MCOA Fall Conference

October 19-21, 2022

Sea Crest Hotel

Massachusetts Councils On Aging

SCHEDULE

Wednesday Activities

8:00am	to	5:00pm	Registration & Resolution Desk
10:15am	to	6:30pm	Exhibitors Hall
7:30am	to	9:00am	Breakfast – Ocean View Dining Room
9:00am	to	10:15am	Welcome and Keynote
10:15am	to	10:45am	Break – Nauset Exhibitor Hall
10:45am	to	12:00pm	Workshop Session I
12:00pm	to	1:00pm	Luncheon – Ocean View Dining Room
1:15pm	to	2:30pm	Workshop Session II
2:45pm	to	3:45pm	Workshop Session III
3:45pm	to	4:15pm	Break – Nauset Exhibitor Hall
4:15pm	to	5:15pm	Workshop Session IV
5:30pm	to	6:30pm	Vendor Reception – Nauset Exhibitor Hall
6:30pm	to	8:30pm	Dinner

Thursday Activities

7:00am	to	8:00am	Wellness Wake-up
8:00am	to	5:00pm	Registration & Resolution Desk
8:00am	to	5:00pm	Exhibitors Hall
7:30am	to	9:00am	Breakfast – Ocean View Dining Room
8:00am	to	8:45am	Morning Plenary
9:00am	to	10:15am	Workshop Session I
10:15am	to	10:45am	Break – Nauset Exhibitor Hall
10:45am	to	12:00pm	Workshop Session II
12:00pm	to	1:00pm	Luncheon – Ocean View Dining Room
1:00pm	to	2:30pm	Plenary Session
2:45pm	to	3:45pm	Workshop Session III
3:45pm	to	4:15pm	Break – Nauset Exhibitor Hall
4:15pm	to	5:15pm	Workshop Session IV
5:30pm	to	8:30pm	Reception

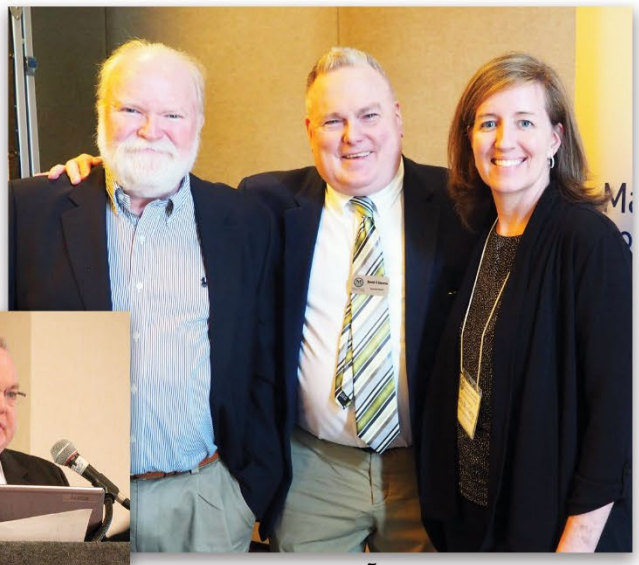
Friday Activities

8:00am	to	10:00am	Registration
7:30am	to	9:00am	Breakfast – Ocean View Dining Room
9:00am	to	10:15am	Workshop Session I
10:30am	to	11:45am	Workshop Session II
12:00pm	to	1:30pm	President's Buffet Lunch: Conference Adjournment

David P. Stevens

1954-2022

colleague



mentor

leader

friend

advocate

Remembering Dave with heartfelt gratitude and celebrating his life and the way he embodied the values of MCOA: collaboration, advocacy and education

"Where Do We Grow From Here"

MCOA Fall Conference: October 19-21, 2022

Dear Participant:

The Massachusetts Association of Council on Aging & Senior Center Directors is incredibly pleased to welcome you to our annual fall conference, this year in-person at the Sea Crest Beach Hotel in North Falmouth, MA.

