

SELECTED PRACTICE HIGHLIGHTS

Oct. 2009

- “Ho Ho Hotline”** Volunteer (Milford, Northbridge, Ashland)
pre-2000 Intergenerational
trained Santa & Santa’s Helpers at senior center take calls from kids; helpers need to know reindeer specifics. Made a parade float; generates goodwill
- Kindergartners** Volunteer (Holliston)
pre-2000 Intergenerational -- 35 seniors, 238 kids
Use of maps and aids to teach about town and seniors; reinforced in school setting.
- Tape recording** Volunteer (Holliston)
pre-2000 Intergenerational
Elders, including homebound, tape record stories and give to children. Hold end of year buffet/party/school band & officials to celebrate.
- Reading together** Volunteer (Millbury, Stow)
pre-2000 Intergenerational
Elders and 4th graders reading & discussing same books together -- increasing awareness and improving reading skills. Also creative writing, special events & attention to those needing additional assistance.
- Voke & Key Club** Volunteers (Haverhill)
pre-2000 Intergenerational
Assist at intergenerational functions, esp. w/meals; also expanded to nursing homes
- Plants& gardens** Volunteers (Hanson, Westport)
pre-2000 Intergenerational
Therapy through programs with Supportive Day participants. Spring bulb planting leads to eco-system program in school curriculum; got thank you’s in Braille (from visually impaired students)
- Pen pals** Intergenerational (nursing home residents as well)
- Greeters @ HS** Volunteers (Milford, Shrewsbury)
pre-2000
Elder volunteers stationed at main entrance of high school for reception and security purposes; supervision and feedback and serves. During downtime, as a clerical assist for the High School. (Ed. note: program has been used in town halls)
- Grandpals** Volunteers (Millis)
pre-2000 Intergenerational
Awareness and support for seniors and 7th graders; program of formal and informal activities, with Adult Day Health program; shared graduation day
- Tambourines** Volunteers (Concord)
pre-2000
Exercise & laughs for a range of seniors -- at other COAs & other elder focused sites

Snow Shoveling Chore (Needham)
(n/a) Intergenerational
Services including moving help, laundry, shoveling.

Dog Walking Chore (Bedford)
(n/a) Intergenerational
For elders who have difficulty walking their pet

Helping Hands Chore (Boxford, Millbury)
pre-2000 Intergenerational
Volunteers

Chore services: job assignments through schools and w/young adults. Program matches workers w/ elders.

WWII memorabilia Outreach (Milford)
pre-2000 **Veterans**
Display in senior center as part of community "first night" celebration, extremely well attended.

WWII commemorative Outreach (Winchester)
pre-2000 **Veterans, IG**
Then and Now" bulletin board; fashion show, open house, photo exhibit;
intergenerational

WWII reminiscence Outreach (Ludlow, hosted by American Legion)
pre-2000 **Veterans**
Monthly meetings to relive/review WWII events.

Afghans Outreach (Oxford)
pre-2000 **Veterans**
Knit as (community) gifts for veterans; recognition Dinner, and

Biographies, Reading Outreach (Leominster)
pre-2000 **Veterans**
Intergenerational biographies; reading ("Scuttlebutt")— re: contributions made by veterans during town's history.

Veterans Breakfast Outreach (Groton, 1x/mo; E Longmeadow, 1x/yr)
pre-2000 **Veterans**
Held series of "veterans coffees" where the veterans agent secures speakers, we provide the space and coffee; annual breakfast or luncheon honoring the veterans.

Marketing w/Trash Stickers Outreach (Gloucester)
2008
Using Project Able or DTA employee (and a laptop, possibly). As one of various/many offerings, COA sells discount trash stickers (\$6K/month). "It's finally okay to come to the senior center" w/ daily time limits. **Food stamps, too?** Many prospects already here....

Using Tax Bills Outreach (Lowell)

2008

Inserted abatement notice w/tax bills in the city! Very active (mostly elderly) callers who did not know of tax abatements or water/sewer discounts. Many are house poor, good candidates for the federal HUD reverse mortgage program.

Greeting cards Outreach (Sutton)

pre-2000

Birthday cards, presidential greetings-- many thank you's received, and new walk-ins too. Ed. note: typically 80th birthday. First rule: do **not** forget anyone! Maybe IG w/ kids drawing/coloring cards, writing notes.

Saturday Social Outreach (Northborough)

pre-2000

Monthly outreach and educational pot luck programs

RUOK Outreach (Many locales, see below)

pre-2000

Computerized check-up system for elders; daily calls/reminder/message to seniors. Should combine police and COA to follow-up on non-responders. Sugg. Combine w/file-of-life. Possible for homebound seniors to make calls.

Acton, Arlington ("Guardian" program), Auburn, Brimfield, Duxbury, E. Bridgewater, Easthampton, Fairhaven, Franklin, Halifax*, Hampshire/Franklin **County**, Harvard, Holliston, Hopedale, Hudson, Lakeville, Leominster, Ludlow, Lunenburg, Melrose, Middleborough, Milford, Millbury (sim.), Millville, Norfolk **County**, Northborough, Northbridge, Palmer, Pembroke, Pittsfield, much of Plymouth **County**, Plympton, Randolph, Reading, Salem, Salisbury, Sharon, Southbridge, Sterling, Stoughton, Webster, Ware, West Brookfield

*Halifax enrolls RUOK participants when registering someone for home delivered meals.

* Walpole offers Assurance Line sharing time/event with daily volunteer callers.

Walpole hosts annual luncheon event targets isolated, homebound seniors,

Many communities also have SALT councils providing more interaction with police and COA, not necessarily sheriff's departments.

Talking Book Library Outreach (Franklin, through Perkins School)

2007?

Non-threatening intro to COA services; equipment use taught by COA participants

"Go public" Outreach (Bourne, Sandwich)

pre-2000

Use of December newsletter to highlight activities (anticipating next FY budget hearings); generated newspaper articles and editorials regarding funding needs

Cable TV Outreach (Many locales, see below)

pre-2000

(Up to 14x weekly), carries features, current events, announcements.

Danvers, Harwich & Dartmouth (HS TV Club)], Chelsea, Milford, Nantucket, Needham, Norfolk, North Brookfield, Norwood, Pembroke, Rehoboth, Salem, Sandwich, Saugus, Shrewsbury, Somerville, Wilmington, Winthrop (w/ breakfast club)

Newspaper coverage Outreach (Foxborough)

pre-2000

COA director pursued/obtained, **weekly full page** coverage for COA; working relationship w/photographers. Created "Senior Power" pins, paraphernalia → new sr. ctr. (Ed. note: elders nearly always read the obit page).

