the hospital to provide you with a notice which explains the reasons for these services, and whether or not Medicare will cover the costs of observation services and the cost of care in a skilled nursing facility, if this is recommended. This notice is called the **Medicare Outpatient Observation Notice (MOON)**. The notice must be given to you no later than 36 hours after observation services begin or, if sooner, upon your discharge.

A verbal explanation must also be provided to you along with this notice, and you -or the person acting on your behalf- will be asked for a signature to acknowledge your receipt of the notice. If you- or the person acting on your behalf- do not want to sign the notice, the hospital staff member must sign the notice to certify that notification was presented.

For more information on this new Medicare policy, which became effective March 8, 2017, or if you have a question on a Medicare Outpatient Observation Notice you’ve received, contact NH ServiceLink at **1-866-634-9412**.

Improving Inpatient Nursing Care For Elders ■ By Margaret Morrill

Seven New Hampshire hospitals are enrolled in NICHE (Nurses Improving Care for Healthsystem Elders), an international program designed to help healthcare organizations improve the care of older adults.

Based at New York University Rory Meyers College of Nursing, NICHE consists of more than 680 healthcare organizations in the U.S., Canada, Bermuda, Singapore, and Australia.

“The focus of NICHE is on providing education to nursing staff in those areas where nursing interventions have a substantive and positive impact on patient care, and on improving clinical outcomes,” says Mattia Gilmartin, PhD, RN, Executive Director of NICHE.

The seven participating NH hospitals currently include: Dartmouth Hitchcock Medical Center, Lebanon; Parkland Medical Center, Derry; Catholic Medical Center, Manchester; Franklin Regional Hospital, Lakes Region General Hospital, Laconia; Portsmouth Regional Hospital; and Exeter Hospital.

A hospital that enrolls in NICHE pays an annual fee, receives training, consultation and evaluation services, and is ranked progressively as it completes NICHE trainings.

Mary Catherine Rawls is a Nursing Clinical Specialist for the medical inpatients at Dartmouth-Hitchcock Medical Center (Lebanon). She is also the NICHE Coordinator for the hospital, and believes that NICHE training can benefit both nursing staff and patients: “My passion is to ensure that older adults receive the best evidence-based care, and teaching while hospitalized, and that they experience smooth transitions, whether they are going home, to a long-term care facility or making the move to a hospice or palliative care facility.”

The NH Alliance for Healthy Aging Working for older adults and their families ■ By Jennifer Rabalais, Project Director, UNH Institute on Disability

The NH Alliance for Healthy Aging (NH AHA) is a statewide coalition focused on the health and well-being of older adults in New Hampshire. The Alliance includes over 260 public and private sector stakeholders representing 170 organizations statewide: social service and health care providers, senior citizen groups and other community organizations. The stakeholder group also includes community members and individuals that wish to engage in supporting issues of importance for older adults.

NH AHA members work together to advance the AHA vision, which is to: “create communities in New Hampshire that advance culture, policies and services which support older adults and their families”. This vision is being accomplished through a collective approach that:

- 1) Changes the conversation about aging across all sectors of the community;
- 2) Changes public policy to promote a strong, stable infrastructure for aging; and
- 3) Changes practice across public and private sectors to improve care and support for older adults, their families and their communities.

Among the issues that are priorities for the Alliance are: developing an advocacy infrastructure; convening a cross-disciplinary policy group to better coordinate care and services for older adults; improving the workforce availability for quality healthcare and social services; enhancing support for family caregivers; increasing transportation options; advancing zoning changes to promote affordable and accessible housing options; and ensuring that access to information on resources and services is available for older adults and their families.

The NH Alliance for Healthy Aging meets quarterly, and all who share the vision are welcome to participate. There are also opportunities to join priority area workgroups. For more information, visit chhs.unh.edu/cacl/alliance-healthy-aging or contact Jennifer Rabalais at Jennifer.rabalais@unh.edu or by phone at **603-228-2084**.

Some of the areas covered by NICHE training are: best practices when prescribing medications, strategies for preventing/addressing falls and infections, and how to help older adults become oriented and comfortable in a hospital environment (since common reactions when away from home may include confusion, delirium or difficulty sleeping).

