Governor Christopher Sununu presented the Joseph D. Vaughan Awards to ten individuals on May 7 in recognition of their outstanding service to New Hampshire seniors. Sponsored by the NH State Committee on Aging (SCOA) and EngAGING NH, the awards are presented annually to individuals or couples from each of New Hampshire’s ten counties who have demonstrated exemplary leadership and volunteer service in their communities.

The Joseph D. Vaughan Award was created in 1962 in memory of the Honorable Joseph D. Vaughan, a New Hampshire legislator. Vaughan was an early advocate for older residents of the state and was instrumental in creating a State agency dedicated to the wellbeing of senior citizens.

The 2018 Vaughan Award recipients: Back row, left to right: Mario Laflamme, Goffstown; Debra Wayne, Bow; Lana Black, Dover; Lawrence Flint, Newport; Prudie ray, left to right: George Feesqeg, Alton; Dorothy Solomon, Alhamb; Peggy Monahan, Harrisville; Lawrence Underhill, Lancaster; Anita Garland, Orange. Not pictured: Wendell Tuckes, Hampton.

We talked with some of the 2018 Vaughan Award recipients, who shared why volunteer service is so important to them. Here is what they had to say:

“I’ve always done some kind of volunteering, even when my kids were younger. It’s so tempting to say ‘Let someone else do it,’ but sometimes you have to be that someone else.”
Debra Wayne, Bow

“I enjoy volunteering immensely. It’s my way of giving back.”
Anita Garland, Orange

“There are people who have dedicated a lifetime to volunteering. I think volunteering is absolutely the key to a long life.”
Mary Margaret “Peggy” Monahan, Harrisville

“I had a liver transplant 27 years ago, and I have always made it a point to give back. Socialization, exercise and nutrition are important to seniors, and those initiatives start with each of us. It is great to have a network to depend on.”
Lawrence Flint, Newport

“I feel like I’ve been blessed with good health, and I want to contribute to those in need. Our seniors need a social connection, and it’s a pleasure to serve them.”
Mario Laflamme, Goffstown

with other state and community partners. “We are pleased to offer this new resource, which is intended to help participants stay in their own homes longer, and to provide much-needed support and respite to caregivers. We are creating a place where people with memory loss can still experience pleasure and joy,” she said.

The program is anticipated to offer affordable rates, and potential financial support for participants may come from private family resources, long-term care insurance, veteran’s benefits, Medicaid, state of NH caregiver grants and fundraising efforts. Rates are not yet finalized but will be approximately $40 for a half day or $75 for a full day. These rates are consistent with other adult day centers located in the region. Transportation costs are yet to be determined.

The 14,000sf single-level building is located off of Route 302 in Conway behind the Journey Church. The rolling contours lot has mountain views to the Moats. In terms of design and appearance, the center will create a homelike experience in a safe environment. The setting is proposed to include an outdoor enclosed garden, a common room for group activities and socialization, a kitchen area and several small rooms for those needing a less stimulating environment.

The program is anticipated to offer affordable rates, and potential financial support for participants may come from private family resources, long-term care insurance, veteran’s benefits, Medicaid, state of NH caregiver grants and fundraising efforts. Rates are not yet finalized but will be approximately $40 for a half day or $75 for a full day. These rates are consistent with other adult day centers located in the region. Transportation costs are yet to be determined.

The 14,000sf single-level building is located off of Route 302 in Conway behind the Journey Church. The rolling contours lot has mountain views to the Moats. In terms of design and appearance, the center will create a homelike experience in a safe environment. The setting is proposed to include an outdoor enclosed garden, a common room for group activities and socialization, a kitchen area and several small rooms for those needing a less stimulating environment.

The facility will also feature fully equipped exercise and examination rooms, a spa with salon and massage fixtures, a quiet library reading room, year round porch, solarium and dining rooms in addition to administration and conference areas. While a provider referral isn’t required to attend the Center, enrollment will be required in advance along with appropriate release of medical information to ensure appropriateness of setting and quality of care. Enrollments are not accepted yet, but for more information contact Sue Ruka at 603-356-5461 ext. 2194 or sruka@memorialhospitalnh.org. For the latest news, sign up for the email list at www.memorialhospitalnh.org/adultdaycenter.

A ground breaking ceremony took place on June 5 for the Mount Washington Valley Adult Day Center (Conway), a state-of-the-art facility that will serve those with memory loss and cognitive and physical limitations.

Scheduled to open next spring, the Mount Washington Valley Adult Day Center will be operated by Memorial Elder Health Services, a subsidiary of Memorial Hospital, under a 10-year renewable lease agreement with the Betty C. Ketchum Foundation.

The new center will serve seniors in Conway and surrounding communities.

An array of memory-care services will include, among others, assistance with activities of daily living (grooming, bathing, toileting, eating); professional nursing services (medication administration, assessments and treatments, treatments); therapeutic and recreational activities; transportation from a limited service area; meals (hot lunch and morning and afternoon snacks); standardized assessments to screen for depression and cognitive impairment; and evaluations for speech, swallowing and ambulation safety.

Other supports for adult day participants and their caregivers will include education, counseling and facilitated referrals to social service and health care resources.

The plan is to operate the center five days a week for 10 hours a day Mon - Friday. Guest attendance will be by advance reservation only since proper staffing levels are critical to ensure the best possible experience.

Sue Ruka, R.N., Ph.D. Director of Population Health at Memorial Hospital, led a three-year effort to develop the Mt. Washington Valley Adult Day Center, researching other adult day program models in both NH and Maine and working with other state and community partners. “We are pleased to offer this new resource, which is intended to help participants stay in their own homes longer, and to provide much-needed support and respite to caregivers. We are creating a place where people with memory loss can still experience pleasure and joy,” she said.

The program is anticipated to offer affordable rates, and potential financial support for participants may come from private family resources, long-term care insurance, veteran’s benefits, Medicaid, state of NH caregiver grants and fundraising efforts. Rates are not yet finalized but will be approximately $40 for a half day or $75 for a full day. These rates are consistent with other adult day centers located in the region. Transportation costs are yet to be determined.