Newspaper ad Outreach (Shelburne)

pre-2000

Advocacy

COA chair (using his own money) purchased ad in local weekly just prior to town meeting, noting volunteer names & total of contributions; town meeting responded positively to requested increase in COA budget

Nursing Home Outreach Outreach (Provincetown)

pre-2000

Intergenerational

Escorted walks; fitness, mental recall & stimulation games; music; socialization & IG activities; town owned facility.

TRIAD / SALT Programs (see list of communities, below)

pre-2000

Non-traditional

Local law enforcement, district attorney, social service agencies and community volunteers. Effective, well-received effort uncovering neglect, abuse; includes referral & follow up. Some also offer smoke/CO detector purchase and/or installation, as well as RUOK.

Avon, Barnstable, Bellingham, Bourne, Bridgewater, Cohasset, Easton, Easthampton, Franklin, Hampshire, Longmeadow, Ludlow, Millis, Natick, Norfolk & other counties, Oxford, Pelham, Pepperell, Rockland, Truro, Walpole, Waltham Ware, Wellfleet, Weymouth, Williamstown, Wrentham

Community Policing Programs (various communities, see below)

pre-2000

Non-traditional

Using "community policing" monies officer assigned to work with elders in the senior center/community and assist with education and other activities. Some programs place a (bicycle) substation in the senior center.

(Brewster, Ludlow, Medway, Milton, Pepperell, Waltham, Weymouth & others)

Elder Watch Programs (Bedford)

pre-2000

Non-traditional

Local fire dep't maintains (confidential) database for medical emergencies and (separate) well-being/support visits (form available). Also conducts Postal Alert and "Home Again" (wandering) programs.

Smoke Detectors Programs (various communities, see below)
pre-2000 Non-traditional
also: **Deaf Alarms**

Smoke (and/or CO detectors) donated, installed by local fire depts; may include professional in-home safety check. Conduct battery checks as well. Coop w/ Radio Shack. Also w/service orgs: "Project Alarm" (deaf alarms).

Easthampton, through Sheriff's Dept. (Hampshire Cty. w/ Sheriff's Dept.) Northborough,, Pittsfield, Sterling (presentation), Stoughton, Westborough..

Elders Safe at Home Programs (Bedford)
pre-2000 Non-traditional

A team from the COA, Police, Fire and Health Depts. visits homes to conduct safety evaluations. If a critical safety hazard was found that the elder could not afford to fix, a local foundation pays for it.

Weekend Senior Line Programs (Sturbridge)
pre-2000

Weekend phone messages left for updates, reminders, inspirational quotes. Good senior response.

Public/private Service Partnerships Outreach (Salem, Taunton, Worcester)
pre-2000+ Non-traditional

Social service team/group of municipal and social service agencies to address elder needs/concerns. Monthly meetings share resources/info to problem solve client situations. **Includes:** local mental health agency, ASAP (home care)/AAA, hospitals, VNA, Catholic Charities, ambulance services, AARP, YMCA, (Family) health centers, the Mayor's Office, BOH, first responders, building/code department. ?Food pantry?

Elder Support Forum Outreach (Ware, Westford)
pre-2000 Non-traditional

Variety of social service, medical, TRIAD, transit and other agencies meet regularly at COA to share information, ideas, strategies. "Team Westford"

Roll Call Programs (Scituate)
pre-2000 Non-traditional

Check of police roll call/log regarding elder needs/emergencies. Police cooperation improved; assisting with outreach.

Meet/Greet Officers Programs (Ashby)
pre-2000 Non-traditional

COA regularly coordinates with police chief to introduce new (off duty) officers at reception. Includes handout w/photos of officers.

Blue Light Special Programs (Hampden)
pre-2000 Non-traditional

Officer, hired with community policing funds, in addition to regular duties also takes home delivered meals to elders once/month.

Senior Check/Alzheimer Programs (Littleton)
pre-2000 Non-traditional
In cooperation w/police – aid in community policing – COA couldn't handle all calls (esp. in storms) w/o police support; reduces elder isolation, increases safety.

Jogging Outfits Programs (Salem)
pre-2000
Unisex outfits purchased by "Friends of COA" to ensure that persons who are discharged at "odd" hours (e.g., 10p.m., into a waiting taxi) do not have to travel home in the same (night/bed)clothes they arrived in.

Elder Law Atty's Programs, Legal (Springfield)
pre-2000
Thru Women's Bar Foundation, COA offices free coffee hours & free legal services to low-income elders. 30 *volunteer* lawyers. One program entirely in Spanish. (attendance from 30-100 elders per coffee hour)

Bridges Programs (Sudbury)
1991 Intergenerational
"Growing Older, Growing Together" ... elementary school students and seniors explore the theme of aging as a life long process. Now in all 16, 4th grade classes.

Celebrity Cooking Outreach (Stow)
pre-2000
COA invites local "celebrities" (e.g. dept. heads, select committees/boards, elected officials) to submit favorite recipes to be prepared by the COA at a recognition event.

Combining Cultures Outreach (Milton, Worcester)
2005(?)
Coordinated outreach minority/non-English speaking elders, through houses of worship. Includes follow-up & luncheon programs → long term results.

Diversity Outreach Outreach (Chelsea, Leominster)
pre-2000
Created programs to attract non-English speaking elders... including civics & citizenship classes.

Silver Stringer Outreach (Melrose)
pre-2000
Well received electronic newspaper in cyberspace created in conjunction w/ MIT media lab; material/control by local seniors. <http://silverstringer.media.mit.edu>.

Web Page Outreach (Berlin, Lakeville, Melrose, Wrentham)
pre-2000
Using donated equipment and support from middle school students, created web page with information, pictures & video clips. "The more you have, the more people the site will attract."

Senior Expo Outreach (Amesbury, Milford, Millville, Winchester)
pre-2000
Health fair & vendor tables (as COA fund-raiser); uses voke school for catering. Offer massage, community awareness *and* cultural council entertainment. Uses EMT vehicle for elders to visit "pre-need." "Community outreach day" in Millville.