Another key topic is effective approaches to communication- sitting down rather than standing, looking at the older person while speaking slowly and clearly and employing “teach-back techniques”, i.e. encouraging the person to express in their own words what they have learned. For example, instead of asking “Do you understand about your medicines”, the question can be phrased differently: “What will you tell your family about your medicines?”

NICHE also provides guidance on compliance with The Caregiver Act (in New Hampshire, as in many other states, the Caregiver Act requires that hospitals provide instructions to family caregivers on tasks the caregiver will need to perform after their loved one is discharged home).

More information about NICHE can be found on the website at www.nicheprogram.org/

Stay Cool and Healthy When It’s Hot Outside! ■ By Claire Pendergrast

Seniors can get sick on hot days because as you get older, your body may have a harder time sensing heat and staying cool.

- **Check local news** for the weather report. If highs are in the 80s or 90s, make a plan for how you’re going to stay cool using the tips listed here.
- **Stay in an air conditioned place** and limit activity on very hot days. Call 211 or ask your senior center staff to find out about air conditioned places or cooling centers in your community.
- **Drink plenty of water.** Don’t wait until you feel thirsty to drink.
- **Wear loose, lightweight clothing** and **wipe your skin with a damp towel** to keep your body cool.
- **Check in with a friend or relative twice a day** to let them know if you’re staying cool, hydrated and healthy or to ask for help.
- **Talk to your doctor** about how hot weather will affect you and follow his or her recommendations. Some health conditions and medications make it harder for your body to handle hot weather.
- **Watch out for signs of heat illness**, such as fatigue, skin rash, heavy sweating, muscle cramps, weakness, dizziness, nausea, and headache. If you feel any of these signs or symptoms, plan to cool off as soon as possible, or seek medical attention if symptoms worsen or last longer than one hour.
- **Find out if your local senior center or library** has air conditioning and water. Stop by during open hours to visit and cool off.

Claire Pendergrast is a Dartmouth Lombard Public Service Fellow in the Climate and Health Program, NH DHHS Division of Public Health Services.

AGING ISSUES

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Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email: Margaret.Morrill@dhhs.nh.gov

Talking Books Offer Learning, Entertainment

If you are unable to see, handle or process printed material comfortably, then Talking Book Services can help you.

Talking Book Services Program is a division of the NH State Library, NH Department of Cultural Resources. Talking Book Services are free, providing library materials to more than 2,000 New Hampshire residents and lends over 70,000 audio and braille books each year. Books on a wide variety of subject matter are available: fiction, adventure, history, cooking, health, mystery, poetry, science and technology, travel, sports, and many other subjects.

Who's eligible?

- Anyone with a vision problem, a grasping problem or an information processing problem that does not affect intelligence. Some problems may be permanent, others temporary. Examples include, but are not limited to: blindness, arthritis of hands and wrists, macular degeneration, cataracts not ready for surgery, stroke aftermath, dyslexia, head injuries, full body cast, multiple sclerosis or muscular dystrophy.
- Institutions and agencies whose clientele may include those who are blind, low vision, or who have a physical disability are eligible for an institutional account. An institutional account allows an agency to check out materials and keep equipment for demonstrations and group activities, or to loan to clients who may be out of books or would like to try it before applying for services.

How do I request Talking Book Services?

If you are interested in receiving Talking Book Services, you will need to complete an application form that provides your name, address and telephone number, and provides a brief description of the kind of disability that prevents you from reading regular printed material. You can also indicate your reading preferences (subject matter), language preference, and the type of equipment and accessories you need, based on the list provided on the application.

A certifying authority (a doctor or other medical provider, social worker, teacher or counselor or other professional described on the application) needs to sign the form to confirm that you are unable to read or use regular printed material for the reason you indicate on the form. An MD or DO must sign the application for a Reading Disability.

How do I keep current on Talking Book offerings?

For those who have access to a computer, the Talking Book Blog is the way to keep up with current news at the library. The bimonthly *Talking Book Topics* you will receive in the mail also gives news items from the Library as well as The Library of Congress.