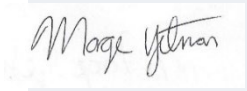
This 3-day event is jointly offered with the Commonwealth of Massachusetts; represented here by the Executive Office of Health and Human Services, the Executive Office of Elder Affairs, the MA Department of Public Health, the MA Commission for the Blind, the MA Commission for the Deaf and Hard of Hearing, the Department of Transitional Assistance, the MA Department of Mental Health, the Registry of Motor Vehicles, and the MA Office of Consumer Affairs and Business Regulation. The partnerships we have forged together over many years have made our Commonwealth a better place to age.
After two and a half years of virtual gatherings and meetings, being able to now gather, talk, reconnect, reenergize , realign for the future, and spend time with one another in-person is truly something to celebrate!

Since our last in-person conference, we have all experienced and undergone a tremendous amount of transition. While those transitions forced us to let go of the familiar and face an uncertain future, forcing us to adjust; every Council on Aging transformed and adapted in ways we may never have thought possible, in order to respond to the constantly shifting environment. The consistent dedication and commitment of Councils on Aging and Senior Centers to older adults across the Commonwealth was significantly strengthened over the last two and a half years, and we applaud you for all that you have achieved.

This year, we also experienced the profound loss of our longtime Executive Director, mentor and friend, David P. Stevens. David was an amazing leader and advocate over his 28-year tenure at MCOA, which led to the abundance of accomplishments he achieved on behalf of Councils on Aging and older adults in the Commonwealth of Massachusetts. His work will serve the COA network for decades to come. We are fortunate that he dedicated the last few months of his life to overseeing the development of MCOA's new Strategic Plan which will be presented at this conference.

The ingenuity of this network has, and will always continue to create solutions to the many challenges in the field. That is why this year's planning committee chose *"Where do We Grow From Here?"* as the theme. The conference contains Best Practices, Cutting Edge Programs, and Innovative Ideas from across the network, all of which reflect the perseverance and dedication of our local COAs to provide the best services and programs, even in the constantly shifting environment of these uncertain times.
This conference is an opportunity to join in helping shape the future, learn of new initiatives and their impacts as well as programs that have a proven track record.

Please enjoy this experience as you reconnect, network with your peers, and reenergize!



Marge Yetman
MCOA President
and Director of the Burlington COA

Elizabeth Connell
MCOA's Interim Executive Director

Kathleen Bowler
Director of Member Services

Welcome to the Conference!

Conference Highlights: "Where Do We *Grow* From Here?" we offer:

Workshops: Ranging from Branding to Senior Center Design and Construction, the workshops this year cover a broad range of topics reflecting the breadth of programs and services offered by Councils on Aging. We are also highlighting a series of Innovative Practices throughout the conference. The workshops give participants the opportunity to develop skills and learn about new program/service opportunities.

Plenaries: The three plenaries scheduled offer unique insights into where we are as elder service providers. On Wednesday morning, prepare to be inspired! Adam Sutton will kick off our conference with his keynote *"Living, Loving and Leaning: Together we Grow!"* On Thursday morning, Dr. Andrew Budson and Dr. Molly Perdue will be discussing with moderator Marge Yetman *"Both Sides of the Dementia Equation: Risk Reduction and Support Services, What Can We Do Now?"* On Thursday afternoon, Greetings will be given by Executive Office of Elder Affairs Secretary Elizabeth Chen and Office of Consumer Affairs and Business Regulation Undersecretary John Chapman. And, as the culmination of a nearly year long, membership driven process. MCOA will unveil the final version of the MCOA Strategic Plan.

Evening Events: On Wednesday, MCOA hosts a dinner honoring and remembering our late Executive Director, David P. Stevens. Prior to dinner, there will be a reception for all attendees in the Nauset Exhibit Hall to meet our sponsors and vendors. On Thursday, join us for a casual networking reception to give attendees an opportunity to reconnect with old friends and make new ones.

Taking Care of Yourself: On Thursday, start your day poolside with our own Tara Hammes. Maintaining functional movement is essential to healthy aging as is moving throughout the day on a daily basis! Reconnect to your inner child as you jumpstart the day with some playful movement in a small group. Bring an open mind, and positive (silly) attitude while wearing comfortable, if not stylish, workout attire. You may bust out your best (or only) singing voice and belly laughs.
Disclaimer: You will move. You will laugh. Tara will lead the way.