Senior Summit Outreach (Fitchburg)
2008
Similar to health fair (see "Senior Expo"), but presenters speak briefly (max 10 mins. each) giving overview, info re: help & safety issues. Brief discussion period follows.

Broadway & Drama Outreach (Attleborough, Groton, West Springfield)
pre-2000 Fundraising
Annual show, older dancers/actors, great promotion for COA: revenue, publicity and involvement or participation by many who have little other contact with seniors.

Men's / Bkfst. Club Outreach, esp. men (see list of communities, below)
pre-2000
Education, social, cultural events, discussions, veterans issues. Results in increased sensitivity to elder & community service needs.
Acton, Belchertown, Canton, Carlisle, Cohasset, Concord, Dighton, Duxbury, Foxboro, Ludlow, Newbury, Needham, North Adams, North Andover, (Northborough?), Reading, Rowley, Sandwich, Saugus, Scituate, Shrewsbury, Sharon, Somerville, Stow, Swansea, Topsfield, Upton, Wayland, Wrentham

Prison Lunch Outreach (Stow) Program held at Concord prison.
2009 Programs
Popular program. Lunch is prepared those transitioning to outside employment. Multi course meals, high quality ingredients (farm on site) & service. Waiting list. \$5. Must bring photo ID. Call "Eddie" 978-371-7941x1109. Occ. presentation programs. COA director notes that snow days are not a problem: "The staff is always there!"

Quarterly Senior Guide Outreach (Barnstable)
pre-2000 Advocacy
Folio calendar of activities, events, services (inserted in newsletter?) → marketing to baby boomers. Produced in conjunction with local newspaper....

Post Office Programs (Avon, Methuen, Rehoboth)
pre-2000
Mini-branch of Post Office at COA during holiday season – several hours a day.
"No lines, all mailing services and the coffee is on."

Newsletter (Spanish) Outreach (Cambridge, Methuen, Lawrence, Salem)
pre-2008 Advocacy
For the past several years, the COA has translated its entire newsletter into Spanish and distributed it to the community.

"Lively Seniors", others Outreach (Beverly, Norfolk)

pre-2008

Open house outreach, focus groups attracting younger seniors, resulting in numerous, self-supporting clubs; attracting the under 60s. Increases awareness, esp. of new programs.

Firefighters as PT Van Drivers. Programming & Cost Savings. **(Wakefield) 2008.**

The COA obtained the services of fire fighters to staff/operate the part-time bus services. Four people sharing the job, but at the van drivers salary. Legal issues resolved: BOS thrilled! Savings to COA budget \$9100. Savings to town insurance budget \$5,000 to \$16,000.

Lavatories Outreach (Pepperell, Stoughton)

pre-2008

Advocacy

Copies of sensitive pamphlets (e.g., elder abuse) are strategically placed on sink/washbasin, where they can be accessed in private. Uses "sticky" note that contains a toll-free # or other info re: sensitive topics. (Similar to Worcester public responders.)

Gentle Fitness Programs (Greenfield)

pre-2008

Exercise/fitness program headed by RN/fitness specialist. Videotaped in-studio participants are elders—providing motivation & visibility. Variety of topics covered. Interactive & educational.

"Random" Incentives Outreach/homebound (Acushnet)

pre-2008

For elders (very) reluctant to leave their home, COA provides incentives for shopping, crafts, free dinner (lunch coupon—sometimes inserted in newsletter) and free day trip ("random" drawing winner). Also, use church/religious affiliation for outreach.

Also At least one COA has stationed an outreach worker on bus trips (particularly Foxwoods) to chat with elders about available programs and services. Has been a useful form of **intake**.

Welcome Packet Outreach (Sutton) **pre-2000**

"New" seniors receive a 5" x 8" packet with complimentary meal ticket (courtesy of "Friends"), brochure, refrigerator magnet, site info, newsletter & more....

Parade Float Outreach (see municipalities, below)

pre-2008

Draws positive attention to aging related programs & opportunities. Most memorable float name: "Streetcar Named Retire." [Edgartown] Can be used to distribute information, forms, etc. "Not a simple thing, but we get a lot of mileage out of it." [Fitchburg]. Also Hampden, Harwich, Pittsfield, Rockport

Discharge Packet Outreach (Groton)

2005(?)

COA contacts/provides discharge planners, physicians with a supply of pre-packaged materials regarding available COA/related services.

- Nonagenarians** Outreach (Norwood, Wrentham)
pre-2000 Intake
Birthday celebration honors 90+ year olds, serves as effective/efficient outreach /assessment tool. Create some relationship w/COA, sets agenda for follow-up. Provide corsages. Receive great press and serves as a source of volunteerism.
- Large Print Insert** Outreach (Harwich)
pre-2000
The monthly calendar consists of an 11x17 inch large print insert at the centerfold of the newsletter. Very easy to read/follow!
- Attendance Incentive** Outreach (Maynard)
2005(?)
To attract senior to its facility, the COA automatically enters the names of monthly attendees into a raffle prize of a gift certificate to a nearby restaurant.
- Ethnic/Minority Welcome** Outreach (Sharon)
2005(?)
Attracting people of similar cultures in suburban setting. Enhances cultural awareness and provides opportunities for sharing. (Ed. note: always include food)
- Caregiver Connection** Outreach (Scituate)
2005(?)
COA maintains a website containing information on caregiving issues, FAQs and links to other resources. Has trained caregiver to handle (confidential) voice and e-mail contacts.
- Dull Men's Club** Outreach (Pembroke)
2000(?)
Targets men who may need an entrée/attraction to discussion, socialization and other programs. (see also: www.dullmen.com) Creative non-excitement.
- Elder's Count** Outreach (Boston, Cambridge, Lowell, Somerville)
2000(?)
Through trained volunteers...visit, interview, inform. Elders received bag of "community resources." ID, Training for surveyors.
- Holiday Wish List** Outreach (Orleans)
2003(?) Programs
Realizing that people may want to give, but don't necessarily know what's needed or how to do so, the COA publishes a list of needs (e.g., shades or dinnerware or raised [garden] beds) and locates willing givers through the COA newsletter.
- Monthly Potluck** Outreach (Brimfield)
pre-2000
Only recently tried recipes; highlights/recipes in newsletter.

Newsletter/Web Page Outreach (Easton)

2000(?)

Web friendly. Composed in Publisher and saved as a .pub file, and "prints" to Acrobat PDFWriter (saved as a .pdf file that can be uploaded to a website).

