

Aging Issues

A PUBLICATION FOR NEW HAMPSHIRE'S OLDER CITIZENS

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NH Adult Protective Program Recognized With National Award

The NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS) has received a national award for its Adult Protective Services (APS) Structured Decision Making System. The award was presented to BEAS by The Council on State Governments. The Innovations Award recognizes exemplary state programs and facilitates their replication in other states.

"This is wonderful recognition for BEAS staff," said Nancy Rollins, DHHS Associate Commissioner and Director of the Division of Community Based Services, "who have worked so diligently over the past several years to transform adult protective services field practice."

The Adult Protection Program administered by BEAS is charged with providing protection for vulnerable adults who are abused, neglected, exploited or experience self-neglect. The APS Structured Decision Making System (SDM) includes a number of assessments designed to establish consistency of decision-making at critical points in the life of a report made to Adult Protective Services. Given the challenges of increasingly complex cases and dwindling state and community based resources, these assessments provide information that assists APS staff and supervisors in prioritizing cases.

"This award recognizes the professional commitment of BEAS Adult Protective Services staff," stated Acting BEAS Director Diane Langley, "in the development of assessment instruments that offer consistent decision pathways and help to ensure the safety and protection of some of the State's most at-risk citizens."

This is the second year in a row BEAS has received an Innovation Award. Last year BEAS was recognized for its Transitions In Caregiving Program. New Hampshire is one of two CSG Eastern Regional Innovation Award winners; the other is Maryland's Security



Adult Protection Program Supervisors responsible for implementing the SDM System: Front row (L to R), Cheryl Meyers, Doreen Kusselow, Tina Goulet, and Sarah LeClere. Middle row (L to R), Denise Pliska, Rhonda Holmes, and Renee Carlisle; Back row (L to R), Rachel Lakin, (Administrator, Adult Protection Program); Blake Tuttle, Wayne Carmack, Mike Kozlowski, and Sally Varney (SDM Project Manager)

Integration Initiative. CSG's Eastern Region is comprised of eleven northeastern states, Puerto Rico, U.S. Virgin Islands, and five eastern Canadian provinces.

NH ServiceLink, SCOA Members Honored By AARP NH



Sarah Kelsea, Associate State Director for Outreach at AARP NH, presents the AARP Community Partner of the Year Award to ServiceLink Program Manager Wendi Aultman (BEAS)

The NH ServiceLink Aging and Disability Resource Center has received the Community Partner of the Year Award from AARP New Hampshire. The award was presented at a celebratory luncheon given by AARP NH on October 25 at the Manchester Country Club, where nearly 100 volunteers were honored, including State Committee on Aging members Chuck Engborg and Rich Crocker.

Established in 2000, NH ServiceLink is a statewide network of Aging and Disability Resource Centers providing free information, referral and assistance services to older adults, adults with chronic illnesses or disabilities and their families. ServiceLink Aging and Disability Resource Centers are located at 13 sites and satellite locations throughout New Hampshire. ServiceLink provides information on community-based services, long-term care, Medicare benefits and services, options counseling, and family caregiver supports. ServiceLink is administered by the NH DHHS Bureau of Elderly and Adult Services in conjunction with other community partners.

"ServiceLink is an important resource not only for AARP members, but for people in all corners of the Granite State," said Kelly Clark, AARP New Hampshire State Director. "Hardly a day goes by when AARP New Hampshire does not refer someone to ServiceLink to obtain specialized information or to connect with the right resources."

We are lucky to have such dedicated people at ServiceLink who can help people navigate the maze of services and information."

"The Bureau of Elderly and Adult Services is proud of the work that local Aging and Disability Resource Centers do on behalf of the people of New Hampshire," said Wendi Aultman, ServiceLink Program Manager. "The support of partners like AARP New Hampshire allows ServiceLink to continue the important and much-needed information, decision support, education and outreach here in New Hampshire. We thank AARP NH for this recognition of hard work and dedication to the people of our state."

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DHHS Receives Approval For New State Plan on Aging

The U.S. Administration on Aging has approved New Hampshire's new State Plan on Aging. The new Plan is effective from October 1, 2011 until September 30, 2015. The Plan can be accessed on the BEAS website at <http://www.dhhs.nh.gov/dcbcs/beas/publications.htm>

The State Plan on Aging constitutes New Hampshire's application for federal funds appropriated under the Older Americans Act through the US Administration on Aging. (AoA). The Plan describes how the State, with all its service partners, intends to continue developing and providing home and community-based services for adults aged 60 and older and for people between 18 and 59 who have a chronic illness or disability.

"New Hampshire's State Plan on Aging is an incredibly important document," said DHHS Commissioner Nicholas Toumpas. "The information in the Plan will help guide our efforts in the coming years as we work to improve the quality of life for seniors in our State."

Services provided through the Plan include, among others, adult day, homemaker, home health, congregate meals, home-delivered meals, family caregiver supports, and transportation.

The Administration on Aging has designated the NH Department of Health and Human Services as the State Aging Agency for New Hampshire, and the NH DHHS Commissioner has delegated this responsibility to the Bureau of Elderly and Adult Services. Under this designation, BEAS has the authority to develop and administer the State Plan on Aging in accordance with all requirements of the Older Americans Act of 1965 as amended. BEAS is primarily responsible for the development of comprehensive and coordinated services for the older population of New Hampshire.

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COMMISSIONER'S CORNER



COMMISSIONER NICHOLAS TOUMPAS

I would like to extend my thanks to those of you who were able to attend one of our recent Care Management Public Forums. In the last edition of *Aging Issues*, I explained that New Hampshire is moving from the current Medicaid program, (a fee for service system), to a Care Management Plan, (medical services provided to enrollees through a managed care entity that is paid a set rate). The transition to a managed care approach is a significant undertaking for the Department of Health and Human Services and the State of New Hampshire, and it is extremely important that we involve you throughout the process - from the planning and design phase to actual implementation.

We held six public forums around the State during September - in all, about 450 people attended. To give you a little background, we

divided the sessions into two groups: program users/caregivers, and providers. The groups were asked questions with slight variations depending on whether it was the user/caregiver group or the provider group. The questions included:

1) What must a care management system provide to increase the number of NH's Medicaid population living a high, quality of life and health? 2) In a care management program, what must happen in order to create knowledgeable and informed program users and caregivers? and, 3) in a care management program what must happen in order to create satisfied providers instead of dissatisfied or resistant providers?