In addition, MCOA will also offer:

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

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

Support and Gratitude: The content of this three-day conference "Where Do We Grow *From* Here?" is truly outstanding. We are grateful to the Massachusetts Executive Office of Health and Human Services and in particular the Executive Office of Elder Affairs and Secretary Elizabeth Chen for support.

Attendees should also note the generosity of our sponsors, who help offset the cost of this conference. This year our sponsors include: the Executive Office of Elder Affairs, McLean Hospital, AARP Massachusetts, Blue Cross Blue Shield of Massachusetts, *my***senior**center, Senior Living Residences, LPI, and Maplewoods. In addition, there will be many other exhibitors and non-profit vendors in attendance. MCOA encourages everyone to explore, linger and make connections in the Nauset Exhibit Hall — **each day there will be different vendors onsite**.

More Thank You's: MCOA wants to single out Adam Frank and Carole Malone from EOEA for their tireless efforts on behalf of COAs throughout our Commonwealth who have also contributed to make this event a success. In addition, we want to thank members of the Workshop Committee who reviewed over 100 proposals: Chair Terri Marciello, with Carole Malone, Adam Frank, Leslie Hennessey, Susan Curtin, Mignonne Murray, Bethany Loveless, Josie Dutil, Haley Wood, Leslie Wong, Michelle Bratti, Jodi Zepke, Kelly Burke, Susan Carp, Patty Sullivan, Kathy Bowler, Lynn Wolf, Becky Moriarty, and Maureen O'Leary. We are grateful to Jill Bishop and Maryann Ryan for recruiting volunteers locally as well as the many registrants who have stepped forward to serve as Room Monitors. We are also appreciative of Judy Ramirez who assisted with the Nursing CEUs; and our conference chair Jodi Zepke along with Past President Becky Moriarty for holding all this together.

Additionally, recognition is due to the extraordinary efforts and flexibility of MCOA's staff: Shari Cox, Lynn Wolf, Kathy Bowler, Elizabeth Connell, Patty Sullivan, Susan Carp, Kelly Burke, Tara Hammes, Tom Gagnon, and Alan Dorman along with our "honorary" staff person, Maureen O'Leary. Their hard work and dedication is appreciated. Inviting more than 600 of your closest friends for a three-day event can be a roller coaster. As you pass any of these individuals at this event, give them a hug and say thanks for a job well done.

MCOA hopes you enjoy this extraordinary event. There will be a time to learn, to find resources, and to make connections; but let us not forget that, as a trade association, we should not only be about advocacy and training, but we should also be about support and friendship. Reach out to your peers to vent and to listen. Enjoy this three-day conference: take in some workshops, take time to relax, and connect with old friends and new.

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

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary, Executive Office of Health and Human Services

ELIZABETH C. CHEN, PhD, MBA, MPH
Secretary

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October 2022

Dear Colleagues,

As you gather for MCOA's Fall Conference, I hope you take a moment to reflect on the contributions each and every one of you made to help older people live and thrive in the communities of their choice. Thank you for all you do for our communities of older adults and their caregivers.

Councils on Aging represent a very important local access point. You provide a physical *and* a virtual center. You are the local trusted source for advice and services. You build community by making sure people are gathering for social, physical, and intellectual engagement. Senior and community centers are once again filled with activity, whether people are attending in-person or remotely. Thank you for bringing this vibrancy back!

Today, over 200 communities are engaged in age- and dementia-friendly initiatives, and 98 communities signed the Dementia Friendly Massachusetts Pledge. From one end of the Commonwealth to the other, and in communities large and small, this work continues and indeed makes *Massachusetts a great place to grow up and to grow old together!*

Thank you for all you do to serve older adults and their caregivers.