The newsletter can be e-mailed to the publisher as a .pub, and also as a .pdf file for them to put it on their web-site. I also use the .pdf file for our town's "computer guy" to link to the town's COA website.

Senior Issues Outreach (Woburn)

2000(?)

Weekly program, different speaker each week. Incl. refreshments. Newspaper article each week on program. Networking. Non-threatening; solid core of attendees.

Middleboro Gazette Outreach (Middleboro)

pre-2000?

The paper prints a free, weekly column "Council's Corner" listing our menu and each week's postings. COA now hears, "I did not realize how many things were going on at the COA." We also have other articles scattered throughout the paper.

Participants in Action Outreach (Worcester)

pre-2000

At senior center, taping of senior center activities with a tag "Not your average senior center" on a 30 sec. "infomercial". Helping change perceptions, increase attendance.

Radio PSAs Outreach (Greenfield)

pre-2000

Director tapes Public Service Announcements (PSAs) at radio station; they are e-mailed to COA director in MP3 format & forwarded to other radio stations catering to 45+ population. Timed for commuting.

Ads Outreach (Tyngsborough)

pre-2000

Small announcements in local papers highlighting available programs with address of facility but **not** indicating that the site is a senior center. Well-received. (Ad does **not** appear on page of COA news). (Ed. note: remember, most elders read the obits!)

Notice/Standards for Participation Outreach (Westford)

In miscellaneous column of newsletter, COA informs clients monthly about expected behavior standards.

Brochure Outreach (Pittsfield)

pre-2000

We ("the outreach group") created a brochure promoting the senior center as a wellness center and encourage participation in senior center activities. The brochure was delivered to all medical office in a plastic stand up display; also letters to each doctor to advocate sending their patients to the center for socialization. The COA uses various committees to promote committee goals and objectives.

Weight Watchers Challenge Program (Cambridge)

2008

The City's current group of Weight Watchers is taking the "WW" challenge that for every pound the group loses (between September 7 and October 19, 2008) they will donate a pound of food to our Senior Food Pantry. If the group loses 40 pounds, they will donate 40 pounds of food to our food pantry.

Riddle Walk Program (Ludlow)

7/2007

Stimulate Mind, Body and Soul through a (one mile) walk. Participants receive a "Riddle" card and try to solve their unique riddle by the end of the walk. Walkers receive a pedometer, refreshments.

Countywide Walking Program (Pittsfield)

2003-2007

The COA created a contest to improve fitness by offering pedometers (pace counters) to interested people. Weekly newspaper coverage listed *every* participant's weekly progress throughout the summer. 2500 people vied for 1000 donated pedometers... and walked millions of steps. Great publicity (and fitness, too)!

Walk Across America Program (Lunenburg)

2004

Intergenerational?

The COA tracks the progress of the walking club as if they were literally walking cross country. COA does research on geography, history. Possible intergenerational spin-off.

Circuit Breaker Tax Credit. Program (Franklin)

2008

To increase participation in Circuit Breaker program we secured a former IRS tax agent to hold Stimulus package and Circuit Breaker workshops: a big success. We used the newsletter and cable TV to explain these programs (esp the need to file). We provided hands-on assistance w/preparing the forms (improving results). 38 stimulus apps; 39 circuit breaker apps to date. (Aug08)

The Growing Community Program (Sherborn)

pre-2000

Community involvement by providing homegrown produce and flowers to homebound elders, shelters and food pantries.

Hoarding Presentation Program (Oxford)

unk

Conducted a seminar on hoarding. Individuals asked to bring an item they must give up which will then be sold at a penny sale. (You should have seen the look on their face when I informed my seniors what they had to do. I am looking forward to see what they will give up. One lady has already come in (probably guilt) with a lot of goodies that now sit behind my desk. I am going to end up de-cluttering my office at the presentation.)

Computers Program (Hudson)

2008

The computer class moved to the Hudson High School computer lab. It has 20 stations and they all work! We went from 10 participants to 60 at the new site. We offer Beginners I and II, and an intermediate class. It is a wonderful collaboration for all.

Senior Advocate/Companion Program (Lowell)

2008

This person pre-screen seniors (for needs/eligibility) using Benefits Check up software from NCOA. Is an Advocate. Program save O/R time; keeps seniors informed. CTI \$.

Veterans' Coffees Program (East Longmeadow)

pre-2005?

Veterans

COA is not the veteran's agent. We offer a series of meetings "veterans' coffees" at which a speaker picked by the veterans agent presents issues. It took 20 years! We also have an annual breakfast or luncheon honoring veterans.

Elder Referral Outreach (Concord)

pre-2008

Program

Fire, Police & COA established an email address (ElderSafety@concordnet.org) for any town employee to advise us of an elder who might need town/public services. It is best to advise the person whose name you are submitting, you can do this on their behalf, but if you are troubled about their safety, please send the email. COA will coordinate.

Halloween Outreach (Groton)

2008?

COA hosts **fire, EMT, DPW** (& police?) as partners in helping to serve elders. Informal costumes, home made refreshments, et al, at the senior center. Agencies & seniors mix...

Senior Tax Rebate/Workoff Program (see list, below)

1993

Volunteerism

Seniors, through an hourly "wage," have property taxes reduced by the value of each hour's service.

Abington, Acton, Adams, Andover, Attleboro, Bedford, Bellingham, Belmont, Bolton, Bourne, Boxborough, Boxford, Braintree, Bridgewater, Burlington, Canton, Carlisle, Chelmsford Clinton, Concord, Danvers (vol. via \$ donation), Dartmouth, Dighton, Dover, Duxbury, Easton, Fall River, Framingham, Franklin, Freetown, Groton, Halifax, Hanson, Haverhill, Hingham, Hopedale, Hudson, Hull (Comm. Svc.), Lancaster, Lanesborough, Lexington, Lincoln, Lowell, Lunenburg, Lynnfield, Marshfield, Mattapoissett, Medfield, Medway, Melrose, Mendon, Millis, Milton, Natick, Needham, New Bedford, Newburyport, Newton, Norfolk, Norton, Norwell, North Andover, Northborough, Oak Bluffs, Plymouth, Quincy, Rochester, Sandwich, Sharon, Sherborn, Shrewsbury, Southborough, Stoughton, Stow, Sudbury, Sutton, Swansea, Walpole, Waltham, Watertown, Wayland, Wellesley, Wellfleet, West Boylston, West Newbury, West Tisbury, Westborough, Westminster, Weymouth, Whitman. Also: Harvard, Leominster, Westford (Chapter 60, Section 3D—distribution by committee).