The 14,000sf single-level building is located off of Route 302 in Conway behind the Journey Church. The rolling contours lot has mountain views to the Moats. In terms of design and appearance, the center will create a homelike experience in a safe environment. The setting is proposed to include an outdoor enclosed garden, a common room for group activities and socialization, a kitchen area and several small rooms for those needing a less stimulating environment.

The facility will also feature fully equipped exercise and examination rooms, a spa with salon and massage fixtures, a quiet library reading room, year round porch, solarium and dining rooms in addition to administration and conference areas. While a provider referral isn’t required to attend the Center, enrollment will be required in advance along with appropriate release of medical information to ensure appropriateness of setting and quality of care. Enrollments are not accepted yet, but for more information contact Sue Ruka at 603-356-5461 ext. 2194 or sruka@memorialhospitalnh.org. For the latest news, sign up for the email list at www.memorialhospitalnh.org/adultdaycenter.

A ground breaking ceremony took place on June 5 for the Mount Washington Valley Adult Day Center (Conway), a state-of-the-art facility that will serve those with memory loss and cognitive and physical limitations.

Scheduled to open next spring, the Mount Washington Valley Adult Day Center will be operated by Memorial Elder Health Services, a subsidiary of Memorial Hospital, under a 10-year renewable lease agreement with the Betty C. Ketchum Foundation.

The new center will serve seniors in Conway and surrounding communities.

An array of memory-care services will include, among others, assistance with activities of daily living (grooming, bathing, toileting, eating); professional nursing services (medication administration, assessments and evaluations, treatments); therapeutic and recreational activities; transportation from a limited service area; meals (hot lunch and morning and afternoon snacks); standardized assessments to screen for depression and cognitive impairment; and evaluations for speech, swallowing and ambulation safety.

Other supports for adult day participants and their caregivers will include education, counseling and facilitated referrals to social service and health care resources.

The plan is to operate the center five days a week for 10 hours a day Mon - Friday. Guest attendance will be by advance reservation only since proper staffing levels are critical to ensure the best possible experience.

Sue Ruka, R.N., Ph.D. Director of Population Health at Memorial Hospital, led a three-year effort to develop the Mt. Washington Valley Adult Day Center, researching other adult day program models in both NH and Maine and working with other state and community partners. “We are pleased to offer this new resource, which is intended to help participants stay in their own homes longer, and to provide much-needed support and respite to caregivers. We are creating a place where people with memory loss can still experience pleasure and joy,” she said.

The program is anticipated to offer affordable rates, and potential financial support for participants may come from private family resources, long-term care insurance, veteran’s benefits, Medicaid, state of NH caregiver grants and fundraising efforts. Rates are not yet finalized but will be approximately $40 for a half day or $75 for a full day. These rates are consistent with other adult day centers located in the region. Transportation costs are yet to be determined.

The 14,000sf single-level building is located off of Route 302 in Conway behind the Journey Church. The rolling contours lot has mountain views to the Moats. In terms of design and appearance, the center will create a homelike experience in a safe environment. The setting is proposed to include an outdoor enclosed garden, a common room for group activities and socialization, a kitchen area and several small rooms for those needing a less stimulating environment.

The facility will also feature fully equipped exercise and examination rooms, a spa with salon and massage fixtures, a quiet library reading room, year round porch, solarium and dining rooms in addition to administration and conference areas. While a provider referral isn’t required to attend the Center, enrollment will be required in advance along with appropriate release of medical information to ensure appropriateness of setting and quality of care. Enrollments are not accepted yet, but for more information contact Sue Ruka at 603-356-5461 ext. 2194 or sruka@memorialhospitalnh.org. For the latest news, sign up for the email list at www.memorialhospitalnh.org/adultdaycenter.
On June 13th, readers of Aging Issues can learn about World Elder Abuse Awareness Day. An estimated 5 million older adults across the U.S. are victims of abuse, neglect, or exploitation, according to the U.S. Administration on Community Living. Elder abuse can occur anywhere and affects adults across all ages, socioeconomic groups, cultures and races. The day serves as a call-to-action for individuals, organizations, and communities to raise awareness about elder abuse, neglect, and exploitation.

I want to share what we are doing in New Hampshire to protect our vulnerable adults. The state’s Adult Protective Services (APS) unit was passed in 1978, making New Hampshire one of the first states in the nation to pass a law focusing on protecting vulnerable adults. RSA 161-F requires the New Hampshire Department of Health and Human Services (DHHS) to investigate reports of vulnerable adults who may have been abused, neglected, exploited or self-neglecting.

This law also requires anyone who suspects abuse to report it to DHHS (details on how to report are at the end of this column). Within DHHS, all reports of potential adult abuse or neglect are handled by Adult Protective Services (APS) staff. It is important to note that the role of APS is civil and the goal of APS is to assist the person, in the ways outlined above, so they are able to remain safe and independent. APS staff are not able to press criminal charges, though they may refer certain allegations to law enforcement.

What forms does adult abuse take? Self-neglect is one form, such as when an adult is living in unsafe conditions or cannot care for their own needs. An adult may also be physically injured, subjected to threats or intimidation, deprived of food, water, medical care or other basic services or left alone without supervision when it is needed. Other situations may involve misuse or theft of an adult’s money or possessions or physical contact of a sexual nature.

To report adult abuse to the Bureau of Elderly and Adult Services, do one of the following:
- Call: 800-949-0470 (if calling from within NH) or 603-271-7014 (if calling from outside NH)
- Fax: 603-271-4743
- Email: apsintake@dhhs.state.nh.us

The Long Term Care Ombudsman Program: Protecting Resident Rights

The Office of the State Long Term Care Ombudsman (OLTCO) receives, services, investigates and resolves complaints from residents of nursing homes and other long term health care facilities in accordance with New Hampshire law (RSA 161-F:10:19).