With gratitude,

Elizabeth C. Chen, PhD, MBA, MPH
***Secretary**, Executive Office of Elder Affairs*

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

Margı ımissioner
Massachusetts Department of Public Health

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary

MONICA BHAREL, MD, MPH
Commissioner

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

Dear Colleagues:
On behalf of the Department of Public Health, welcome to the 2022 Massachusetts Councils on Aging (MCOA) annual conference.

As we know too well, the COVID-19 pandemic has had a devastating impact on older adults' physical and mental health. The services provided by Councils on Aging in cities and towns across Massachusetts during this time have been invaluable and DPH, through our Office of Local and Regional Health, was pleased to work with MCOA on multiple occasions to answer questions, share information, and provide guidance regarding best practices for COVID prevention and mitigation. Since very early in the pandemic, DPH has worked to bring COVID-19 testing and vaccination clinics to nursing homes, rest homes, and assisted living residences, and we now work to ensure that residents have access to critical therapeutics to prevent severe disease.

DPH continues to address the quality of life and quality of care for residents living in nursing homes and rest homes. Working with many partners, the Department has developed a multi-faceted dementia care training program, providing training to both licensed and non-licensed staff in 47 nursing homes. Annual meetings offer a forum for feedback from many sources to ensure it is as effective as possible.

This year we were all saddened by the passing of your longtime executive director David Stevens who was a wonderful partner to DPH and who served as an advisory committee member of the MA Community Health and Healthy Aging Funds. We are grateful for MCOA's continued participation in this effort as these important funds, supported through our Determination of Need program, will be making investments for years to come, providing support to older adults in communities across the state.

Your organization can always count on DPH as partner in your efforts promote the health and well-being of older adults in the Commonwealth, so do not hesitate to call upon us.
We wish you a productive and enriching discussion at this year's conference.

Sincerely,

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

COMMONWEALTH OF MASSACHUSETTS
Office of Consumer Affairs and Business Regulation
501 Boylston Street, Suite 5100, Boston, MA 02116
(617) 973-8700 FAX (617) 973-8799
www.mass.gov/consumer

MIKE KENNEALY
SECRETARY OF HOUSING AND ECONOMIC DEVELOPMENT

EDWARD A. PALLESCHI
UNDERSECRETARY

Dear Colleagues,

After two years of gathering virtually, I am thrilled to welcome you all back in person to the annual MCOA Conference. The Councils on Aging throughout the Commonwealth and the Massachusetts Association of Councils on Aging are integral to the lives of older adults living in Massachusetts. The MCOA's mission to educate, empower and advocate for professionals who work with older adults closely aligns with the Office of Consumer Affairs and Business Regulation's (OCABR) mission and values.

OCABR is dedicated to protecting and empowering consumers throughout the Commonwealth through outreach, advocacy, and education. Our office ensures a fair playing field for the Massachusetts businesses that our five agencies regulate: The Division of Banks, Division of Insurance, Division of Occupational Licensure, Division of Standards, and the Department of Telecommunications and Cable. Each agency has a Consumer Services Unit dedicated to answering questions and resolving complaints from Massachusetts citizens. Every year, we reach hundreds of seniors through dedicated outreach and give presentations on a wide range of topics, such as elder financial abuse, identifying scams, shopping rights, identity theft, and personal finances.

Through continued collaboration with MCOA, we can improve our efforts to educate older consumers on how to protect themselves, their families, finances, and personal information. OCABR is proud to partner with MCOA in this effort!

Additionally, we all have a responsibility to protect our loved ones, especially our seniors who are often the targets of fraud and abuse. If you find yourself or a loved one facing a consumer issue or scam, OCABR is always available to help. Contact our Consumer Hotline Monday through Friday from 9:00 am until 4:30 pm at 617- 973-8787, or visit us online at www.mass.gov/consumer - where you can also sign up for our newsletter which is filled with valuable tips and fraud alerts.

Finally, I want to acknowledge the passing of my good friend, David P. Stevens, who served as Executive Director of MCOA for 28 years. He was a tireless advocate for seniors and his presence is missed. His legacy, though, lives on through those of us who are gathered here, dedicated to supporting older adults in the Commonwealth.

Enjoy the conference, and remember an informed consumer is an empowered consumer.