Quick trips Program (Dracut)

pre-2008

Volunteers

Using school bus downtime, plus "post-service" police cruiser for short trips based on senior needs. "Mainstreaming" , esp. for those w/ disabilities (and non-drivers).

Resource Assistance Program (Provincetown)
pre-2008?
Matching residents/services with elders -- home management and support activities

Needs Assessment Outreach (Rutland, Berkley)
pre-2000
Combined w/ annual town census, received over 40% (!) rate of return. Cooperation with town clerk--eliminated mailing and return postage costs. CONSIDER: raffle prizes for those who completed form (& included name/address).

"Thriving over 60" Program (Shelburne)
pre-2000]
Attract active younger/older seniors thru books discussion, family. Scrapbooking, creative writing, skits, gardening.

Nursing Home O/R Outreach (Provincetown)
pre-2000
Program extension including extended care facility/ies residents.

Minor Home Repairs Program (see communities, below)
pre-2000
Wide variety of minor repairs to ensure home safety, security.

Acton, Bedford (w/town depts., safety O/R), Braintree (w/Rotary), Dover, Greenfield, Ipswich (Rotary), Littleton, Melrose, Natick, Northampton, Plympton, Reading, Seekonk, Shrewsbury, Tisbury, Watertown, Westborough, Westhampton, Williamsburg.

Home Modification Loans Low/no interest loans to modify the homes of elders (and other qualifying individuals) that allows them to remain at home. Cf. Mass. Rehab. Comm:
www.state.ma.us/mrc or 617-204-3637.

Fitness instruction Program (Mendon)
pre-2000 Mens
Director obtained volunteer instructor from local fitness club during pre-summer downtime; held senior citizen day programs; built horseshoe pit w/scouts

Health improvement Program (Marlborough)
pre-2000 Womens
Created a women's health improvement network, using education, support, networking; free senior health clinic; visual aids; w/ United Way \$; referral expanded

Relocation Program (Westford)
Adult Diabetes, Intergenerational
Peripheral Neuropathy

Caring for Elders at Home Support Groups: Programs (various communities)

pre-2000

series of (evening) workshops designed to highlight various aspects of aging, including aging network, physical, legal, financial considerations; may include elder care; videotaping; programs including:

physiology psychology/emotional
legal issues caregiving techniques
home care & community resource
long term care placement

Caregivers... Program (Arlington, Needham, Yarmouth)

pre-2000

discussions/support/networking for caregivers, (including donation by a local nursing home for caregiving so up to three (3) caregivers can attend support group!)

Needham "Caregiving Coaching Service" (Feb08)

Grandparenting Program (Arlington, Bourne, Westford, Wrentham)

pre-2008

discussion/support/networking for grandparenting seniors

Alzheimer's Program (Millbury, Westford)

pre-2008;

discussion/support networking

Alzheimer's Training Program (Westford)

5 town outreach/training/w—police; nursing homes, Alz. Assoc. provide ed component

evening programs Program (Millbury)

pre-2008

Volunteer

lectures, concert & BBQ (all 1x/month), w/ many activities 1x /wk evenings; thru private nonprofits, HMOs &...; volunteer staffing; gifts, prizes for friends coming; some transport.

Senior Passes Program (Walpole)

pre-2000

Residents 60 and over may attend any high school events cultural, school, athletic -- for free via a "senior pass" of the COA.

Storefront Memorabilia Program (Whitman)

pre-2008

In celebration of town's 125th anniversary, COA offers information and items for sale at (donated) local storefront, staffed w/ vols.

Cardiac Walking Program (Norwood) (See others, below)

pre-2008

The COA's walking club attracts men whose insurance has stopped paying for cardiac rehab (at a local hospital). The COA offers a variety of fitness/screening activities.

+Other Wellness Not yet consistently defined. May include elements of screening, scheduled fitness, case management or supervision, and other activities (e.g., yoga, t'ai chi, therapy/ies or meditation) designed to promote and maintain physical and emotional/spiritual wellness. c.f. Chicopee, Concord, Greenfield, Norwood, Salem

Defibrillator Program (numerous agencies, see below)

pre-2000

for medical emergencies, used with CPR in case of cardiac arrest. A talking version is available. COA staff training by local police(?) in use of equipment.

Bedford, Danvers, Dennis, Fairhaven, Methuen, Sharon, Stoughton, Sutton, West Brookfield

Yellow Dot Day Program (Danvers, Methuen, No. Andover, Salem)

pre-2000

Medical emergency information for your car(e). Participants receive a kit that includes vital medical information you store in the glove compartment. A yellow dot, placed in rear window, advises medical/emergency personnel of info in glove compartment.

Senior Games/Olympics Program (Quincy, Springfield, Woburn)

pre-2000

Athletic events (may be multi-day) covering a variety of skills/interests.

Club 55, "Senior Sports" Program (Burlington)

pre-2005

For "older" athletes. Group meets regularly to participate in the sport of the season (e.g., golf, bowling, swimming, walking). Has proven quite popular.

Kitchen Shower Program (North Brookfield)

Pre-2005

Resource Dev't

New senior center acquired a variety of gifts for the new kitchen by holding a kitchen shower (specifying types of gifts, colors, etc.)

De-Activated Cell Phones Program (various locales, see below)

Ppre-2000

Donated cell phones can be used to dial "911" in an emergency. These benefit elders who may be driving out-of-state, medical appointments or other situations in which communication may be at a premium.

Ashland, Bourne, Harwich, Ipswich, Longmeadow, Mashpee, Norfolk County
Sandwich, Sharon. (Also through TRIAD).

Durable Medical Equip Program (see various locales, below)

pre-2000

Items such as shower seats, commodes, walkers, or wheelchairs, usu. short term) loaned to elders. Note: some COAs have senior centers with ready/direct access to outdoors from their loan room. **Ed. note:** review liability (cf. pnp's), "fitness & use training" issues. (Acton, Acushnet, Harwich, Norwood, Westfield, Yarmouth)

Outrageous Older Women Program (Bourne)

pre-2000

breaking down myth's of aging, commencing w/a "name" speaker and following up w/group support and meetings

Splendidly Outrageous Older Women Program (Edgartown)
pre-2000 Intergenerational
Women of all ages share insights, challenges and provide support to each other.
Variety of meeting locales. Drumming.