Complaints may be received from a resident, a family member or another individual, including facility staff, and can cover a wide range of issues, from cold food, conflict with another resident, or a lack of social activities, to neglect of the resident’s care needs, negative staff attitudes, fire safety or other aspects of the facility environment.

“Speaking out about their concerns is often difficult for residents for a number of different reasons. They may be unable to voice their concerns because of some level of physical or cognitive deficits. They may also be reluctant to speak up because they are worried about getting staff into trouble or that they will suffer from some level of retaliation,” says Susan Buxton, State Long Term Care Ombudsman. “Many residents who are living in long term care facilities do not have any family or close friends nearby to help them advocate to have their needs met. The mission of the Long Term Care Ombudsman Program is to be a voice for these residents, to advocate for their right to quality care and the best possible quality of life.”

When a complaint is received, OLTCO staff investigate and intervene to assist the resident and family members in resolving conflicts or problems. During this process, OLTCO works with facility staff and depending on the nature of the complaint, may also involve other organizations such as the Bureau of Elderly and Adult Services, the Long Term Care Ombudsman Program or the Bureau of Health Facilities (Licensing) or New Hampshire Legal Assistance.

Ideally issues can be identified and resolved before they become serious problems, which is why prevention is another important aspect of the Long Term Care Ombudsman Program, says Susan Buxton. “Some of the ways we practice prevention are by providing education and consultation to staff working at nursing homes and other long term health care facilities and/or making recommendations on needed changes in facility policy and procedures.” The OLTCO also advocates for residents of nursing homes and other long term health facilities by representing their interests before governmental agencies, and seeking administrative, legal and other remedies to protect the health, safety, welfare and rights of residents.

Trained and certified Long Term Care Ombudsman Volunteers support the work of OLTCO by visiting assigned nursing care or residential care facilities on a regular basis, talking with residents, and their families, and educating residents about their rights. They spend time with residents learning what will make them most comfortable and improve their quality of life. They attempt to resolve identified issues and concerns by empowering residents to advocate for themselves, advocating for them or by referring the issue to an Ombudsman.

What Should the Next State Plan on Aging Look Like?

The Bureau of Elderly and Adult Services is starting work on the next New Hampshire State Plan on Aging. The current plan, which became effective on October 1, 2015, expires on September 30, 2019. The State Plan serves as a blueprint for the services BEAS will provide with Older Americans Act and other federal funds. You can find the current State Plan on the BEAS website at https://www.dhhs.nh.gov/beas.

To develop the State Plan, BEAS follows guidelines from the federal Administration on Community Living, works closely with the NH State Committee on Aging and obtains input from individuals who receive services, from providers and other members of the public who are concerned about aging services. Comments are also obtained from BEAS and other NH DHHS staff. This input is vital to State Plan development.

BEAS plans to hold community listening sessions on the State Plan and invites you to attend one of these sessions to share your comments and concerns about the needs of older adults and families, and/or to send us your written comments. Stay tuned for more information on dates and locations for the community listening sessions and the contact point for sending written comments.

Stay Cool and Healthy When It’s Hot Outside!

As people age, their bodies 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 available.
- Drink plenty of water. Don’t wait until you feel thirsty to drink.
- Wear loose, lightweight clothing and wipe your skin with a damp cloth to keep 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.
- Think about how hot weather will affect you and follow their 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, loss of appetite, 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 1 hour.
- Find out if your local senior center or library has air conditioning and water. Step by step during open hours to visit and cool off.

For tips on preventing heat-related illness, visit the Centers for Disease Control website at www.cdc.gov/disasters/extremeheat/
Outgoing SCOA Members Honored

Outgoing State Committee on Aging (SCOA) members Dr. Candace Cole-McCrea and Laurence “Larry” Flint, who have served on SCOA since 2012, have been honored for their contributions to the wellbeing of New Hampshire’s older citizens. Both are receiving certificates of appreciation.

“The Bureau of Elderly and Adult Services is truly grateful for the leadership and service of Larry and Candace in their tenure with the State Committee on Aging,” said Wendi Aultman, BEAS Bureau Chief. “Their devoted service and advocacy on behalf of older adults in New Hampshire have contributed significantly to our efforts to en-
gage and improve our long term support services and systems.”

Dr. Candace Cole-McCrea (Stratford County) has served as SCOA Chair since June 2017. A strong advocate for the needs and con-
cerns of older adults and adults with disabilities, she has contributed in-clude mental health, disability, community living, including home
and community access and supports, aging parents caring for adult children, substance abuse, and indi-
viduals with developmental disabilities who are aging.

Candace authored a children’s book on the value of diversity (see separate article on page 5). “If you rest, you rust!” is one of his favorite sayings. A resi-
dent of Newport, NH for 30 years, he has participated in the Gover-
nor’s Council on Physical Health and Activity, the NH Alliance for Healthy Aging, the Sullivan County Senior Wellness Committee, the Knights of Columbus and other community organizations.

Ken Berlin (Hillsborough Coun-
ty) is now the new Chair of the State Committee on Aging. His new Vice-Chair will be Mary Cath-
erine Rawls (Sullivan County).

Larry Flint (Sullivan County) has dedicated much of his time to promoting physical activity and healthy aging, notably the NH Se-
nie Games (see separate article on page 5). “If you rest, you rust!” is one of his favorite sayings. A resi-
dent of Newport, NH for 30 years, he has participated in the Gover-

Spotlight on BEAS: Serving the Elderly, Adults with Disabilities

In Nay, New Hampshire and the rest of our na-
tion we celebrate Older Americans Month. This year, a

acquired knowledge and skills on aging and end-of-life care.

Throughout her nursing career, Nancy has had an

lives in Rockingham County. “I have been

The State Committee on Aging is seeking to fill
careers in Rockingham and Merrimack, Staf-

One of the programs BEAS operates is Adult Protective Services, which not only receives and investi-

For New Hampshire residents who may need a higher level of care, BEAS works closely with nurs-

North Country Veterans Conference Theme: No One Left Behind!