How do I use Talking Books?

When the Library processes your application, they will then send you a player to play the audio books and several books to get you started. All material is loaned free of charge and comes to you through the mail. No postage is required to return the books to the library. You may request specific books or authors, or ask the library to select for you. You can submit requests by calling the library, emailing requests, or mailing lists from either the Talking Book Topics or on a plain sheet of paper. Be sure to include your name and address on the order form!

To apply or for more information, visit the web site at www.nh.gov/nhsl/talking_books or call toll-free 1-800-491-4200. TDD Access Relay: 1-800-735-2964.

Providers of Case Management Services

The following agencies provide case management services to participants in the Choices for Independence (CFI) Program, a program of home and community-based services funded under the Medicaid waiver, administered by the NH Department of Health and Human Services and provided under a NH DHHS rule (He-E 805). The case manager works with the program participant to create a comprehensive care plan, monitors service provision and assists with issues that may arise.

Brain Injury Association of NH/	225-8400
Specialty Case Management Services of NH	431-3042 (Portsmouth)
Crotched Mtn Community Care	or 668-7584 (Manchester)
Gateways Community Services	882-6333
Granite Case Management	856-3120
Life Coping, Inc	888-3588
Pilot Health	352-9354
Community Crossroads	893-1299

New Hampshire Department of Health and Human Services Mission Statement

The mission of the NH Department of Health and Human Services is to join communities and families in providing opportunities for citizens to achieve health and independence.

Looking to Add More Healthy Foods to Your Grocery List?

Are you 60 years or older and looking to stretch your food budget while adding healthy foods to your shopping list? You may be eligible for the New Hampshire Commodity Supplemental Food Program (CSFP). CSFP is an income eligible program available to seniors 60 years or older that provides monthly boxes of shelf stable foods for free. These foods are healthy foods meant to supplement your monthly food budget. The value of the foods you receive is approximately \$50.00 per month. CSFP foods may include: shelf stable milk, non-fat dry milk, peanut butter, beans, rice, pasta, cereal, cheese, canned fruits, low sodium canned vegetables, canned meat and/or 100% juice.

To sign up for the Commodity Foods program, please call the New Hampshire State Agency at 1-800-942-4321. The State Agency can direct your call to the local office in your community. You can start receiving your boxes of food the same day as your appointment.

Current income guidelines for receiving Commodity Foods:

Family Size	Annual	Monthly	Weekly
1	\$15,678	\$1,307	\$302
2	\$21,112	\$1,760	\$406
3	\$26,546	\$2,213	\$511
4	\$31,980	\$2,665	\$615

If you are currently receiving Social Security, the CSFP staff will need to see your Social Security letter you receive at the beginning of the year. The monthly amount before any deductions is the figure staff must use in determining your income. Bank statements are not allowed.

CSFP foods are delivered to many sites throughout New Hampshire, including churches, senior centers, senior housing facilities, community buildings and other sites.

If mobility and/or transportation are issues for you, you can designate a person to go pick up the foods for you as your "proxy". Your local office will work with you to set up an appointment that works best for you.

During the summer months, seniors that participate in the Commodity Foods program are also eligible to receive free fresh fruits and vegetables that are available right at your pick up site.

For more information about the Commodity Supplemental Food Program, please visit: <https://www.fns.usda.gov/csfp/> or call us at 1-800-942-4321.

CALENDAR

For information on State Committee on Aging Meetings, call 1-800-351-1888, Ext. 9215.

AREA COMMITTEES ON AGING

NH State Committee on Aging (SCOA)- Call 1-800-351-1888, Ext. 9215 for meeting information. See page 8 for a listing of SCOA members.

Area Committees on Aging (ACOA's) are independent local advocacy groups that include older adults, caregivers, service providers and other interested individuals. ACOA's share a common interest in issues that affect older adults. All interested persons are invited to attend ACOA meetings. As of Aging Issues press time, these are the ACOA's that are meeting on a regular basis:

Please note that some committees may not meet during the summer months.