As you can imagine, with 450 attendees there was potential for hundreds of different responses. But overall, we found there were several key themes that kept repeating throughout the different sessions - whether it came from a provider in Keene or a caregiver in Somersworth - a program user in Nashua or family member in Gorham. I'd like to share with you a very brief summary of the responses to the questions.

Let's take a look at question 1 - what must a care management system provide to increase the number of NH's Medicaid population living a high, quality of life and health? Both groups - users/caregivers and providers - suggested that the system needs to:

- ◆ be patient-centered and community based
- ◆ ensure decision-making is done through patient-provider interactions
- ◆ be prevention-focused and ensure adequate local access.

In response to the question, what must happen under a managed care approach to create knowledgeable and informed program users and caregivers? Users and caregivers indicated they would be better informed if:

- ◆ they were involved in implementation of the new system
- ◆ points of contact were knowledgeable
- ◆ multiple media was used; and
- ◆ if language was clear.

And finally - relative to the question about what must happen in a managed care program for providers to be satisfied instead of dissatisfied? Providers stated they would be satisfied if:

- ◆ the system is patient-centered
- ◆ reimbursement is adequate and fair
- ◆ clients are satisfied
- ◆ behavioral services were included; and
- ◆ paperwork/red tape was minimized.

So, as it was our plan to get as much feedback as possible - beyond the public forums, we also conducted consumer focus groups. These were aimed at bringing together program users, family members, and caregivers who might not otherwise participate in a larger scale public forum type of setting. We held 10 consumer-oriented focus groups - each session had 8 - 10 participants.

In addition to these sessions, we also conducted an online survey as another means of gathering public input. We had more than 800 people respond to the survey. It would be difficult to try to share all of the specific results of our outreach efforts in this column; however, we have posted a report that provides greater detail on the information gathered at our public forums, the focus groups and through our online survey. I would encourage you to take a few minutes to read the report; you can find it on the DHHS website at the following link: <http://www.dhhs.nh.gov/ocom/care-management.htm>. Please refer back to this section of our website as we will continue to post any new information about Care Management there.

I was able to attend several of the public forums - and I must tell you that it was very encouraging to see the turnout and to listen to the discussions these sessions generated. I can't stress how important it is that our stakeholders are involved in this effort. And while this first part of the process is wrapping up, our work on transitioning to Care Management is really just beginning. The information we gathered in these outreach sessions- whether from the public forums or from the focus groups -will help guide us as we move forward

While this transition will bring change, it also brings with it an opportunity to work more effectively and efficiently, and ultimately improve the health and well-being of those we serve.

SCOA MEMBERS HONORED

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Chuck Engborg, SCOA Vice-Chair, received the Andrus Award for Community Service. This award, named after AARP's founder Dr. Ethel Percy Andrus, recognizes outstanding AARP volunteers who are making a powerful difference in their communities in ways that are consistent with AARP's mission, vision, and strategic direction.

Chuck serves on AARP New Hampshire's Executive Council, and is the chair of their Capital City Task Force, where he monitors state legislation and often testifies on specific bills.

"Chuck is a very passionate individual, especially as it relates to health care," said AARP New Hampshire State President Fred Kocher. "He's a force and respected by state and federal legislators, speaking to them about health care for an aging population and reforming the current system."

Chuck is a graduate of the State University of New York at Oswego and lives in Ashland with his wife, Kathy. He has worked in industry as an Engineer Manager and Quality Control Manager, and is also a former teacher of industrial arts. In addition to his work with AARP and SCOA, Chuck is a member of the American Heart Association's Volunteer Advocacy Board and shares his time and talent with Speare Memorial Hospital.

AARP New Hampshire's Advocacy Volunteer of the Year Award was presented to SCOA member Rich Crocker.

"Rich was chosen for the outstanding work he does with AARP surrounding our legislative initiatives, and in particular all our work on reforming the long-term care system," said Doug McNutt, Associate State Director for Advocacy at AARP NH.

Rich has a Master's of Education Degree in Developmental Disabilities from UNH, and has held numerous leadership positions in the field of human services and aging. As the Superintendent of Laconia Developmental Services (1986-1992), he oversaw the closing of this institution for people with developmental disabilities and their transition to the community. During his tenure as Director of the Bureau of Elderly and Adult Services (1996-1998), Rich provided leadership in developing New Hampshire's first long-term care policy, promoting the shift from institutional to community-based care. Prior to retirement in 2009, he was the Executive Director of ATECH Services, the state's largest provider of assistive technology services.

Others honored at the AARP NH event included:

- ◆ **Andrus Award Finalists:**
Lu Abbott, Milford; Barbara Carbonneau, Goffstown; Susan Donaldson, Nashua; and Judy Sisson, Unity.
- ◆ **Driver Safety Volunteer of the Year:**
Dick Cote, Londonderry
- ◆ **Retired Educator of the Year:**
Gerald Knight, Laconia
- ◆ **Tax-Aide Volunteer of the Year;**
Jim Theodosopoulos, Manchester.

Special recognition also went to Harvey Epstein of Lee for his six years as State Coordinator of the Tax-Aide Program, AARP Foundation's no-fee tax counseling, preparation and filing service.



Pictured here: Fred Kocher, State President of AARP NH; Chuck Engborg, winner of this year's Andrus Award for Community Service; Kelly Clark, State Director of AARP NH; and Bob Denz, AARP NH Volunteer who nominated Chuck for the Andrus Award.



Doug McNutt, Associate State Director for Advocacy at AARP NH, presents the Advocacy Volunteer of the Year Award to Rich Crocker

AGING ISSUES

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www.dhhs.nh.gov/dcbcs/beas

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

SCOA Spotlight

Kathryn "Kate" Cauble is the newest member of the State Committee on Aging (SCOA). Appointed to SCOA on August 16, 2011, she attended her first meeting on September 12.

During her nursing career, Kate worked in a number of different areas, from administrator, to nurse practitioner and instructor. She says she found it rewarding to supervise/teach students in different programs and at different levels. She also served as an Army nurse in Viet Nam (1967-1968) and is very interested in veterans' issues. "It is important for veterans to have



reasonable access to medical facilities and appropriate follow-through, not only on physical health issues, but on mental health concerns, support groups and job availability."

Another interest is long-term care for the elderly. "This needs to be affordable, safe, interactive and supportive," says Kate.