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

The fifth North Country Veterans Conference, “No One Left Behind!” will be held on Friday, October 26, 2018 at the Town & Country Inn and Resort, 20 State Route 2, Shellburne, NH, from 8:00am - 4:30pm.

Presented by the nonprofit NH North Country Veterans Inc. (formerly the North Country Veterans Board), the conference is free and all service

members, veterans and their families are invited. Conference sponsors include

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.

BEAS Bureau Chief Wendi Aultman congratulates outgoing SCOA member, Laurence “Larry” Flint, at the June 4th SCOA meeting. Dr. Candace Cole-McCrea, could not be present.
Medicare and You
Senior Medicare Patrol Program saves health care dollars

Every year billions of dollars are lost to Medicare fraud and abuse. These dollars rob the taxpayers and the Medicare Trust Fund for future generations. The Senior Medicare Patrol Program (SMP) helps to prevent, detect and report Medicare fraud, thereby saving precious health care dollars.

The SMP was instituted by Congress in the 1990’s to educate people with Medicare about health care fraud and about how they could protect themselves, detect Medicaid fraud, and report those cases for further investigation. The SMP is currently administered by the Administration on Community Living in close partnership with the Centers for Medicare & Medicaid Services and the Office of Inspector General.

In New Hampshire, the Department of Health and Human Services contracts with the New Hampshire ServiceLink to administer the SMP. ServiceLink Aging and Disability Resource Centers are located statewide and each one has a Medicare-trained SMP Specialist. SMP Specialists are assisted by trained volunteers who provide invaluable help to the program.

SMP Specialists and volunteers work in their communities to educate people about Medicare and the importance of checking their billing statements for accuracy; protecting their personal identity (never giving out Medicare and Social Security numbers and never giving private information to people they do not know); and protecting themselves from telemarketing scams by people who claim to be from Medicare or Social Security.

Please call your local ServiceLink office when you wish to make a complaint or report Medicare fraud. SMP Specialists can assist callers to resolve issues or refer the issues for further investigation by Medicare Contractors. Here are some typical examples of health care fraud, errors, and abuse.

• You receive medical supplies in the mail that were not ordered by your doctor.
• Your Medicare Summary Notices shows services that you did not receive.
• A sales agent came to your house uninvited and tried to sell you insurance products you do not need.
• A telemarketer tries to offer you free medical supplies but asks for your Medicare number to complete the order.

To report Medicare fraud, errors or abuse, call toll-free 1-866-634-9412 to be connected with an SMP Specialist at your local ServiceLink office. The SMP also welcomes new volunteers—please contact ServiceLink for more information.

Special Alert: Beware of Scams Involving Medicare Cards

All Medicare beneficiaries are receiving new Medicare cards as the result of a law passed by Congress in 2015. This law requires the Centers for Medicare and Medicaid Services to remove Social Security numbers from all Medicare cards. Distribution of the new cards began in April 2018 and will be completed in April 2019.

Although this is an important change to help prevent fraud and protect peoples’ identity, scam artists are trying to trick unsuspecting people who have Medicare. They will often call people claiming to be from Medicare, wanting to verify a person’s current Medicare number and asking for payments to receive a new Medicare card. Please note:

• Medicare will NEVER call to verify your number because they already have it.
• There will be NO COST for people to get their new card.

If you get a call like this, hang up immediately and report it to the Senior Medicare Patrol Program at NH ServiceLink (call toll-free 1-866-634-9412) and tell your friends and family to be aware of these imposter calls.

Here Comes Summer!

Summer is here, a great opportunity for grandparents and grandkids to spend time together and make memories!

Taking a “staycation”? Enjoy the simple things: ice cream cones, flying kites, swimming, and fishing, nature walks at your local park or Audubon Center or explore nature in your own backyard. Pick berries at a local farm. Enjoy free movies and concerts that may be offered in your community and great summer reads at the library. Work on a crafts project or learning about astrology or another interest.

How about stargazing? Check out the almanac section of your daily newspaper to find out what constellations are “showing” in the night sky, visit https://www.heavens-above.com and/or plan a visit to The McAuliffe-Shepard Discovery Center (Concord) where people of all ages can learn about astronomy, aviation, earth and space sciences. Website: www.starhop.com or call (603) 271-7827.

Other family-friendly attractions abound in New Hampshire. For fun places to visit and a calendar of events, visit www.visithnv.gov or call the NH Division of Travel and Tourism at (603) 271-2665.

Traveling further afield? Visit Road Scholar at www.roadscholar.org to choose from hundreds of educational adventures in the U.S. and overseas, including multigenerational trips, or visit the American Grandparents Association website at https://www.grandparents.com to learn more about summer camps for grandparents and grandkids.

Assistant Technology Makers’ Fair

“Making AT For All” Conference and Expo

Date: Saturday, September 29, 2018, 8:00am - 4:30pm
Location: Grappone Conference Center, 70 Constitution Avenue, Concord, NH 03301

The AT Makers Fair will inspire people to become creative problem solvers, bringing together makers of all abilities to share ideas, develop new skills and enhance innovations for persons with disabilities. The Fair will empower individuals with the methods, materials and know-how needed to creatively design everyday just-in-time devices and technologies. Novice to veteran makers of all ages and abilities are welcome. Conference features: Kick-off with inspiring AT maker movement leaders, hands-on workshops, AT Invention Contest, Make At Café, exhibitors, and more.

Persons interested in attending the fair must register by September 21, 2018. Registration fee of $199 includes access to the conference, fabrication of 5 multi-use devices, lunch, refreshments and CEUs (state and national CEUs available). For more information or to register, visit idod.unh.edu/atmakers or email at.makers@unh.edu

The State Committee on Aging Needs You!

Are you concerned about issues that affect the health, dignity, and well being of older adults? Would you like to be part of a group that works together to find solutions? Consider requesting to be appointed to the NH State Committee on Aging. The State Committee on Aging (SCOA) was created by the New Hampshire legislature in 1989 under RSA 161-F: 7-8. In accordance with this law, SCOA assists and advises the Commissioner of the Department of Health and Human Services in making a continuing assessment of problems relating to older adults and advocates solutions to provide better integration of older persons into the social and economic life of the state.