Belknap- Second Fridays at 10am, in the Wesley Woods Community Room off Rte 11A, behind the First United Methodist Church in Gilford. No meetings during July and August, meeting schedule may change in the fall. Contact: Stace Dicker-Hendricks (Co-Chair) at 528-2555 or sdhendricks@wesleywoodsnh.org or Brenda Stark Fortier at 267-9867.

Greater Manchester- Third Wednesdays (September to June) at 10:00 am at the William B. Cashin Senior Center Activity Center, 151 Douglas St. in Manchester (Telephone: 624-6536). Contact: Dottie Gove at 518-4305 or email GoveD@cfsnh.org

Greater Nashua- Fourth Fridays from 12:00-1:00pm, at the Nashua Senior Center, 70 Temple St., Nashua. Contact: Margo Bell, Nashua Senior Center Director, at 889-6155 or email Mbell@NashuaCenter.org

Strafford- Meets monthly at varying locations in Strafford County. Executive council includes Sharon Vien, Ellie Kimball, Harriet Gowen, Susan Hatfield, and Dr. Candace Cole-McCrea. Contact: Dr. Cole-McCrea at 652-7594 or email snowyowl@metrocast.net.

Sullivan (Senior Advocates)- Fourth Tuesdays 10:00-11:00am, at the Earl Bourdon Centre, 67 Maple Ave, Claremont. Contact: Cindy Roberts, Monadnock/Sullivan ServiceLink at 542-5177.

NH ServiceLink Resource Center Network

ServiceLink is a program of the NH Department of Health and Human Services and a full partner in the NH CarePath Initiative. ServiceLink Aging and Disability Resource Centers are located statewide and assist people of all ages, income levels and abilities. The Centers collaborate with other community partners to connect people with long-term services and supports, help them explore long-term options and understand and access Medicare and Medicaid. Call toll-free **1-866-634-9412** to connect with any Resource Center or visit the website at www.servicelink.org

Resource Center Location	Telephone*
Belknap County (Laconia).....	528-6945
Carroll County (Tamworth).....	323-2043
Coos County (Berlin).....	752-6407
Grafton County	
Lebanon	448-1558
Littleton.....	444-4498
Hillsborough County	
Manchester	644-2240
Nashua.....	598-4709
Merrimack County (Concord).....	228-6625
Monadnock Region (Keene).....	357-1922
Rockingham County	
Portsmouth.....	334-6594
Atkinson	893-9769
Strafford County (Rochester)	332-7398
Sullivan County (Claremont).....	542-5177

*All area codes are 603

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, visit the website at www.dhhs.state.nh.us/dcbcs/bbh. You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health)	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County).....	516-9300
Keene (Monadnock Family Services).....	357-4400
Laconia (GENESIS Behavioral Health).....	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.).....	448-0126
Manchester (Mental Health Center of Greater Manchester).....	668-4111
Nashua (The Greater Nashua Mental Health Center).....	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management).....	434-1577

*All area codes are 603

Bureau of Developmental Services: Area Agencies

The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau's main office at **1-800-852-3345, Ext. 5034** or visit the website at www.dhhs.state.nh.us/dcbcs/bds

Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Pathways of the River Valley (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia).....	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord).....	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene).....	352-1304 or 800-469-6082
VI	Gateways Community Services.....	882-6333
VII	Moore Center Services, Inc. (Manchester).....	206-2700
VIII	One Sky Community Services (Portsmouth).....	436-6111 or 800-660-4103
IX	Community Partners, Inc. (Dover)	516-9300
X	Community Crossroads (Atkinson).....	893-1299