Kate lives in Effingham, NH with Michael, her husband of 39 years, also a Viet Nam veteran (two tours in-country). Michael was employed as a hospital administrator and grant writer. The couple has one son, Benjamin and daughter-in-law Anna, who live and work in Salem, Massachusetts.

Kate and Michael enjoy travel and have vacationed in the UK, Scotland, Mexico, Washington State and Florida. A few years ago, they also jour-

neyed back to Viet Nam. "We spent a very interesting three weeks touring Viet Nam, starting in Hanoi, through the country to the Mekong Delta. An add-on trip included Cambodia, which focused on the Angkor Wat Temple area - absolutely stunning!"

Since 2003, Kate has chaired the Friends of the Effingham Library, and also enjoys kayaking, gardening and birding.

DHHS RECEIVES APPROVAL

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During the Spring of 2011, BEAS and the NH State Committee on Aging hosted community listening sessions throughout New Hampshire to give people an opportunity to voice their ideas and concerns about what is or is not working well for older people and adults with disabilities. A survey on the Plan was also available for completion on the BEAS website.

While discussions differed among the geographic locations where listening sessions were held, most discussions centered on the challenges of meeting universal and basic human needs, making ends meet on fixed incomes, the increasing costs of living, rising property taxes, coordinating transportation, coping with fuel and heating costs and concerns for those who are isolated. BEAS reflected these concerns in the Plan and emphasized how critical it is to preserve "safety net" services and continue to develop partnerships to ensure that individuals can receive the services they need when they need them.

Questions on the NH State Plan on Aging may be directed to Tracey Tarr (BEAS) by calling **603-271-9216** or emailing ttarr@dhhs.state.nh.us

To learn more about available services and resources in your local area, call NH ServiceLink at **866-634-9412**.

NH Family Care Guide Updated

The NH Family Care Guide for Alzheimer's Disease and Related Disorders has been updated by The NH Department of Health and Human Services, Bureau of Elderly and Adult Services. This is a complete revision of the guide that was originally produced over 15 years ago.

The guide was updated with the assistance of many individuals, including representatives from the Alzheimer's Association MA/NH. A limited number of copies was printed with funding provided by the Administrative on Aging's Alzheimer's Disease Supportive Services grant, but the guide can also be accessed on the BEAS website at www.dhhs.state.nh.us/dcbcs/beas.

UNH Establishes New Center on Aging and Community Living

The Institute on Disability (IOD) and the Institute for Health Policy and Practice (IHPP) at the University of New Hampshire have collaborated to establish the UNH Center on Aging and Community Living. The new Center integrates the work of IOD and IHPP, which have worked together for many years on projects related to aging and long term care.

On October 6, 2011, the new Center on Aging and Community Living was launched with the New Perspectives on Aging event, attended by more than 80 UNH faculty and community partners. The event included a keynote address by Dr. Edward Ansello, Director of the Virginia Center on Aging and the Director of the Virginia Geriatric Education Center at Virginia Commonwealth University. A panel discussion followed.

"We want to help individuals move away from simply piecing life together to living a full life in the community," said Ned Helms, director of the New Hampshire Institute for Health Policy and Practice (NHIHPP), during his welcoming remarks. "By tapping into faculty resources and growing our partnerships with the state, the CACL hopes to be the vehicle for shaping a system to support and achieve this goal."

The vision of the Center on Aging and Community Living is that all New Hampshire residents have access to person-centered options that allow them to live and age in the communities of their choice. To achieve this vision, the Center works with state and community partners on research and demonstration projects that support sustainable and person-centered choices for aging and community living. These partners include the NH DHHS Bureau of Elderly and Adult Services, the NH ServiceLink Network, Granite State Independent Living, AARP NH, and Seniors Count.

"The Center serves as a bridge between state and community based initiatives by convening, educating, and advocating on long term care issues in New Hampshire," said Sue Fox, Clinical Assistant Professor at the Institute on Disability.

Some of the Center's key project areas include Supporting Family and Informal Caregivers, Developing and Promoting Person-Centered Models of Support, Enhancing the Availability and Quality of the Direct Care Workforce, Developing Leadership and Advocacy Skills, Enhancing New Hampshire's Adult and Disability Resource Center Network, and Transitioning to the Community.

In addition to its work in program and policy development, the Center offers a variety of professional development and technical assistance opportunities for professionals, families, advocates and individuals. These cover topics such as person-centered planning, guardianship and caregiver support. The Center also provides research and evaluation expertise in areas such as systems change, aging demographics, caregiving, and community-based programs.

For more information on the UNH Center on Aging and Community Living, email cacl.chhs@unh.edu or visit their website at <http://www.chhs.unh.edu/cacl/index.html>

Update on Better Choices, Better Health Program

To date, more than 260 adults age 60 and over in New Hampshire have attended a *Better Choices, Better Health* workshop series! Since most of us will experience two or more chronic conditions or illnesses during our lives as we get older, the workshops are designed to help people to:

- ◆ Develop practical skills to positively take care of the condition or illness,
- ◆ Carry out daily activities,
- ◆ Manage emotions associated with living with the condition or illness, and
- ◆ Get tips on communicating effectively with family, friends and health care professionals.

Stanford University developed this evidence-based program and the NH Department of Health and Human Services received a grant from the U.S. Administration on Aging to implement it here in New Hampshire. The Department's Office of Community and Public Health and the Bureau of Elderly and Adult Services have been working with numerous community agencies to train leaders and host workshops. The Department's chief partners in the program are the Northern and Southern Area Health Education Centers.

Most of the trained workshop leaders have a chronic disease themselves. They conduct a series of 6 weekly workshops for 2½ hours each to adults age 60+ in an interactive format. Participants learn practical techniques and strategies to

manage their chronic illnesses and also develop a personal action plan. The workshops do not focus on a particular illness and do not conflict with treatments that participants may be receiving.

Workshops are continuing to be held at many organizations statewide. Each participant receives a copy of the book *Living a Healthy Life With Chronic Conditions* and an audio relaxation tape, "A Time for Healing" to use during the workshops, or these can be purchased to keep permanently. There is either no charge or a nominal fee to attend the workshops.

Family caregivers are encouraged to attend the *Better Choices, Better Health* series with the person they are caring for. If this not possible, caregivers can contact the Caregiver Specialist at their local ServiceLink Resource Center to help plan for arrangements for care of their loved one so they can attend the workshops. The toll-free number for ServiceLink is: **1-866-634-9412**.