Sincerely,

Edward A. Palleschi

Edward A. Palleschi, Undersecretary
Office of Consumer Affairs & Business Regulation

The Commonwealth of Massachusetts
Massachusetts Commission for the Blind
600 Washington Street Boston, MA 02111

Charles D. Baker
Governor

Karyn Polito
Lieutenant

Marylou Sudders
Secretary

David D'Arcangelo
Commissioner

October 19, 2022

Dear Colleagues,

On behalf of the entire Massachusetts Commission for the Blind (MCB) team, we are pleased to partner with and support the 2022 Massachusetts Association of Councils on Aging (MCOA) Conference. MCB's mission is to provide the highest quality rehabilitation and social services leading to independence and full community participation for those registered as legally blind. Some of our services include case management, orientation and mobility, rehabilitation teaching, as well as provision of low vision evaluation and devices. The primary goal of MCB's services is to assist individuals who are blind to live as independently as possible in the community. Forming partnerships with organizations like the MCOA allows us to achieve our mission. We look forward to sharing our resources both at this conference and in the years to come.

MCB would like to thank the MCOA for providing a grant which afforded the opportunity for regional Assistive Technology (AT) training centers in Brookline, Worcester, Franklin and Natick. These AT centers, which are free community resources, enable a person who is visually impaired to read printed matter, use a computer for composing and storing personal documents, use email or texting for correspondence, and use the internet to access information and services. MCB continues to add new Low Vision Support Groups at MCOA locations where they are needed, including at the Norwell Senior Center and Kit Clark Senior Center in Dorchester, to name a couple.

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

Thank you for the opportunity to be part of the largest conference of Elder Care professionals in Massachusetts.

David D'Arcangelo

Commissioner

Charles D. Baker
Governor

Karyn E. Polito
Lieutenant Governor

Marylou Sudders
Secretary

Dr. Opeoluwa S. Sotonwa
Commissioner

The Commonwealth of Massachusetts
Executive Office of Health and Human Services

Massachusetts Commission for the Deaf and Hard of Hearing

http://www.mass.gov/mcdhh

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Boston, MA 02111

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(617) 326-7546 VP
(617) 740-1700 TTY
(800) 882-1155 Voice
(800) 530-7570 TTY
(617) 740-1810 Fax

October 19, 2022

Dear Colleagues,

On behalf of the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), we are pleased to welcome you to the 2022 Massachusetts Association of Councils on Aging (MCOA) conference.

MCDHH was established by Chapter 716 of the Acts of 1985, which amended Massachusetts General Laws, Chapter 6 § 191-97, as a Commonwealth agency housed under the Executive Office of Health and Human Services. MCDHH is responsible for providing communication access throughout Massachusetts. MCDHH provides American Sign Language (ASL)/spoken English interpreter, Deaf interpreter, Oral Transliterator and Computer Assisted Real-time Transcription (CART) referral services – including 24/7 standby referral for press conferences, referral for court and legal proceedings, and referral for emergencies, as well as ASL/spoken English and Deaf interpreter trainings, mentorship and quality assurance, communication access trainings, and technical assistance.

Additionally, MCDHH provides case management and independent living services. MCDHH partners with sister agencies and community entities to increase accessibility and improve the quality of existing and new services throughout the Commonwealth to individuals who are Deaf and hard of hearing. MCDHH has been providing service for 35 years throughout the Commonwealth. Our staff provides the Commonwealth with the resources it needs to serve Deaf, hard of hearing, and late-deafened individuals in an extensive range of human services, healthcare, safety, legal, education, and economic settings, and to provide the accommodations that are required under the Americans with Disabilities Act and Section 504 of Rehabilitation Act of 1973. Attendees should feel free to reach out to our case management team to learn more about our independent living services and our Deaf and Hard of Hearing Independent Living Services (DHILS) community partners throughout the Commonwealth. Any D/deaf, late-deafened, or hard of hearing person over the age of 18 is eligible for DHILS services. For more information on the Commonwealth DHILS, please visit Microsoft Word - DHILS Fact Sheet draft Updated 8-27-21 (002) (mass.gov).