SCOA has 18 members in total. Of this number, fifteen are appointed by the governor with the approval of the Executive Council, and there are three legislative representatives (more on the appointment process below). New members report on the first Monday of the month, usually from 10am-noon in Room 232 at the NH DHHS Administrative Offices, 129 Pleasant St. in Concord.

What do SCOA members do? They participate in development of the State Plan on Aging and in other initiatives such as the NH Alliance for Healthy Aging, the Oral Health and Mental Health Commissions, NH ServiceLink, Long Term Care Ombudsman activities, and the Vaughan Awards (with EngAGING NH). Other issues of concern include, but are not limited to, increasing employment opportunities for older workers, senior veterans’ services, transportation, home care services and nursing home care.

SCOA members come from all walks of life. In addition to being SCOA members, they often wear other hats and are actively involved in their communities. They may be family caregivers, have additional volunteer commitments, and/or give of their time and talents in other ways.

New Hampshire is now the second oldest state in the nation according to 2015 U.S. Census estimates. Now more than ever it is important to plan for the future, ensuring that older citizens of our Granite State have the support to live healthy independent lives. SCOA plays a vital role in this effort but needs to fill current membership vacancies in order to function at its fullest potential. Currently, new members are needed from Carroll, Grafton, Merrimack, Strafford and Sullivan Counties.

If you are interested in being appointed as a SCOA member, please email Ken Berlin, SCOA Chair at kaberlin@comcast.net or call him at (303) 676-9888. Then you will need to submit a letter of interest and a resume to Governor Sununu’s office. Attention Elliot Gault, by emailing Elliot.Gault@nh.gov or call (603) 271-2121. You may also wish to attend a SCOA meeting to learn more about what SCOA does (see above for the monthly meeting date, time and location).

*RSA 163-F: 7 requires that the governor appoint 15 members of SCOA with the approval of the Executive Council. Those appointed by the governor shall include at least one member from each county. SCOA shall also include a legislator appointed by the chair of the oversight committee on health and human services, one representative appointed by the speaker of the house, and one senator appointed by the president of the senate.

Of the 15 members appointed by the governor, at least eight must be 60 years of age or older at the time of their appointment (seven can be under age 60). No member may serve more than two consecutive 3-year terms.

For grandparents who have grandchildren with special health care needs and/or disabilities, please contact the following for helpful resource information:

• The Parent Information website (https://www.picnh.org) or call (603) 224-7005 or V/TDD (800) 947-7005 (NH only)
• NH Family Voices at (website: www.nhfv.org) or call 1-800-852-3345, X4525 or (603) 271-4525.
Mammograms and Your Medicare Coverage

Did you miss your chance to enroll in Medicare Part B and do you need a mammogram? Medicare Part B (medical insurance) covers a screening mammogram once every 12 months for women who are over the age of 40, but if you missed the enrollment period and need a mammogram there could be other options for you through the NH Let No Woman Be Overlooked Program. The Let No Woman Be Overlooked Program is a free breast and cervical screening program for women, regardless of income and no insurance or have insurance with a high deductible. If you meet these criteria, are over age 50 and living in NH, you may qualify for a free mammogram.

It is important to talk with your doctor about your risk and how often you should be having screening mammograms. Your doctor may recommend you receive services more often than what Medicare will cover. If this happens you may be responsible for some out-of-pocket costs. In some cases you may be responsible for some costs depending on whether or not your doctor accepts assignment, whether you have other insurance, how much your doctor charges, the type and location of the facility. For more information regarding screening or free screening services in NH please visit www.getscreenednh.com or call 603-271-4931.

Tiffany Fuller is a Program Planner in the Breast and Cervical Cancer Program, Division of Public Health Services.

June is Men’s Health Month!

Studies indicate that most men need to pay more attention to their health. As compared to women, men tend to die at a younger age and have a higher morbidity and mortality from coronary heart disease, hypertension, diabetes, and cancer (World Health Organization). Men who are affected by anxiety or depression may tend to talk about their feelings or seek help. The good news is that there are ways for men to take charge of their health and reduce risks. Here are some ideas:

Eat Healthy. Start by taking small steps like saying no to super-sizing meals and sugary drinks and yes to a healthy breakfast. Eat many different types of foods to get all the vitamins and minerals you need. Add at least one fruit and vegetable to every meal.

Get Moving. Play with your kids or grandkids. Take the stairs instead of the elevator. Do yard work. Play a sport. Keep comfortable walking shoes handy at work and in the car. Most importantly, choose activities you enjoy to stay motivated.

Make Prevention a Priority. Many health conditions can be detected early if caught by community connections or other special initiatives.

Stop Smoking. Tobacco use is the number one cause of preventable death in the U.S. and New Hampshire. Smoking increases your risk of cancer, heart attacks, stroke, diabetes and other diseases. For help in quitting smoking, call 1-800-QUIT-NOW or visit the website at www.QuitNowNH.org

Limit Alcohol Use. Excessive alcohol use can contribute to heart and liver damage, memory loss and confusion, higher risk of falls, fires or other accidents, and harmful effects when alcohol is combined with medication. Recommended drinking limits for adults age 65 and older are one drink per day for men and less than one drink per day for women. One standard drink is equal to one 5oz. glass of wine, one 12oz. beer or ale, one single shot (1.5 oz) of hard liquor or one small glass (less than 1 oz) of liquor or aperitif.

Seek Help For Depression. People often experience losses and stresses which affect how they feel and function day to day, especially as they get older. Some possible symptoms of depression are feeling sad, or hopeless, sleeping too much or too little, having trouble concentrating or making decisions and/or losing interest in activities that used to be enjoyable. However, keep in mind that depression is not a normal part of aging and help is available! Talk with your doctor and/or contact your local community mental health center. For a listing, call 211 or visit the Bureau of Mental Health website at www.dhhs.nh.gov/dcbcs.bbh

Call 911 (police, fire ambulance) if someone you know is threatening suicide or for other emergency assistance.