To locate a *Better Choices, Better Health* workshop series near you, please contact the Area Health Education Center nearest you:

Southern NH AHEC, Raymond
Tracie Holmes
603-895-1514

Northern NH AHEC, Littleton
Francine Morgan
603-259-3700, Ext. 232

To view more information and a listing of upcoming workshops, please visit: www.snhahcec.org For more information on Stanford University's Chronic Disease Self-Management Program, please visit www.stanford.edu

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.

Budget Cutbacks Force NH Legal Assistance To Reduce Services

New Hampshire Legal Assistance (NHLA) has been operating its Senior Citizens Law Project for nearly 40 years. The project has provided free civil legal assistance to people age 60 and older facing illegal evictions from apartments and nursing homes, improper terminations or denials of public benefits, abusive debt collection practices and other urgent legal matters. In 1999, NHLA created the Senior Citizens Legal Advice Line to provide seniors with legal advice and counsel over the telephone on a variety of civil legal matters.

This past July, with the passage of the state budget, NHLA lost \$1 million of the \$1.7 million annual state appropriation it had previously received. NHLA had to lay off 14 employees, representing one-third of its staff, and close two offices.

One of the difficult decisions NHLA had to make due to the budget cut was to discontinue its Senior Legal Advice Line. While NHLA will continue to provide counsel and advice to seniors in a limited capacity, it is no longer able to respond to seniors who are only seeking an answer to a simple legal question.

NHLA is keeping its special toll-free number for seniors (**1-888-353-9944**) but from now on will refer to the service as the "Senior Law Project" (SLP). People

who call the SLP number between 8:30 AM – 5:00 PM will be able to speak with an intake person who will screen their case and determine whether they are eligible for SLP services.

The SLP will continue to handle housing and benefits cases as well as matters involving debt collection, financial exploitation and nursing home/assisted living transfers and/or discharges.

While NHLA considered the Advice Line to be a tremendous success, we did not have the resources to continue the service and maintain our capacity to provide extended representation to seniors with urgent legal problems. We felt that we could not jeopardize our ability to provide extended representation to vulnerable seniors," said Cheryl Driscoll, Director of the Senior Law Project.

Seniors who have a simple legal question can refer to the manual "Common Legal Problems of Senior Citizens: Questions and Answers" posted on NHLA's website at www.nhla.org/pamphlets.php or call the Law Line at **1-800-868-1212** (this is a free service offered by the New Hampshire Bar Association, and it is available on the second Wednesday of each month from 6:00 PM. to 8:00 PM).

Dental Screenings To Be Held At Six Area Senior Centers

The NH Division of Public Health Services (DPHS) Oral Health Program has received a grant from The National Association of Chronic Disease Directors (NACDD) for *NH Seniors Centered on Oral Health*. The grant will fund a pilot project to provide oral health screenings in six area senior centers and congregate meal sites located in Berlin, Ossipee, Rochester, Salem, Manchester, and Newport, NH.

The oral health screenings will be provided free of charge by registered dental hygienists working under public health supervision. They will assess the dental health of older adults and screen them for oral cancer. The screenings are likely to be scheduled beginning in March 2012.

Hygienists will collect dental data and link clients who have significant need to treatment in local dental offices. A report on project findings will be developed and distributed to partners and oral health stakeholders statewide. The data collected will help promote understanding of the dental care needs of older adults. Successful project outcomes may lead to future funding for a statewide oral health assessment and limited dental treatment for New Hampshire's older adults.

Dispose of Your UnNeeded Medication

Help prevent pollution, poisonings and drug abuse! Dispose of your unneeded medication by following these six steps to safety:

- ◆ Pour medicine into a sealable plastic bag.
- ◆ If the medicine is solid, add a small amount of water to dissolve it.
- ◆ Add an undesirable substance (such as dirt, coffee grounds or kitty litter) to the liquid medicine in the plastic bag.
- ◆ Seal the bag and immediately dispose of it in the trash.
- ◆ Use a marker to black out any personal contact information on the empty medicine container prior to recycling or disposing of it in the trash.

For more information, consult www.nh.gov/medsafety

Remember:

- ◆ Don't keep unneeded medications in the home.
- ◆ Please **do not** flush medication down the toilet unless the product information says it is safe to do so.
- ◆ Check with your local law enforcement office in case they have a permanent disposal container or know of a medicine collection event coming up.

For more information on medications, or in case of accidental poisonings, call the Northern New England Poison Center at **1-800-222-1222**.

*This information was provided by the NH Department of Health and Human Services, Alcohol, Tobacco and Other Drug Clearinghouse, Bureau of Drug and Alcohol Services, 105 Pleasant St., Concord, NH 03301, Telephone **800-804-0909** or **603-271-2677**. You can also obtain other helpful publications from the Clearinghouse on alcohol, medication and other drugs.*

ACCESS With The iPhone And iPad

Over the last ten years, there have been rapid developments in computer technology, including many new portable, handheld devices, such as the Apple iPhone and iPad. The iPhone is one example of a smartphone that can function as a telephone, a video camera, a camera, and a portable media player, and an Internet client with email and web browsing capabilities can send texts and receive visual voicemail. The iPad is a small portable tablet computer that can run movies, books, games, and has other media applications.

This new technology is not only entertaining, but can be used as a valuable tool to promote access for people with vision and hearing loss. Many applications (*also referred to as "apps"*) have been developed to assist people with various needs. Some examples of apps used with the iPhone or iPad are listed below:

The "**EARS**" app when used with a headset or earbuds can function as an Assistive Listening Device. One is able to adjust the tone and the volume, as needed for conversations with people with different speech frequencies. Individuals who have hearing aids with a T-coil/T-switch feature can use a neckloop with the iPad and iPhone to enhance their ability to understand speech, especially in noisy environments or in the car.

The "**Dragon Dictation**" app allows a speaker who is communicating with a person who has a hearing loss to speak into the microphone of the iPhone or iPad. The spoken words are phonetically displayed on the device to enable a person who is deaf or hard of hearing to read them.

The "**IASL Translator**" app allows short five-word English sentences to be translated into American Sign Language.

The "**Magnifier**" app allows one to use their iPhone or iPad as a visual magnifier. This is a great tool for reading prescription bottles, mail, and labels.

The "**VisionSim**" app allows one to simulate several levels of multiple eye conditions: macular degeneration, diabetic retinopathy, cataracts, and glaucoma.