We want to ensure MCOA conference attendees are also aware of our Communication Access, Training, and Technology Services (CATTS) department. MCDHH's Assistive Technology Training Specialists are available to share resources and strategies for those new to the hearing loss community or seeking additional support. Please visit Communication Access, Training and Technology Services (CATTS) | Mass.gov for more information on our services. Our Specialists can help you evaluate your home to make optimum use of technology and communication strategies for living independently and well while managing hearing loss.

Hearing loss has become one of the most prevalent and disruptive disabilities to affect the global population. The National Institute on Deafness and Other Communication Disorders (NIDCD) tells us that "approximately one in three people between the ages of 65 and 74 has a hearing loss, and nearly half of those older than 75 have difficulty hearing." *In our work with community members and service providers throughout the Commonwealth, we are acutely aware that while hearing loss affects everyone, it is tough among older people who are already at risk from social isolation and cognitive decline.*

From all of us at MCDHH, welcome to the MCOA Fall Conference – we hope it is filled with vital connections and invaluable resources.

Very sincerely,

Dr. Opeoluwa Sotonwa
Commissioner

Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

MARY SHEEHAN
Acting Commissioner

October 19, 2022

Colleagues:

The Department of Transitional Assistance (DTA) values our continued partnership with the Massachusetts Councils on Aging (MCOA) to provide support to our older adult population regarding food security. As of October 1, 2022, the agency will be expanding to 29 Councils on Aging/Senior Centers working with us as SNAP outreach partners.

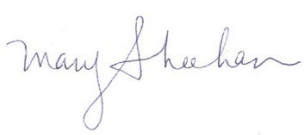
Thanks to our partnerships with MCOA, the American Association of Retired Persons (AARP), the Executive Office of Elder Affairs (EOEA), Massachusetts Law Reform Institute (MLRI) and MassHealth, our past initiatives allowed us to provide: SNAP trainings for the Aging Service Access Providers, outreach to SNAP clients who have high benefit balances, and the ability to reduce the discrepancy between individuals receiving MassHealth and SNAP, commonly referred to as the "SNAP Gap". Further, DTA has secured federal approval to operate the Elder Simplified Application Project which includes a simplified Supplemental Nutrition Assistance Program (SNAP) application for older adults, and an extended uninterrupted certification period of three years.

As of May 2022, 21% of our caseload (217,342 individuals) are older adults. Our Senior Assistance Office continues to support these adults 60+ with claiming medical expenses and referring them to other available community resources.

DTA recently launched two new initiatives that will greatly streamline access to SNAP for older adults, promoting food security and saving households time and money. One of these includes receiving federal approval to update our Standard Medical Deduction waiver. The Department requested and received approval to allow older adults and/or clients with disabilities to self-declare medical expenses within the standard medical deduction range which may result in a higher SNAP benefit amount. This flexibility will allow clients to access the standard medical deduction without the burden of collecting multiple receipts and documents, while also maximizing the household's SNAP benefits.

Secondly, the Administration launched in July a common application for MassHealth and SNAP benefits. Residents can now apply for SNAP online when applying for or renewing their MassHealth benefits. Through this option, when members opt in through the application or renewal process, MassHealth will securely transmit applicant information to DTA to initiate a resident's SNAP application. DTA will then reach out to the individual to capture any additional required information needed to complete the SNAP application. This option will improve customer experience by streamlining the process to apply for SNAP benefits while residents are already submitting information needed to determine their healthcare eligibility benefits.
None of our past or current progress to expand dignified, accessible, and inclusive participation in SNAP for older adults would be possible without collaborations with our partners, particularly those at MCOA. Best wishes to all those participating in the conference and thank you to the partners who have worked with us along the way to better support our older adult population.

With appreciation,



Mary Sheehan
Acting Commissioner

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

October 2022

Dear MCOA Colleagues:

We are pleased to welcome you to the 2022 Massachusetts Councils on Aging (MCOA) Fall Conference.