*All area codes are 603

Adult Day Programs In New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (**Telephone: 1-800-852-3345, Ext. 9499**) or visit the website at:

www.dhhs.state.nh.us/oos/bhfa

Location	Telephone*
Concord (TLC Medical Day Care For Adults).....	224-8171
Derry (Vintage Grace).....	425-6339
Hampstead (Senior Class Adult Day Services).....	329-4401
Hampton (Seaside Elderly Day Out Center)	929-5988
Hollis (That Place you Know).....	465-3400
Hooksett (Maintaining Independence Adult Day Center).....	568-9237
Hudson (Gateways Adult Day Service Program).....	883-0994
Jaffrey (Monadnock Adult Care Center).....	532-2428
Keene (Castle Center for Adult Group Day Care).....	352-2253
Lebanon (Upper Valley Good Day Respite Program).....	526-4077
Manchester (Easter Seal Society of NH).....	623-8863
Nashua (Adult Day Care of Nashua).....	589-9570
Nashua (Global Adult Day Care Health Center).....	233-0709
New London (Kearsage Good Day Respite Program)	526-4077
Rochester (Homemaker Home Health Services).....	335-1770
Salem (Silverthorne Adult Day Care Center).....	893-4799
Tamworth (Country Style Adult Day Care).....	960-0926
Wolfeboro (Huggins Hospital-Adult Day Care).....	569-7500

*All area codes are 603.

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs and opportunities to socialize and make new friends. To find out about the senior center near you, consult the list below (*please note that all phone numbers are area code 603*), visit the NH Association of Senior Centers (NHASC) website at www.nhasc.org or call NH ServiceLink at **1-866-634-9412**.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton, SP	875-7102	Lincoln, Linwood Area, SP.....	745-4705
Atkinson, SC **.....	362-5531	Littleton, SC**.....	444-6050
Belmont, SC	267-9867	Londonderry, SC**	432-7509
Berlin SC **.....	752-2545	Manchester, Wm. Cashin, SC** ..	624-6533
Bradford, Mountain View, SC.....	938-2104	Merrimack, SP.....	424-1100
Bristol, Newfound Area, SP	744-8395	Milford, SP**	249-0625
Canaan, Mascoma Area, SC	523-4333	Milton, SP	654-1192
Center Ossipee SC**	539-6851	Moultonborough, SP.....	476-5110
Charlestown, SC.....	826-5987	N. Conway, Gibson Ctr, SC**	356-3231
Chester, SP	206-4786	Nashua, SC**.....	889-6155
Claremont, SC	543-5998	New Boston, SP**	487-2880
Colebrook, Colby		New London, Chapin, SC**	526-6368
Commons, SP.....	237-4957	Newmarket, SP**	659-8581
Concord, Goodlife SC**	228-6630	Newport, SC**	863-3177
Concord		N. Haverhill, Horse	
(Horseshoe Pond Place).....	228-6956	Meadow, SC**	787-2539
Danbury, SP	768-3424	Orford, SP.....	353-9107
Derry, SP**	432-6136	Pelham, SP**	635-3800
Dover, SC**	516-6436	Penacook, SC**	753-9700
Exeter, SP	778-8196	Pittsfield, SC.....	435-8482
Franklin, Twin Rivers Intergenerational Program (TRIP), SC.....	934-4151	Plaistow, Vic Geary, SC**	382-9276
Hampton, SP	926-3257	Plymouth, SC.....	536-1204
Hanover, SP.....	643-5531	Portsmouth, SC**	610-4433
Henniker, White Birch, SP	428-7860	Raymond, Ray-Fre, SC.....	895-3258
Hillsboro, SP**	464-5029	Rochester, SC**	332-7845
Hinsdale, SC**	336-5726	Salem, Ingram SC**	890-2190
Hopkinton, Slusser, SC*	746-3800	Seabrook, SP.....	474-2139
Hudson, SC**	578-3929	Somersworth, SP.....	692-5169
Keene, SC**	352-5037	Suncook, SP	485-4254
Laconia, SC	524-7689	Tilton, SC	527-8291
Lebanon, Grafton County, SC**.....	448-4897	Whitefield, SP.....	837-2424
Lebanon, Upper Valley, SC**	448-4213	Windham, SC**	434-2411
		Wolfeboro, SC**	515-1385

Notes: SC = Senior Centers SP = Senior Programs (not open full time)
** = member NHASC

Guide to Services

NH Department of Health and Human Services, Office of Human Services, Elderly and Adult Services

The Bureau of Elderly and Adult Services (BEAS) is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

Mission Statement: BEAS shares leadership within NH in developing and funding long term supports and advocating for elders, adults with disabilities and their families, and caregivers. BEAS envisions a long-term system of supports that promotes and supports individual and family direction, provides supports to meet individual and family needs, provides high quality care and support, and promotes efficiency.