The iPhone and iPad are just two examples out of many handheld devices in the commercial market. The NH Department of Health and Human Services does not endorse one device or manufacturer over another. Many devices have similar applications to those listed above and, based on individual preferences, can be wonderful tools to assist with access.

*If you'd like to learn more about these applications, please contact Joan Marcoux, Hearing and Vision Specialist, at **603-271-9097**.*

NOTICE: DHHS Brown Building Has New Phone Numbers

Anyone calling a phone at the Brown Building, 129 Pleasant Street, Concord must now dial the complete number, including the "271" profile. This change includes employees calling from other State departments. For specific Department listings, visit our "Contact Us" page on the DHHS website at www.dhhs.nh.gov For other helpful telephone numbers, see the Aging Issues Provider Listing on page 7 and the Guide to Services on page 8, which contains phone numbers for the Bureau of Elderly and Adult Services (BEAS), ServiceLink, State Committee on Aging members, Area Committee on Aging Chairs, and other important resources.

Medicare & You

Q: *I recently turned 65, but am still working. Should I sign up for Medicare Part A and B now, or wait until I retire?* ~ Dana S., Claremont, NH

A: Even if you keep working after you turn 65, you should sign up for Medicare Part A. If you have health coverage through your employer or union, Part A may still help pay some of the costs not covered by your group health plan. Call the Social Security Administration at **1-800-772-1213** to sign up.

However, you may want to wait to sign up for Medicare Part B if you or your spouse are working and have group health coverage through you or your spouse's employer or union (See note below if you work for a small company.) You would have to pay the monthly Medicare Part B premium, and the Medicare Part B benefits may be of limited value to you as long as the group health plan is the primary payer of your medical bills. In addition, you would start your 6-month Medigap open enrollment period during a time when it will not be of most use to you. For more information on our Medigap open enrollment period, see the publication, **Choosing A Medigap Policy: A Guide to Health Insurance for People With Medicare**.

Note: If you are age 65 or older and working for a small company (less than 20 employees), you should talk to your employee health benefits administrator before making any decision not to take Medicare Part B. If your employer has less than 20 employees, Medicare is the primary payer and your group health insurance would be the secondary payer. You may also wish to read the publication: **Medicare and Other Health Benefits: Your Guide to Who Pays First**. If you are disabled and working (or you have coverage from a working family member), the Special Enrollment Period rules also apply. Call the Social Security Administration at **1-800-772-1213** or visit their website for more information. See also our FAQ on **How To Enroll In Medicare**.

Veterans Corner:

Home-Based Primary Care for Veterans Expands In New Hampshire

The Manchester VA Medical Center's Home-Based Primary Care Program (HBPC) will now provide services to veterans in the Tilton and Conway, NH areas. This is in addition to the previously established service areas in Manchester, Portsmouth, and Somersworth, NH.

In early summer 2011, Home Based Primary Care began providing services out of the Tilton VA Community Based Outpatient Clinic. On September 13, 2011 the VA held a ribbon cutting ceremony to welcome Home Based Primary Care to The Conway Community Based Outpatient Clinic. The event was marked by a Town Hall meeting held by VA Medical Center Director Marc F. Levenson. Home Based Primary Care staff were also present at the event to answer questions and meet with veterans.

The primary goal of Home Based Primary Care is to provide routine primary medical care to veterans in their homes. This type of care promotes veterans' quality of life and maximizes independence- thereby enabling them to remain in the community as long as possible- and provides support and education to veterans and their families. To do this, Home Based Primary Care provides a range of supportive services on a short or long-term basis, based on the veteran's individual needs.

Services that can be provided by Home Based Primary Care include nursing assessments, social services, mental health services, occupational therapy evaluation/nutritional assessment education, disease management, education about managing health, assistance with medication management, and medical equipment related to care needs.

A veteran is eligible for Home Based Primary Care if he or she is:

- ◆ Eligible for VA outpatient care;
- ◆ Has a primary care provider;
- ◆ Has an illness that can be managed by an outpatient home care team;
- ◆ Has a permanent residence and can be contacted to schedule appointments; and
- ◆ Lives within 35 miles of the Manchester VA Medical Center or within 35 miles of one of the four community based outpatient clinics (Somersworth, Portsmouth, Tilton and Conway).

For more information on Home Based Primary Care, contact Tamara Yaselsky, Program Director, 603-624-4366 Ext. 5877.

Are you a senior looking for healthy foods?

You may be eligible for the New Hampshire Commodity Supplemental Food or CSF Program.

CSFP provides free monthly boxes of nutritious foods (like hot and cold cereal, cheese, canned meat and fish, milk, peanut butter, canned fruits and vegetables, pasta, and juice) for low-income seniors 60 years and older. A senior living alone may earn up to \$1180 monthly or \$1594 for 2 seniors.



To see if you are eligible for CSFP, call the following area you live in:

Belknap, Coos, Grafton, or Merrimack County, call 225-2050 or 1-800-578-2050.

Cheshire or Sullivan County, call 352-7512 or 1-800-529-0005.

Hillsborough County, call 668-8010 or 1-800-322-1073.

Rockingham County, call 778-1834 or 1-800-256-9880.

Carroll or Strafford County, call 332-4358 or 1-855-332-4358.

Or call the State Office at 1-800-942-4321.

Help For Homeless Veterans: Call 2-1-1

Call 2-1-1 for information on available shelters and other helpful services for homeless veterans. By calling 2-1-1, veterans can be linked to an outreach worker in their area. The Manchester VA Medical Center also holds a walk-in clinic for homeless veterans Monday - Friday from 1pm-2pm (check-in is on the fifth floor). The Center is located on 718 Smyth Road in Manchester.

(Telephone: 603-624-4366 or 800-892-8384)

Supporting Elders: Prevention, Planning and Possibilities

Approximately 250 people attended the New Hampshire Abuse Prevention Conference, "Supporting Elders: Prevention, Planning and Possibilities", held on November 10 in West Lebanon. The conference was presented by the Office of the State Long-Term Care Ombudsman (OLTCO) and the NH DHHS Bureau of Elderly and Adult Services (BEAS)-Adult Protective Services, and sponsored by the Friends of the NH OLTCO.

BEAS administers the Adult Protection Program in accordance with state law. The program includes receiving and investigating reports of suspected abuse, neglect, self-neglect or exploitation of incapacitated adults who are unable to protect themselves or their own interests, and as necessary, providing protective services.