MCOA is excited to offer the Fall Conference in person this year! MCOA has been the voice for the Councils on Aging in our Commonwealth to ensure that they receive the necessary funding to support seniors. Today we are here to celebrate those efforts as we continue down the road of collaboration, education and advocacy to best meet the needs in our communities.

On behalf of **Massachusetts Municipal Association Human Services (MMAHSC),** the human services affiliate of the Massachusetts Municipal Association -- I invite you to join us by becoming a member. Our partnership with MCOA continues to grow; our members always welcome the opportunity to co-sponsor events designed to help Councils on Aging and municipal human services staff receive opportunities for education and networking. Please visit the Massachusetts Municipal Association website to learn more about us and membership opportunities.

Thanks to MCOA President, Marge McDonald and the MCOA staff as they carry on the legacy of David P. Stevens. May his dedication and commitment to the Councils on Aging live on through all of you each and every day.

Sincerely,

Laura Ducharme
MMAHSC President

3 Center Square Plaza STE 610, Boston, MA 02111 (617) 426-7272

Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Jamey Tesler, Secretary & CEO

massDOT
Massachusetts Department of Transportation

October 19, 2022

Dear Colleagues,

On behalf of the Baker-Polito Administration, the Massachusetts Department of Transportation (MassDOT) and the Massachusetts Registry of Motor Vehicles (RMV), I am proud to offer greetings to you as you convene in Falmouth for the 2022 Massachusetts Association of Councils on Aging Annual Conference.

We appreciate the dedication you bring daily to your professional lives as you support MCOA's mission to educate and empower professionals who work with seniors.

The COA assistance helps our older adults have a healthier lifestyle – in part giving guidance with tasks such as renewing a motor vehicle registration, learning how to take advantage of reduced fares on public transportation, applying for a Disability Placard, and numerous other transactions. We appreciate all the work you do to help our seniors with their mobility challenges. And I encourage you to contact the Registry or other state agencies if you have questions about anything, from vision tests for driving licenses or about REAL ID-compliant credentials. We are here to help and we are honored to play an instrumental role in the health and wellness of older adults.

And as this conference is held, I know the absence is felt of former Director Dave Stevens. His leadership during the two-year pandemic and for dozens of years, strengthened the partnerships of the COA with state agencies, non-profit groups and local community and civic organizations. We honor Dave's legacy by carrying on his good works and continuing to learn more to help our older citizens.

We wish you well as you come together to attend workshops and share best practices at this conference.

Sincerely,

Jamey Tesler

Jamey Tesler
Secretary and CEO
MassDOT

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Tel: 857-368-4636, TTY: 857-368-0655
www.mass.gov/massdot

LGBTQIA+ AGING PROJECT
A PROGRAM OF THE FENWAY INSTITUTE

October 2022

Dear Friends,

The LGBTQIA+ Aging Project is so pleased that you and your colleagues will be able to reconnect in person at the 2022 MCOA Conference!

We continue to work with many Councils on Aging and Senior Centers and see your successful efforts in training your staff and creating programming and outreach efforts that are inclusive of lesbian, gay, bisexual, transgender, and queer/questioning older adults and caregivers. We hope the conference inspires you to continue what are doing well and offers new possibilities to expand the work you do.

We know that you will be honoring our dear friend David Stevens, who was the heart and soul of MCOA for so many years. He was also a tremendous champion for LGBTQIA+ older adults and caregivers and represented MCOA on the MA Special Legislative Commission on LGBTQ Aging. He leaves us a tremendous legacy, and we can carry that forward by passionately advocating for older adults and working together with the warmth he showed us all.

Cheers,

Lisa Krinsky

Lisa Krinsky, MSW,LICSW
Director, LGBTQIA+ Aging Project

Welcome to The 2022 Massachusetts Council On Aging Conference!

Dear Colleagues,

On behalf of McLean Hospital, we are delighted to join the MCOA conference in person for the first time in almost three years. While our collaborative work has never been more important in our communities, we continue to be inspired by the older adults, their families and individuals that provide compassionate care throughout Massachusetts. Our mission at McLean is simple, perpetual and integral for older adults: To provide exceptional assessment, care and treatment along with innovative research so that the older adult members of our Massachusetts communities continue to lead vibrant, fulfilling and purposeful lives.