Central Office: 129 Pleasant Street, Brown Building
Concord, NH 03301-3857
Toll Free Phone: 800-351-1888
TDD: 800-735-2964
Web Site: www.dhhs.nh.gov/dcbcs/beas
District Offices: For telephone numbers, see "Important NH Phone Numbers" below.

Information on BEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

NH ServiceLink Resource Center Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412**.

Important New Hampshire Phone Numbers

District Offices

The Department of Health and Human Services has District Offices located throughout New Hampshire. BEAS staff are located at all of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.

Berlin	800-972-6111	Littleton	800-552-8959
	603-752-7800		603-444-6786
Claremont	800-982-1001	Manchester	800-852-7493
	603-542-9544		603-668-2330
Concord	800-322-9191	Southern (Nashua & Salem Regions)	800-852-0632
			603-883-7726
Conway	800-552-4628	Seacoast	800-821-0326
	603-447-3841		603-334-4325
Keene	800-624-9700	Rochester	800-862-5300
	603-357-3510		603-332-9120
Laconia	800-322-2121		
	603-524-4485		

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
NH Insurance Department Consumer Hotline	800-852-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	Your Local Community Action Office
Governor's Citizens Service	800-852-3456
Information about Helpful Services	Dial 2-1-1 (statewide)
Medicaid Information	800-852-3345
Medicare Claims Information	1-800-MEDICARE (1-800-633-4227)
Medicare Quality Improvement (Livanta)	866-815-5440
Foundation for Healthy Communities (Information on Advance Health Directives and other Initiatives)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Retired & Senior Volunteer Program	
Carroll County RSVP	603-356-9331
Coos County RSVP	603-752-4103
Friends RSVP (Covering Belknap, Merrimack, Strafford and Rockingham Counties)	800-536-1193
Monadnock RSVP	
Keene Office	603-357-6893
Peterborough Office	603-924-7350
RSVP of Grafton & Sullivan Counties	877-711-7787 (Toll Free)
Southern NH Services RSVP	603-668-8010
Senior Companion Program	800-856-5525
Senior Law Project	888-353-9944 or TTY: 800-634-8989
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. **NOTE:** Please call your local ACOA contact below for information on meeting dates, times and locations.

BELKNAP COUNTY

Stace Dicker-Hendricks
528-2855

CARROLL COUNTY

To be determined

CHESHIRE COUNTY

To be determined

COOS COUNTY

Mark M.E. Frank
788-4825

GRAFTON COUNTY

To be determined

HILLSBOROUGH COUNTY

(Greater Manchester)
Dottie Gove 518-4305

HILLSBOROUGH COUNTY

(Greater Nashua)
Contact: Margo Bell
889-6155

MERRIMACK COUNTY

To be determined

ROCKINGHAM COUNTY

Connie Young
893-9769

STRAFFORD COUNTY

Dr. Candace Cole-McCrea
652-7594

SULLIVAN COUNTY

Cindy Roberts
542-5177

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly and meetings are open to the public. **For meeting information, call 1-800-351-1888, Ext. 9215.**

John Acker Grafton (603) 787-2567	Larry Flint Sullivan (603) 863-6397
Kathy Baldrige Hillsborough (603) 493-4472	Mark M.E. Frank (Chair) Coos (603) 788-4825
Kenneth Berlin Hillsborough (301) 676-9888	Herbert Johnson Merrimack (603) 892-0701
Rev. Norma Brettell Carroll (603) 374-2718	John Kennedy Strafford (603) 332-5925
Dr. Candace Cole-McCrea Strafford (603) 652-7594	Mary Catherine Rawls Sullivan (603) 650-6067
Susan Emerson Cheshire (603) 899-6529	

Reminder: Aging Issues Available Online

Enjoy a printed copy of *Aging Issues* or read it online by visiting the website at www.dhhs.nh.gov/dcbcs/beas