Leave a Legacy Program (Danvers, Palmer, Sturbridge, Williamstown)
pre-2000
Memory book

Perennials/Transplants Program (Westford)
pre-2000
Support group based on changes/adjustments to new location.

Computer Training Program (Lincoln, Medford)
pre-2000
Elders finding that local middle/high school classes "not enough", wanting more time for individual needs. Includes home instruction, pacing. Lab is important for those without home computers.

Newsletters Outreach (many COAs)

- o Note **mission statement** on page 1
- o Director/Coordinator signature visible
- o Notice of upcoming meeting date, time, place
- o Highlighting (in **bold**) more pertinent bits of info
- o Larger print. Avoid long sentences if you can use "bullets."

Volunteer Classifieds Outreach (Pepperell)
pre-2005
Regular postings, written as 15-20 word job descriptions in the newsletter, explaining the "why" and hourly commitments needed.

Hair Washing/Salon Program (Dighton)
pre-2000
Social/supportive day care has separate room with sink, attachments designed for (professional) hair care. Transforms an unappealing service to a feature in a (free standing) supportive day care program. Less stress on caregivers. Now with podiatry!

Bilingual Hearing Program (Lawrence)
pre-2000 Accommodations
Headsets are provided so that non-English speaking elders can follow the proceedings of speeches & presentations

Gift Certificates Program (Stow)
2008
COA (or "Friends") sells gift certificates for selected services, e.g., meals, trips, etc. holidays, birthdays, special occasions

- BJs Membership** Program (Millville)
pre-2005
Funded through "senior club" – members of senior club obtain supplemental membership for ½ price (\$20)
- Chill Out** Program (Andover, Brockton, Plainville, Sandwich)
pre-2008
Senior centers staying open additional hours during heat waves, providing comfort, recreation other services during evenings.
- Emergency Shelter** Program (North Andover)
pre-2008
Open late/odd hours to provide heat (or cooling), water, electricity, cots*, blankets (*Ed. note: Possibly food? Purchase some "HIGH" cots – easier to stand from).
- Mental Health** Program (Falmouth[?], Haverhill, Methuen, Taunton)
pre-2000
Agencies using (state) funds to conduct/support mental health services to elders. (May be by contract.)
- Coffee Shop** Revenue Enhancement (Hingham, Pittsfield)
pre-2000
Elder run, revenue generating, small scale food service operations.
- Back Support/Training** Operations (Williamstown)
pre-2008
COA offered/conducted training for van drivers or others who may be assisting elders in wheelchairs.
- Gift Shop** Revenue Enhancement (Framingham, Hopkinton, Ludlow, Methuen, Woburn)
pre-2000
Operated by "Friends of COA", provides a variety of (used)articles/products for sale.
- Trust Fund** Revenue Enhancement (Salem)
pre-2000
Uses an underutilized municipal resources (Endicott Trust Fund) to help elders pay to purchase medications. "Well received."
- Trust Fund** Revenue Enhancement (Marblehead)
pre-2000
With support of Female Humane Society, has considerably expanded local/ regional transportation services.
- Substance Abuse Prevention** Program (Cambridge)
pre-2005
Sobriety and other support services, including referrals & service coordination in a shrinking treatment environment. Great determination on part of staff.

"File of Life" Program (many COAs)
pre-2000
These small plastic folders contain basic (and, one hopes, current – *use pencil, update at DST, Std Time intervals!*) information about medications and related information regarding the elder. First responders often look for these in/on the elder's refrigerator when responding to an emergency and in "yellow dot" programs in the car's glove compartment in case an elder is injured in an accident. They can be distributed by outreach workers, physicians, in annual inspections at housing authority sites, the sheriff's office (part of TRIAD), home delivered meal recipients, flu shots, food pantries and whatever other means seems appropriate.

Travel --File of Life Program (Holbrook)
pre-2008
COA requires "File of Life" with all seniors on field trips.

Travel/Trip Policies Operations (Pittsfield)
pre-2000
Bus/Van: reservations, priority sign-up, file-of-life on board, etc.

Sand for Walkways Program (Ashby, Boxborough, Concord)
pre-2000
Available for steps/walkways from DPW yard. May be delivered; but volunteers helpful; five gal. buckets donated. Some provide scoops or otherwise elders must have own buckets/shovels.

Brown Bag Pharmacy Program (Gloucester, Williamstown)
pre-2008
Elders bring paper containers ("brown bag") filled with all medications currently taken to review efficacy, contraindications, expiration dates, etc. Done in conjunction with local pharmacy/ies.

Gray Belts Program (Templeton)
Unk?
Eight week course in self-defense using cane, purse or umbrella.

Accordion Program (Danvers)
Unk?
Elder volunteer accordion group—in constant demand from area nursing homes. The "Chordenes."

cookbooks Program (Easthampton)
pre-2000 Veterans, Men
"Kilroy Was There" veterans, VFW, other recipes; 170 of 300 vets (revenue enhancement) participated; good media

Food Shopping Program (Needham)
pre-2008
The BAGS (Bringing Assistance for Grocery Shopping) program provides transportation, in-store assistance and possible home delivery.

Elder Abuse/Neglect Prevention Program (Bedford)

2006

COA, their AAA and the town police dept. trained people in the community who interact with elders -- banks, beauty parlors, supermarkets, etc. -- regarding likely indicators of elder abuse and neglect and how to respond (911, the COA# or Protective Services, depending on the situation). Beauty parlors have been especially helpful/vigilant in spotting potential issues.

Visual Interpretive Tour Program (Russell, Hilltown COAs—Hampden Cty)

pre-2008 Accommodations

At the Smith College Art Museum, our low vision group had its planned visual interpretive tour. Although a small group made the initial tour, one 97-year-old had never been in an art museum before, nor had the museum ever done so.

Cooperative effort with museum.

Police Academy Program (Lowell)

pre-2008

Seniors graduate from the Lowell Police Academy: six weeks of classes with instruction on many topics from Elder Abuse to Crime Prevention. ALSO, officers from the LPD staff the COAs community service office, providing access to the police department on a personal level. The LPD also writes articles for the COA's monthly newsletter.