State and federal law also requires the OLTCO to receive, investigate and resolve complaints or problems concerning residents of long-term care health facilities, including nursing homes and residential care facilities, and providing education and advocacy regarding resident rights.

"The conference provided an exciting opportunity to hear renowned speakers in the field of aging and to explore best practices on adult protection and elder rights," said Diane Langley, Acting Director of BEAS.

Keynote speakers at the conference included Dr. Marilyn Gugliucci, Ph.D, and William H. Thomas, MD, both international authorities in the field of aging and eldercare.

Dr. Marilyn Gugliucci presented The Learning by Living Project, which she created in 2005. Gugliucci is the Director of Geriatric Education and Research at the University of New England College of Osteopathic Medicine, and is president of the Association for Gerontology in Higher Education. She is widely known for her mentorship in national research fellowships for medical students and junior faculty, and serves on numerous boards and organizations related to aging services and education.

According to an article by Kathleen Taggersell (UNE), the Learning by Living Project provides medical students with an opportunity to live the life of an elder nursing home resident at area nursing homes, for two weeks- 24/7- complete with a medical diagnosis and standard procedures of care. The students journal on their experiences for subsequent study and analysis. The program takes a special kind of student, one who will commit to living as a peer with other nursing home residents, often in a wheelchair.

Dr. Gugliucci said that the students have benefited immensely from connections with older adults, and: "The purpose of the program is to provide medical students in training with firsthand experience of living the life of an elder, in order to answer the question: "What is it like for me to live the life of an older adult nursing home resident?" Having this experience, and thinking carefully about the answers to this question, can aid the student in becoming a better physician."

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Coping With Grief During the Holidays

For many people, the holiday season is a special time of year marked by festive celebrations and gatherings with family and friends. It's a time to look ahead with excitement to the approaching New Year. For those struggling with the death of a loved one, the holidays are a difficult time full of painful reminders that may magnify their sense of loss.

Holiday songs on the radio catch you in the car. Neighbors' homes are decked with lights and wreaths. Sounds and sights of the holidays may seem inescapable. Coping with grief at such a time seems discordant with the world around you. Feelings of loss tend to be intensified.

A suggestion for coping with grief during the holidays is to give yourself permission to do what's comfortable. At this time of year often guided by tradition, find the way that feels right for you to make it through the season. Some people may find it helpful to be with family and friends, emphasizing the familiar. Others may wish to avoid traditions and try something different. Some people find new ways to acknowledge the season.

Plan ahead for the approaching holidays. This might be a difficult time for you. The additional stress may affect you emotionally, cognitively, and physically; this is a normal reaction. Be prepared and be gentle to yourself.

- ◆ Recognize that the holidays might not be the same. Expecting everything to seem the same might lead to disappointment. Doing things a bit differently can acknowledge the change while preserving continuity with the past.
- ◆ Be careful not to isolate yourself. It's all right to take time for yourself, but don't cut yourself off from the support of family and friends.
- ◆ The holidays may affect other family members. Discuss your plans and share your feelings. Respect others' choices and needs, and compromise if necessary.
- ◆ Avoid additional stress. Decide what you really want to do, and what can be avoided.

Join Concord Regional VNA at "Finding Holiday Joy Amid The Emotions" facilitated by Sarah Gilman, MSW, at the following locations:

Tuesday, December 6, at 6:00 pm, White Birch Community Center, 51 Hall Avenue, Henniker (428-7860).

Wednesday, December 14 at 1:00pm, Slusser Senior Center, 41 Houston Drive, Contoocook (746-3800).

Thursday, December 15 at 12:30 pm, Centennial Senior Center, 41 West Street, Concord.

Many changes occur during the holidays that can trigger a myriad of emotions. Have you experienced changes in relationships, health status, or the loss of a loved one or job? As a result, many people have mixed feelings including sadness, fear, hopelessness, stress, and frustration. Discover techniques on how to heal and lessen the impact of loss.

For more information about grief during the holidays, call Sarah Gilman, MSW, Bereavement Coordinator at Concord Regional VNA, at (603) 224-4093, ext. 2828.

CALENDAR

State Committee on Aging Meetings

For information, call **1-800-351-1888, Ext. 4384.**

Area Committees on Aging

Join your Area Committee on Aging! We encourage you to join the Area Committee on Aging (ACOA) in your area. ACOAs are independent local advocacy groups comprised of older adults, service providers and other members of the public who share a common interest in issues that affect older adults (see page 8 of *Aging Issues* for further details). ACOA meeting schedules and locations are listed below, but may be subject to change. For more information on the ACOA in your area, contact the Chairperson listed.

Belknap – Meets on the second Friday of each month at 10 am, at First United Methodist Church, 18 Wesley Way in Gilford. For more information call Carrie Chandler (Chair) at **279-2246**.

Carroll – This committee is meeting with the Advisory Board of the Carroll County ServiceLink Resource Center (SLRC) on the fourth Tuesday of every month at 2:30 pm, to discuss issues that are of interest to seniors. For more information, call Susan Deyoe, Center Manager at Carroll County SLRC, at **323-2043** or **1-866-634-9412**.

Cheshire (Monadnock Senior Advocates, covering Cheshire County and Western Hillsborough County) – The committee no longer holds monthly meetings, but hosts special events during the year. A steering committee meets regularly for planning purposes, and publicizes events through email and newspaper advertising. People interested in joining the steering committee or in being added to the e-mail list can call Martha Bauman at **352-8775** or Jennifer Seher at **352-9354**.

Coos – Meets every two months, on the third Tuesday of the month at 9 am, at varying locations. For more information, call Patti Stolte (Chair) at **752-3010**.

Grafton – Meets every other month, on the second Monday at 9:30 am, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **536-1204**.

Greater Manchester – Third Wednesday of each month (September to June) at 10:00 am, at the William B. Cashin Senior Activity Center, 151 Douglas St., in Manchester. (Telephone: **624-6536**). For more information, call Barbara Vigneault (Co-Chair) at **624-6533** or Sheryl Brooks (Co-Chair) at **624-2178**.

Greater Nashua – Meets the third Wednesday of each month from 1:30-3:30 pm at the Senior Activity Center, 70 Temple St., in Nashua. For more information, call **889-6155** or visit website www.nashuaseniorcenter.org

Merrimack – Third Tuesday of each month, 10:00-11:00 am. Call Betsy Baron (**225-3970**) for more information.