The NH Association of Senior Centers (NHASC) announced at their annual Spring Conference on May 9 that the Nashua Senior Activity Center has won the first annual NH Programs of Excellence Award for their Wellness Clinic Program provided in conjunction with Rivier University.

“The winner received a $100 award and NHASC will nominate the Nashua program for the National Institute of Senior Centers Program of Excellence Awards presented by the National Council on Aging. The Wellness Clinic Program was this year’s award recipient due to the integration of an inter-generational program that benefits both older people and the students at Rivier University. It is these types of partnerships that shine as examples of innovative ideas and productive partnerships,” said Brinn Sullivan, NHASC President.

The NH Programs of Excellence Award is intended to highlight programs for older adults that are innovative, creative, easily replicated, and exemplify leadership in areas such as intergenerational and/or multicultural programs, health and wellness, nutrition, technology, transportation, strengthening community connections or other special initiatives.

“Every day throughout New Hampshire, senior centers, recreation departments, meals programs and senior groups, just to name a few, are offering exciting programs for older adults,” said Sullivan. “The annual NH Programs of Excellence Award newly established by NHASC honors and promotes these outstanding efforts.”

“While this was the first year NHASC offered the NH Programs of Excellence Award, I am thrilled to report that it was a hit, and that this will become an annual competition,” Sullivan continued. “We received many nominations and were very impressed reading through all the wonderful programs that are happening throughout our state that support seniors and an aging population. The Board of the NH Association of Senior Centers is already looking forward to hearing from more programs next year.”

Stay tuned in early 2019 for application information on next year’s NH Program of Excellence Award.

The NH Association of Senior Centers (NHASC) supports and strengthens the statewide network of senior centers and senior programs. Founded in 1991, NHASC is dedicated to fostering the multipurpose nature of senior centers; to promoting community relations with affiliated state and national associations, to improving the visibility of senior centers statewide; to encouraging the development of new senior centers and the expansion of existing centers throughout New Hampshire; and facilitating the exchange of information, ideas and programs between senior center professionals.

Nashua Senior Activity Center Wins NH Programs of Excellence Award

NHSAC Board Members and NH Program of Excellence Award winners. L. to R. Brinn Sullivan, Portmouth Senior Activity Center, Leila Villanueva, Berlin Senior Center, Jill Vuyale, Upper Valley Senior Center, Jocelyn Shaffer, Hemming, Nashua Senior Activity Center; Pat Francis, Nashua Senior Activity Center; Krista Twitchell, Dover Community Senior Center; Nicole Ferrante, Town of Derry Recreation Dept.

NH Senior Games: Where Fun and Fitness Meet!

Mark your calendar for the 31 st annual NH Senior Games, which will be held between July 15 and August 19 at various locations in southern NH (New London, Manchester, Nashua and Plaistow). Amateur senior athletes from the ages of 40-100 years old will converge on New Hampshire to compete for Gold, Silver and Bronze in each 5-year age group for both men and women.

The NH Senior Games are open to both New Hampshire residents and non-residents. Senior athletes can compete in a variety of athletic events and activities, including, but not limited to: archery, badminton, basketball, bowling, golf, power lifting, racquetball, road race, shuffleboard, swimming, tennis, table tennis, and track and field. Competition in men’s and women’s categories feature five-year age groups starting at 40-44, 45-49, 50-54, 55-59, etc.

The NH Senior Games also serve as a qualifier for the National Senior Games, which are held every other year. Only athletes 50+ may qualify for the National Senior Games in a qualifying year. The 2019 National Senior Games will be held next summer in Albuquerque, NM.

To view the full schedule for the NH Senior Games and to register, visit www.NHSeniorGames.org. The NH Senior Games Association also welcomes volunteers, sponsors, and athletes to join their organization. To learn more, email info@nhseniorgames.org or call (603) 533-6975.

Sources: Men’s Health Network, National Institute on Alcohol Abuse and Alcoholism, National Institute on Mental Health, NH Department of Health and Human Services, NH Coalition on Substance Abuse, Mental Health & Aging.


The winner received a $100 award and NHASC President, Division of Public Health Services.
Assistant Technology and Aging

Assistant Technology, or AT as it is commonly called, encompasses a wide variety of low and high-tech devices and services, from a simple pencil grip to high-tech wheelchairs. These devices can help people with disabilities as well as aging adults whose functions may become more limited as they get older. You may not be able to hear the television, or repeatedly forget to take your medication. Maybe you’ve lost your peripheral vision or suffered a stroke and now have trouble communicating, or you have trouble cooking or gardening due to arthritis. These are only a few examples of situations where AT can help. Here are some possibilities:

- Telephones with special features such as large buttons or captioning capability. Some are voice-activated. Features such as setup, programming, and opening applications can all be controlled with voice alone. Please note that all phones and computers have built-in accessibility features. On Apple and Android phones these features are found under Accessibility in Settings. On an Apple computer you will find these features in Accessibility under System Preferences while on a Windows computer the features are called Ease of Access.
- TV Listeners: Some TV listeners are wired and some are wireless, while some only amplify and some allow you to adjust the tone.
- Bone conduction headphones are available for people with hearing aids who enjoy listening to music through headphones. Bone conduction headphones sit on the bone in the front of the ear to amplify the sound.
- Talking watches serve as a reminder for keeping appointments, when to take medications and other tasks.
- Color-coded items assist with both vision and memory (for example, color-coded measuring cups and spoons, available through most retailers). People who are visually impaired may need to rely on such items in large print and other helpful devices, such as special felt tips pens with ink that is easier to see and read.
- Kitchen utensils such as jar openers or knives, forks and spoons with a padded grip can help people who have limited use of their hands.