Tear Sheets Program (Worcester)

2008

Pads (think "large post its") containing basic elder/consumer info that an elder might need with respect to services. These are distributed by public safety personnel (or perhaps even placed on someone's refrigerator) during/following emergency response calls.

orientation manual Volunteers (Mashpee)

pre-2008

Created a thorough, comprehensive guide for volunteers, incl. physiology of aging

volunteer recruitment Volunteers (West Springfield)

pre-2005

Helping find a "niche" -- every group that *speaks* in center is approached; pitch is also made *prior* to recreation & various other programs

"Pay to Order of" Volunteers (Groton)

pre-2005

COA creates, endorses a(n oversized) check to town (treasurer) for volunteer services rendered; excellent (front page!) photo-op.

HIV/AIDS "Dolls" Volunteers (No. Andover)

pre-2005

"Dolls for Dolls International"; 100 volunteers; goal is to increase awareness and comfort for afflicted babies; 7000 dolls – including "disabled dolls" – distributed worldwide

Hug-A-Bears	Volunteers	(Chicopee, So. Hadley)
pre-2000	Intergenerational	
handmade by vols. for children in traumatic situations – given to police, fire, public health nurses for distribution following accidents, fires, domestic disturbances. Good public relations, attracts new volunteers. In conjunction with SALT, Scouts		
Needle Clickers/Knit	Volunteers	(Carver, Millis)
pre-2005		
Vols knit yarn into clothing for nonprofit orgs., hospitals, LTC facilities: make hats, mittens, lap robes. Generates pride & self-esteem. Given to all ages & 3 rd world countries.		
AIDS Baby Blankets	Volunteers	(Wareham)
pre-2005		
Volunteers create warmth for babies born with AIDS; distributed worldwide through		
Needle Work Group	Volunteers	(Northampton)
pre-2008		
At request of Salvation Army, “dressed” 108 dolls for holidays; displayed in Main St. shop window; peer support; satisfaction “better than Prozac” for one mom		
Library volunteers	Volunteers	(Sandwich)
pre-2008		
For qualified individuals (e.g., homebound, ill, etc.), volunteers will bring books, tapes or other materials. Good strategy for non-threatening outreach “pre need.”		
Senior Job Bank	Volunteers	(Belmont, Brookline)
pre-2008		
Through COA Volunteer Coordinator, active recruiting, job matching and other skills providing employment opportunities for seniors.		
Gardening project	Volunteers	(Upton)
pre-2005		
Transformation from weed lot to park/green space thru civic educ. class effort, scouts, juvenile offender & business donations.		
Adopt a Grandparent	Volunteers	(Hull)
pre-2008	Intergenerational	
Partnership between senior center (outreach recruits mentors)and schools (community service instructors). Matching based on needs, geographic proximity and profiles.		
Free Oil Changes	Volunteers	
receive oil changes either donated, purchased by “Friends of” COA; also “Dunkin Donuts” coupons		
Business Donations	Volunteers	(Pepperell)
pre-2008		
Volunteer recognition each month includes corsage, business sponsored donations as “thank you” gifts.		

- “tea party”** Volunteers (various, see below)
- o “inner self” healing, socialization w/related themes and nice china (W.Brookfield)
 - o – w / Girl Scouts (Sutton)
 - o men serve attendees (Bellingham)
 - o serve attendees (80+) w/ hats & gloves (Seekonk)

New Hope Work Ctr. Volunteers (Palmer)
pre-2008
Piece work for mentally/physically disabled expanding to provide income for seniors at the senior center; + self image & esteem

- Senior Acad. for Educ.** Volunteers (Scituate, Waltham)
pre-2008
- o Ten week course (no relation to citizen’s police academy), the Senior Academy for Education (SAFE) educates elder volunteers to help spot frauds & scams; promote mall walking (personal & vehicle safety)
 - o Citizen Police Academy – including firing a gun, riding in cruiser, fingerprinting etc.

- Newsletter** **Volunteers**
- o each issue of newsletter has a space to thank and welcome new volunteers”
 - o each issue of newsletter thanks a volunteer (article/photo) or volunteer program, highlights names, opportunities, hours given...

Math Literacy Friends Volunteers (Bedford)
pre-2008 Intergenerational
Combined with Literacy Friends, elders (mostly retired engineers) tutor students in mathematics. Career extension....

Registration & Waiting for Speakers to Begin
At first registration for COA programs for the first time, and at other occasions, prospects are informed of volunteer opportunities.

Newsletter Printing Operations (Hudson, South Hadley)
pre-2008
COAs have used a “risograph” printer to considerably reduce cost of in-house printing of monthly newsletter.

Volunteer Trees Volunteers (Hatfield, Newbury)
pre-2000
A large cloth/nylon “volunteer tree” with pictures of all volunteers (as leaves) decorates the senior center. In Hatfield, the tree is ornamented with pictures of volunteers scanned onto an accurate reprint of US currency of various (large) denominations. (Created in conjunction w/ police department).

Seniors Count Outreach (Lowell) (Boston) citystat (Somerville)

Summer, 2008

The COA is attempting to distribute a bright blue and gray canvas tote to 15,000 seniors to try to end elder homelessness. The tote contains a "File of Life" card, various "goodies" and I&R material. The material being distributed is part of an anonymous census of Lowell's 15,000 seniors, in conjunction w/UMass Lowell, to identify unmet needs and inform elders about resources, including the user-friendly food stamp application. The File of Life" handout was donated by Lowell General Hospital and Trinity EMS. Cf. http://www.lowellsun.com/ci_9947236?source=email

Lifelong Learning Program (Acton)

2008

w/ Framingham State Lifelong Learning: Broadway Songwriters, Famous American Trials (w/ trip to John Adams Courthouse. Video programs supplement Jazz & Opera Appreciation.

Aquatic Exercise Program (Alford, Egremont, Sheffield)

2005

Osteoporosis exercise in a pool at Simon's Rock college. Well rec'd.

Evidence Based Fitness Program (Amherst)

2008

CDC grant through AAA. Strength training, flexibility, cardiovascular conditioning. Classes limited to 25. Waiting list. "Enhance Fitness" (trademark)

Wii Program (Andover)

2008

Fitness, indoors; competition among senior centers. The fitness version burns more calories, but all are valuable for movement, socializing.

Grill Nights Program (Andover)

2008

Popular w/ elders, grown kids, grandchildren. Loved it despite chill when sun goes down. Has a **lunch box café and catering** program. Offsets nutrition site costs.