Rockingham – Meetings are scheduled periodically based on committee consensus. For more information, contact Connie Young (Co-Chair) at **893-9769** or Becky May (Co-Chair) **334-6594**.

Strafford – Meets on the fourth Tuesday of each month at noon, at Strafford Network/ServiceLink, 1 Old Dover Rd., Suite #6, in Rochester. For more information, contact Judy Ouellette, Chair, at **332-1133**.

Sullivan (Senior Advocates) – Meets on the fourth Monday of each month, from 10:00-11:30 am, at the Community Transportation Services Building, 941 John Stark Highway (Rtes 11 and 103) in Newport. All interested persons are invited to attend. For more information, call Diana Taylor (Co-Chair) at **543-3072** or Pat Kinne (Co-Chair) at **543-3118**.

SUPPORTING ELDER'S

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“Surplus Safety”: The Upside of Risk” was the subject of Dr. Thomas’ talk at the conference. The author of six books, Dr. Thomas, with his wife Judith Meyer-Thomas, created The Eden Alternative, an alternative approach to long-term care which emphasizes deinstitutionalization and a person-centered approach. He also created the Green House Project, which replaces traditional nursing homes with small, home-like environments. Green Houses have been replicated nationwide.

Although elders need to be protected from abuse, neglect, self-neglect, exploitation and other high-risk situations, and safety is important in long-term care, there is also a range of risk tolerance, according to Dr. Thomas. “The goal should be to create a life where we each have just the right balance of autonomy and safety- an environment optimal for our continued growth and development.”

For example, instead of telling a facility resident that he should not go to the dining room to have lunch with a friend because he is too unsteady on his feet, staff could recognize and encourage the resident’s need to get out of his room and connect with a friend, and provide him with help getting to and from the dining room.

Seniors Aid New Hampshire (SANH), an advocacy group of residents who live in New Hampshire nursing homes, assisted living and independent living communities, works with key state leaders and policymakers on issues that affect long-term care and independent living residents. A group of SANH members who could not attend the NH Abuse Prevention Conference asked Darlene Cray, Regional LTC Ombudsman, to convey this message to conference attendees: Listen to residents.

“Seniors Aid New Hampshire wants providers and policymakers to know that residents need to be included in plans and policy decisions that impact their care,” said Cray. “Residents are ready to not only discuss problems, but to offer solutions.” When Cray conveyed this message on the day of the conference, attendees responded by standing in affirmation.

In addition to the presentations by keynote speakers, a variety of workshops were also offered at the conference on topics such as financial abuse and exploitation, responding to the needs of elders with Alzheimer’s and dementia, NH Medicaid (supporting elders through the process), and abuse prevention programs and abuse reporting.

Facts About Shingles

What is shingles?

Herpes Zoster, commonly known as shingles, is caused by the same virus that causes chicken pox (varicella). After someone recovers from chicken pox the virus remains in the body in an inactive state. For some unknown reason the virus can reactivate years later, causing shingles. Approximately one in three people who have had chicken pox will develop shingles. Shingles most commonly occurs in people 50 years old or older, and people who have medical conditions or take drugs that keep the immune system from working properly.

What are the symptoms?

Shingles usually begins as a painful rash on one side of the face or body. The rash forms blisters that scab over in 7-10 days, and clears up in 2-4 weeks. Most commonly, the rash occurs in a single stripe around either the left or the right side of the body or face. Before the rash develops there is often pain, itching or tingling where the rash will develop. This may happen anywhere from 1 to 5 days before the rash appears. Other symptoms can include fever, headache, chills or an upset stomach.

About one person in five has severe pain that continues after the rash clears up. This is called post-herpetic neuralgia (PHN). As people age, the risk of PHN is more likely to develop. It is very painful, and the skin may be very sensitive to touch and to changes in temperature.

How is shingles spread?

Shingles is not spread by sneezing, coughing or casual contact. Shingles can be spread to a person who has not had the chicken pox or the chicken pox vaccine by direct contact with the rash. The person would then develop chicken pox, not shingles.

Is there treatment for shingles?

Shingles can be treated with antiviral medicines and these should be started as soon as possible after the rash appears. The antiviral medications can help shorten the length and severity of shingles.

How can shingles be prevented? Is there a vaccine?

Shingles vaccine (zoster vaccine) is available and is recommended for people 60 years or older, including those who have already had shingles. The vaccine is administered by injection, usually into the back of the upper arm. Only one dose is recommended.

The Food and Drug Administration approved the use of zoster vaccine in March 2011 for persons 50-59 years of age: however the National Advisory Committee on Immunization Practices (ACIP) does not recommend shingles vaccine for this age group at this time.

Is the shingles vaccine effective?

Shingles vaccine is about fifty percent effective among people 60 and older. For people who were vaccinated and developed shingles, the vaccine reduced the frequency of developing post-herpetic neuralgia. The primary benefit of the vaccine in preventing post-herpetic neuralgia is by reducing the risk of developing shingles in the first place.

Is the shingles vaccine safe?

The vaccine is safe. The most common side effects have been mild, such as redness, pain and tenderness, swelling and itchiness at the injection site, and headache.

When you receive the vaccine you cannot infect others with the virus. It is safe to be around infants and young children, pregnant women, or people with weakened immune systems. Sometimes people may develop a chicken pox rash around the injection site. As a precaution, this rash should be covered until it disappears.

Who should not receive the shingles vaccine?

People should not receive the shingles vaccine if they are allergic to neomycin, or to any component in the vaccine, including gelatin. The shingles vaccine is a live vaccine and should not be given to persons with a weakened immune system due to treatment such as radiation, chemotherapy or conditions such as HIV/AIDS, or cancer.

Is the shingles vaccine covered by Medicare?

Shingles vaccine is covered by Medicare Part D. The amount you have to pay (copayment) depends on what type of Medicare Part D plan you have. If you have private insurance or Medicaid, your plan may or may not cover the shingles vaccine- contact your insurer to find out.

If you have questions about shingles or the shingles vaccine, it is recommended that you talk with your primary care provider.

Adapted from the Centers for Disease Control and Prevention website at www.cdc.gov

For more information, contact Karen Donoghue (603-271-5715) in the NH Immunization Program.