Tips for Avoiding Being a Victim

- Don’t reveal personal or financial information in an email, and do not respond to email solicitations for this information. This includes links sent in email.
- Before sending or entering sensitive information online, check the security of the website.
- Pay attention to the website’s URL. Malicious websites may look identical to a legitimate site, but the URL may use a variation in spelling or a different domain (e.g., com versus net).
- If you receive an email request, contact the company directly. Contact the company using information provided on an account statement, not information provided in an email. Check the website or call a known number to confirm the legitimacy of the website.
- Keep a clean machine. Keep all software on internet-connected devices – including PCs, smartphones and tablets – up to date to reduce risk of infection from malware.

What to Do if You Are a Victim

- Report it to the appropriate people within the organization, including network administrators. They can be alert for any suspicious or unusual activity.
- If you believe your financial accounts may be compromised, contact the company using information provided on an account statement, not information provided in an email. Check the website or call a known number to confirm the legitimacy of the website.
- Consider reporting the attack to your local police department, and file a report with the Federal Trade Commission at FTC.gov/complaint or the Internet Crime Complaint Center at https://www.ic3.gov.
- For more helpful tips and resources visit https://staysafeonline.org.

Stay Safe Online

Learn how to protect yourself, your family and these tips from the National Cybersecurity Alliance

- Don’t reveal personal or financial information in an email, and do not respond to email solicitations for this information. This includes links sent in email.
- Before sending or entering sensitive information online, check the security of the website.
- Pay attention to the website’s URL. Malicious websites may look identical to a legitimate site, but the URL may use a variation in spelling or a different domain (e.g., com versus net).
- If you receive an email request, contact the company directly. Contact the company using information provided on an account statement, not information provided in an email. Check the website or call a known number to confirm the legitimacy of the website.
- Keep a clean machine. Keep all software on internet-connected devices – including PCs, smartphones and tablets – up to date to reduce risk of infection from malware.

What to Do if You Are a Victim

- Report it to the appropriate people within the organization, including network administrators. They can be alert for any suspicious or unusual activity.
- If you believe your financial accounts may be compromised, contact the company using information provided on an account statement, not information provided in an email. Check the website or call a known number to confirm the legitimacy of the website.
- Consider reporting the attack to your local police department, and file a report with the Federal Trade Commission at FTC.gov/complaint or the Internet Crime Complaint Center at https://www.ic3.gov.
- For more helpful tips and resources visit https://staysafeonline.org.
SUMMER • AGING ISSUES

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 https://www.servicelink.nh.gov

Resource Center Location Telephone* Belknap County (Laconia) 528-6945 Carroll County (Tamworth) 323-2043 Coos County (Bristol) 752-6407 Grafton County Lebanon 448-1558 Littleton 444-4498 Hillsborough County Manchester 644-2240 Nashua 598-4769 Merrimack County (Concord) 229-6825 Monadnock Region (Keene) 357-1922 Rockingham County Stratham 334-6594 Strafford County (Rochester) 337-7288 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 offer services 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 adult services. For more information, visit the website at www.dbhs.state.nh.us/dchcs/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 Health Services) 447-3347 Dover (Community Partners of Strafford County) 516-9300 Keene (Monadnock Family Services) 447-3347 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) 899-6147 Portsmouth (Seaacoast Mental Health Center) 431-6703 Salem/Derry (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. 505000, or visit the website at www.dbhs.state.nh.us/dchcs/bd/

Region Location Telephone* I Northern Health 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) 352-1204 or 800-469-6082 VI Gateway Community Services 882-6333 VII Moore Center Services, Inc. (Manchester) 208-2790 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 programs 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.dbhs.state.nh.us/oos/bhfa

Location Telephone* Concord (TLC Medical Day Care For Adults) 224-8171 Derry (Vintage Grace) 425-6330 Hampstead (Senior Class Adult Day Services) 329-4401 Hampton (Seaside Elderly Day Out Center) 929-5988 Hooksett (Maintaining Independence Adult Day Center) 568-9237 Hollis (That Place You Know LLC) 465-3400 Hudson (Gateways Adult Day Service Program) 883-3744 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) 580-9578 Nashua (Global Adult Day Health Center) 402-3441 New London (Kearsage Good Day Respite Program) 526-4077 Rochester (HomeMaker Home Health Services) 335-1720 Salem (Silverbrite Adult Day Care Center) 893-4700 Wolfeboro (Huggins Hospital Adult Day Care) 569-7500

Senior Centers & Senior Programs

Senior centers, senior programs, meal sites, and recreation departments provide a wide range of important programs to encourage older adults to live a healthy and happy life. Many programs welcome adults ages 50+. Programs include fitness, meals, transportation, wellness, trips, enrichment, and of course, socialization.

To find a senior center near you, consult the list below, 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 # Alton Senior Center* 875-7102 Ambrose Recreation* 673-4248 Atkinson Community Center** 362-5531 Auburn: Massabesic Senior Center. 883-8999 Auburn: St-GetTogether Lunch .247-1072 Belmont Senior Center* 867-9867 Berlin Senior Center** 752-2545 Bow Parks & Recreation Dept. 223-3920 Bradford: Mountain St Ctr 308-2104 Bristol / Newfound Area. 744-8355 Canaan / Mascoma Area Senior Ctr 523-4333 Canaan: Town of ** 370-2888 Charlestown Senior Center* 826-5987 Chester: Woon Pond Conn Ctr...870-5034 Claremont Senior Center* 543-9999 Colebrook Senior Pgm/meals. 217-6957 Concord: Goodwill Activity Ctr ** 228-6630 Concord: Horsepoe Pond Place. 228-6956 Darum Community Center. 768-3424 Derry Rec Dept. Senior Programs* 624-1236 Dover Senior Center*** 516-6463 Epping Rec/Senior Club............679-3006 Epping Meals on Wheels.............679-1609 (Braunwood, Candia, Deerfield, Fremont, Northwood, Nottingham, Northwood, & Raymond) Exeter Senior Center/Mals...778-8196 Franklin: Twin Rivers Intergenerational Camp (TRIP) .934-1451 Gorham Rec 752-2545 / Meals. 723-3608 Hampton Rec Dept.........926-3932 Hanover Community Center/Rec* 463-3153 Haverhill Horse for the Ctr...239-2359 (Woodsville, Pike, Monroe, Piermont, Bath and Benton) Hemker: White Birch Ctr for Active Lovers* 428-7860 Hillsboro: Senior Services** 644-5029 Hillsdale Senior Center** 356-5726 Hopkinton/ Contoocook Senior Ctr. 746-3800 Hudson: Senior Center 578-3929 Keene Senior Center* 352-9307 Laconia Senior Center* 869-5489 Lebanon: Upper Valley Sr Center** 488-4213