Dental Subsidy Program (Arlington)

2007

Scholarship through charitable org. (48 low income seniors w/ no dental coverage)

Deep Listening Project Program (Shelburne four-town consortium)

2008

In-depth home interviews. Reviewing the mission (statement). Prep has raised a lot of awareness. Combining compassion and neighborhood building. "Conversation Café"

Elder Mobile Outreach Program (Attleboro, plus seven towns)

2007

Through a mental health center (w/AAA \$) provides **home based mental health** services. Outreach, treatment, care coord. This region also has arranged for dental health screening, through private grants, considerable organizing and providers taking less than market rate payments. (prior to 2008).

Compiled/revised by Elder Affairs (SEP,2008 rev.) Contact Elder Affairs (emmett.schmarsow@state.ma.us) to add to, modify or delete contents. Thank you.

Best Practices, HIGHLIGHTS--accum

**CITY OF CHELSEA COUNCIL ON ELDER AFFIARS
BRAIN FITNESS WORKSHOP
2008**

The Brain Fitness workshop was created by staff of the Chelsea Senior Center, members of our local mental health agency (North Suffolk Mental Health), and students from Cambridge College Department of Psychology.

The original intent of having a mental health program was for the purpose of providing a service to seniors on dealing/knowing signs of depression. We called upon a local psychologist, who agreed to start a depression group, to come to the Center and meet with approximately 20 active members to get their opinion/thoughts on a depression program. After lengthy discussion and a Q&A session, the overwhelming majority of the Chelsea Senior Center's members felt that they would not partake in a depression workshop, but would rather enjoy a workshop on improving memory, sharpening brain function, etc. (Posit Science method).

The input of the seniors allowed us to express a curriculum for the students, the mental health care professional and the COA to create and develop a fun, interactive workshop in a classroom like setting. Seniors being taught by students, led by the mental health professional.

First time implementation of the Brain Fitness Workshop, we decided to start with 5-6 sessions, one session per week, which included the following topics:

- **Ten Habits of a Highly Effective Brain**
- **Improve Concentration and Memory**
- **Stress Management and Positive Thinking**
- **Improve Your Energy**
- **Life Long Learning (the positive aspects of Aging)**
- **Better ways to get a good night sleep**

Each session was be interactive, involved games, homework, quizzes and materials they could keep. Sessions were 1 hour long, with food and drink provided. At the end of each session a survey was given to participants and forwarded to the Director.

20 seniors signed up and 20 seniors completed the workshop. The seniors loved it, adored the students and want the program to continue.

I hope this provides you with a tool for possible implementation at your center. Please feel free to contact me if you wish to discuss this further.

Tracy Nowicki
Director of Elder Affairs
City of Chelsea

E-mail: Tnowicki@chelseama.gov
Tel. (617) 466-4370
Fax (617) 466-4379

Workforce Development Program (Marblehead, var. Brookline)
Because many seniors need/want to work longer, we reached out to some local HR resources in the community for help in developing a program to help seniors with their job searches. After meeting with a focus group of 12 seniors here at the center, Keystone Associates (an outplacement firm) generously developed a pilot program of 4 modules and their staff are conducting the workshops at the center. They have put together a manual containing information and exercises used in the workshops.

Memoir Writing Program (Georgetown)

The COA has a monthly writing group of four writers engaged in memoir and other writing. The sessions are promoted regularly in the newsletter, press releases, Cable TV and town website.

Sharing stories, recalling past experiences and discussing life events, members of the writing group have become colleagues engaged in the process of writing. As the facilitator, I lead the group in order to assist in eliciting their stories or essays. They often begin using a suggested monthly topic; writing prompts other thoughts and related topics. Each participant reads their work and listens everyone one else's writing. The essays range from funny and whimsical to moving...as a way to examine feelings and express thoughts, the essays and poems document portions of the writers' lives. Essays will be included in a collection to be printed and shared through the library and COA office.

Groton Council on Aging

New Thursday Program for Men and Women

50 years and above!!!!!! *Beginners Welcome*

"The Great White Sharks" APA, Pool League

Senior FarmShare Evaluations Results

CISA, through its Senior FarmShare program, has been offering free shares of the harvest to low-income seniors throughout the Pioneer Valley since 2004. In 2008, nearly 350 senior participants received over \$42,000 in fresh, local vegetables and fruits from 14 local farms through weekly distributions at 17 distribution sites from Springfield to Shelburne Falls.

At the close of the season, we ask senior participants to complete an evaluation of the program. Of the 154 respondents, 153 indicated that they were satisfied with the overall Senior FarmShare experience. A Chicopee senior wrote, "Living on a low income doesn't give me much to shop for fresh veggies and fruit. This [program] has been a blessing. I enjoyed all the fruit and veggies so much. It has been a great, great help." Said another, "I have always liked fresh fruits and vegetables, but was not always able to buy them. To be able to access fresh products was a blessing."

Forty-four percent of participants are on a special diet, and 88 percent said that they ate more fruits and veggies than they would have been able to if they had not received their weekly deliveries. One senior from Orange wrote, "As my doctor is always telling me to eat more fruit and veggies this was a great way to do it!!" Another participant said, "For my wife it was a godsend as she is a diabetic and benefits from fresh vegetables and some fruits."

The Senior FarmShare program also helps to build relationships between farms, community members, and social service providers. Local senior centers and Councils on Aging help with senior enrollment and with produce distributions throughout the season. Many seniors also build close relationships with the farmers who feed them. One participating senior wrote, "When I arrived, the farmer dropped whatever she was doing and came to assist me. She was extremely friendly and helpful, even offering to go to the field to pick something that was not on the counter."

Significant funding for Senior FarmShare comes from the state, through the Office of Elder Affairs. This funding was cut in half in the first round of state budget cuts last fall, and we are now working with farmers and senior centers to determine how to offer farm shares to the greatest possible number of seniors given our reduced budget.

Our farm and social service agency partners are essential to making this program work, and we're particularly grateful for their help this winter as we work to maintain the program with a more limited budget. More information about CISA's [Senior FarmShare program](#) can be found on our website.

Mary M. Greendale

Freelancer and Grant Writer

Holliston, MA. 01746

508-429-2813

"A committee should consist of three (men), two of whom are absent."

Sir Herbert Beerbohm Tree