NH ServiceLink Resource Center Network

Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information, referral and assistance service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink Resource Centers answer questions and connect users to the appropriate services that support healthy and independent living. Call toll-free **1-866-634-9412** to connect with any Resource Center, or visit the web site at www.ServiceLink.org

Resource Center Location	Telephone*
Belknap County (Laconia).....	528-6945
Carroll County (Chocorua).....	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
Salem	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).....	357-6878
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 Support Services Inc. (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. 4592**) or visit the website at:

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

Location	Telephone*
Berlin (Alzheimer's Respite Community Center).....	752-3336
Brentwood (Rockingham County Nursing Home).....	679-5335
Concord (TLC Medical Day Care For Adults).....	224-8171
Concord (Beacon Landing)	225-9694
Derry (Vintage Grace).....	425-6339
Hampstead (SarahCare Adult Day Services).....	329-4401
Hampton (Seaside Elderly Day Out Center).....	929-5988
Hudson (Gateway Adult Day Service Program).....	883-0994
Jaffrey (Monadnock Adult Care Center)	532-2428
Keene (Castle Center for Adult Group Day Care)	352-2253
Londonderry (Here on Earth, LLC)	425-1770
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program).....	663-2405
New London (Kearsage Good Day Respite Program)	526-4077
Newport (Connecticut Valley Home Care Day Out).....	542-7771
Portsmouth (Wentworth Connections Adult Medical).....	436-0169
Rochester (Homemaker Home Health Services).....	335-1770
Rochester (Rochester District Adult Day Care)	332-1133
Salem (Silverthorne Adult Day Care Center)	893-4799
Whitefield (Alzheimer's Healthcare Services).....	837-2541
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 more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603), or visit the NH Association of Senior Centers website at www.nhasc.org. You can also call NH ServiceLink at **866-634-9412**.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton	875-7102	Londonderry*	432-7509
Atkinson*	362-5531	Manchester (William B. Cashin Senior Ctr)*	624-6533
Belmont	267-9867	Manchester (Prime Time)*	663-6333
Berlin*	752-2545	Meredith	279-5631
Berlin (Holiday Center)	752-1413	Merrimack	424-2100
Bradford	938-2104	Milford*	249-0625
Bristol*	744-8395	Milton.....	652-9893
Canaan (Mascoma Area)*	523-4333	Moultonboro*	476-5110
Center Ossipee*	539-6851	Nashua (Senior Activity)*	889-6155
Charlestown.....	826-5987	New Boston	487-2884
Chester.....	206-4786	New London (Chapin)*	526-6368
Claremont*	543-5998	Newmarket	659-8581
Colebrook		Newport	863-3177
(Colby Commons)*	237-4957	North Conway (Gibson)*	356-3231
Concord (Horseshoe Pond)*	228-6956	North Haverhill (Horsemeadow)	787-2539
Danbury*	768-3424	Orford	353-9107
Derry (Marion-Gerrish)	434-5148	Pelham*	635-3800
Dover	516-6436	Penacook*	753-9700
Exeter	778-8196	Pittsfield	435-8482
Franklin (T.R.I.P.)	934-4151	Plaistow (Vic Geary)*	382-5995
Hampton	926-3257	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)*	428-7860	Raymond (Ray-Fre).....	895-3258
Hinsdale*	336-5726	Rochester	332-7845
Hopkinton (Slusser Center)*	746-3800	Salem*	890-2190
Hudson*	594-1155	Seabrook	474-2139
Keene*	352-5037	Somersworth*	692-5169
Laconia	524-7689	Suncook	485-4254
Lebanon (Upper Valley)*	448-4213	Whitefield*	837-2424
Lincoln (Linwood)*	745-4705	Windham	434-2411
Littleton*	444-6050		

*Senior centers marked with an asterisk are members of the NH Association of Senior Centers.

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services 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.

BEAS Acting Director: Diane M. Langley
Central Office: 129 Pleasant Street, Brown Building
 Concord, NH 03301-3857
Toll Free Phone: 800-351-1888
TDDY: 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** or **1-800-351-1888, Ext. 5554**.

Important New Hampshire Phone Numbers

BEAS 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 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Southern (Nashua & Salem Regions)	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Seacoast	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 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 of Care	800-772-0151
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Retired & Senior Volunteer Program	877-711-7787
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).

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 more information, call **1-800-351-1888, Ext. 4384**, or Dr. Russell Armstrong, SCOA Chair, at **759-2412**.

Dr. Russell Armstrong (Chair)

90 Cotton Hill Rd.
 Gilford 03249
759-2412 (cell)

Kathryn Cauble

PO Box 115
 Freedom 03836
539-6747

Richard Crocker

125 Sunrise Circle
 Plymouth 03264
536-1369

Joanne Dodge

17 Harmony Lane
 Dover 03820
749-2084

Chuck Engborg

16 Circle Dr.
 Ashland 03217
536-5990

Rep. Bob Fredette

31 Bog Rd.
 Hillsborough 03244
547-5446

Dr. Stephen Gorin

4 Abby Drive
 Canterbury 03224
783-9523

Ruth Hall

112 Main St.
 Union 03887
473-2222

Rep. Jane Johnson

329 Sawyers Crossing
 Swanzey 03446
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 Fitzwilliam 03447
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472-2806

Joan Schulze

11 Spencer Drive
 Nashua 03062-2406
888-3380

Susan Turner

111 Wibird St.
 Portsmouth 03801
431-2779

Area Committees on Aging

The Area Committees on Aging (ACOA) 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. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues*.

BELKNAP COUNTY

Carrie Chandler, Chair
279-2246

CARROLL COUNTY

Contact: Susan Deyoe
 Chocorua **323-2043**

CHESHIRE COUNTY

Martha Bauman, Past Chair
352-8725

COOS COUNTY

Patti Stolte, Chair
 Berlin **752-3010**

GRAFTON COUNTY

Louis Paré
 Plymouth **536-5380**

HILLSBOROUGH COUNTY

(Greater Manchester)

Sheryl Brooks, Co-Chair
624-2178

Barbara Vigneault, Co-Chair
624-6533

HILLSBOROUGH COUNTY

(Greater Nashua)

Contact: Nashua Senior Center
889-6155

MERRIMACK COUNTY

Contact: Betsy Baron
 Concord **225-3970**

ROCKINGHAM COUNTY

Becky May, Co-Chair
 Portsmouth **334-6594**

Connie Young, Co-Chair
 Salem **893-9769**

STRAFFORD COUNTY

Contact: Judy Ouellette
 Rochester **332-1133**

SULLIVAN COUNTY

Diana Taylor, Co-Chair
 Claremont **543-3072**

Pat Kinne, Co-Chair
 Charlestown **543-3118**