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

*All area codes are 603

Cities/Towns ............ Telephone # Lincoln, Linwood Senior Ctr....745-4705 Littleton Senior Center** 444-6599 Londonderry Senior Center 432-8445 Manchester: Gahan Senior Ctr. 624-6363 Merrimack Senior Citizens Club 424-1573 Milford Recreation. 248-6625 Milan Rec 624-4444 / Meals ...623-9883 Moultonborough rec/meals. 675-3110 Nashua Senior Center 898-6455 New Boston Recreation** 487-2884 New London: Kezar Area Council on Aging** 526-6368 (Chapin Senior Center Newmantown Senior Center** 659-8831 Newport Senior Center/Rec....863-1177 North Conway: Gibson Center** 356-1211 Haverhill, Horse Meadow, SC. 787-2539 Oxford Senior Center. 359-3107 Osipee Senior Center** 356-6851 Pelham: Hobbs Comm Ctr / Senior** 635-3800 Penacook Community Ctr / Senior** 753-7800 Pittsfield: Karen H. Chamberlain 435-3482 Plaistow: Vic Grey Ctr 8292-9767 Plymouth Regional Senior Center. 536-1204 Portsmouth Senior Center** 610-4433 Raymond: Ray Recreation Center 865-2258 Rochester Area Senior Center...327-8245 Rochester Recreation Dept....324-1240 Salem: Ingram Senior Center.....892-2190 Seabrook Community Center...474-2339 Somersworth: Main Library 889-5000 St. Joseph Community Dining. 424-9967 (Amberl, Antrim, Goffstown, Greenville, Hollis, Hudson, Manchester, Merrimack, Hillsborough, New Boston, Pelham, Peterborough) Suncook Senior Center* ....845-4245 Tilton Senior Center .527-8291 Whitefield Senior Programs 883-9324 Windham Senior Center** 434-2411 Wolfeboro Senior Center* 515-1385

*All area codes are 603

SUMMER • AGING ISSUES
Guide to Services

NH DHHS Division of Long Term Supports and Services, Bureau of 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 advocates for elders, adults with disabilities and their fami-

lies, and caregivers. BEAS envisions a long-term system of supports that promotes and supports individual and family direction, provides support to meet individual and family needs, provides high quality care and support, and promotes efficiency.

Central Office: 105 Pleasant Street, Main 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 vulnerable adults who are unable to protect themselves or their 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 1-800-949-0470 (if calling within NH) or 603-271-7014 (if calling from 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 at referral, case management, and responsibilities related to the Adult Protection Program.

- Berlin 800-972-6111 Littlerett 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) 800-852-6032 603-447-3841
- Conway 800-552-4628 603-889-7726
- Keene 800-524-1212 603-332-9100
- Laconia 800-524-0070 603-928-9353

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, 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) email OLTCO@dhhs.nh.gov or write to the Office of Long-Term Care Ombudsman, 129 Pleasant St., Concord, NH 03301.

Adult Protective Reports

If you suspect or believe you are, or someone else is, being abused, neglected, self-neglecting or exploited, the Adult Protection Law requires that you report this to the Bureau of Elderly and Adult Services, Adult Protective Services. All calls and contacts are completely confidential.

Call 800-949-0470 (if calling from within NH) or (603) 271-7014 (if calling from outside NH). Fax 603-271-14743; or Email: apsintake@dhhs.state.nh.us

Providers of Case Management Services

The following agencies provide case management services to participants in the Choices for Independence Program, a home of community-based services funded under the Medicaid waiver and administered by the NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS). Case management services are provided under a rule adopted by BEAS (Hec 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
- Crotched Mt. Community Care 431-3042 (Portsmouth)
- Gateway Community Services 882-6333
- Granite Case Management, LLC 848-7345
- Life Coping Inc 888-3588
- Pilot Health 352-9354
- Community Crossroads 893-1299

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 800-852-3456
Information about Helpful Services Dial 2-1-1 (statewide) 800-852-3345
Medicare Claims Information 1-800-MEDICARE (1-800-633-4227) 800-852-3345
Medicare Quality Improvement (Livanta) 866-915-5446
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) 603-536-1193
Monadnock RSVP Keene Office 603-356-6893
Peterborough Office 603-924-7350
RSVP of Grafton & Sullivan Counties 877-711-7787 (Toll Free) 603-668-8010
Southern NH Services RSVP 603-668-8010
Senior Companion Program 800-856-5525
Senior Law Project 688-359-9444 or TTY 603-634-8989
Social Security Administration 800-772-1213
Veterans Council 603-622-9200 or 603-642-9230

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 administration 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. To learn more, visit https://www.dhhs.nh.gov/dcbcs/beas/aging. For meeting information, call 1-800-351-1888, x9215.

Kathy Baldridge Hillsborough County (603) 493-4472
Kenneth Berlin (Chair) Hillsborough County (301) 676-9888
Susan Emerson Cheshire County (603) 899-6529
Nancy Formelia (Secretary) Rockingham County (603) 252-0748
Mark M.E. Frank Coos County (603) 788-4825
Mary Catherine Rawls Sullivan County (603) 650-6607
Kristi St. Laurent Rockingham County (603) 845-9174
Senator Ruth Ward (R-Stoddard) Email: ruth.ward@leg.state.nh.us
Legislative Liaison

Areas Needing SCOA Representation: Carroll, Grafton, Merrimack, Strafford and Sullivan Counties. When new SCOA representatives are appointed, their names and contact information will be added to this list. In the meantime questions from these areas should be directed to Ken Berlin, SCOA Chair (see above).

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