While McLean takes great pride in being ranked as the #1 psychiatry service in the country by US News & World Report, our mission is tethered to serving communities by providing compassionate, specialized and effective clinical care in partnership with those whom we serve, conducting state-of-the-art scientific investigation to maximize discovery and accelerate translation of findings towards achieving prevention and cures and training the next generation of leaders in the care of older adults. Come talk to us about your work and learn how McLean provides assessment, clinical groups, family support and innovative research to inform our evidence-based, innovative clinical care.

We hope you enjoy this year's MCOA conference and continue to be in touch with colleagues throughout the year. To learn more about McLean's services for older adults, please visit https://www.mcleanhospital.org/treatment/older-adult and to view the services and groundbreaking work at McLean's Technology and Aging Lab, please visit http://www.geropsychtech.org.

With appreciation,

Brent P. Forester MD, MSc.
Chief, Division of Geriatric Psychiatry,
McLean Hospital
Associate Professor of Psychiatry,
Harvard Medical School

Ipsit V. Vihia, MD
Association Chief of Geriatric Psychiatry
Director of Digital Psychiatry Translation
Director, Technology and Aging Lab
McLean Hospital

AARP Massachusetts

One Beacon Street 2301 | Boston, MA 02108
866.448.3621
aarp.org/ma | ma@aarp.org | twitter: @aarpma
facebook.com/aarpma

Dear MCOA Conference Attendees,

AARP Massachusetts welcomes you to the 2022 MCOA Annual Fall Conference. We are a proud sponsor and look forward to continuing our collaborative work with you to support the 50+ population in Massachusetts.

It's great to be back in person here in Falmouth. With just a bit of trepidation, we are leaving our screens behind; no buttons to mute, no backgrounds to blur, less virtual, more reality. The 2022 MCOA Annual Fall Conference gives us all the chance to reconnect and explore what we've learned. These pandemic years have been challenging times. Like so many at the conference, AARP-Massachusetts has been proud to adapt; providing information to our members, offering health and financial security programs and advocating for the 50+.

Change is coming in Massachusetts. The Commonwealth will elect a new governor shortly. Americans 50+ are our nation's most powerful voters – and they will be the deciders in the 2022 elections. AARP advocates for our members on critical priorities, such as strengthening Social Security, protecting seniors' access to their doctors and ensuring all Americans have independence and choices as they choose. There are new voting laws in Massachusetts you can learn how, when and here you can vote at www.aarp.org/mavotes.

As excited as we are for the conference to begin, AARP-Massachusetts is saddened by the passing of MCOA's longtime executive director David Stevens. We pay tribute to David's 30 years of service to the organization and to the countless lives he touched. He will be missed here at the conference.

The conference theme, "Where Do We Grow from Here" is fitting for this time and place. As we move forward and reengage there is lots to share and plenty to learn as we work to improve the lives of our friends and neighbors as they age; something AARP has fought for since its founding in 1958.

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

Sincerely,

Sandra Harris
State President, AARP Massachusetts

Michael E. Festa
State Director, AARP Massachusetts

MASSACHUSETTS

101 Huntington Avenue
Suite 1300
Boston, MA 02199-7611
bluecrossma.org

September 2022

Dear Friends,

Welcome to the 2022 Massachusetts Councils on Aging Fall Conference. We're excited to be together again in person, after having gathered remotely for the last two years because of the COVID-19 pandemic. Perhaps this year's theme "Where do we grow from here?" reminds you of your key role in reimagining how we approach health care today. Your skills, experience, and expertise continue to be invaluable as we apply lessons learned from the public health crisis, and look forward to days ahead.

As we think about the future, we also want to thank our partners at the Massachusetts Councils on Aging (MCOA) for their ongoing dedication to bettering the lives of older Massachusetts residents. We'd especially like to honor the legacy of the late David P. Stevens, MCOA's longtime executive director who passed away earlier this year. Many of you know that David exemplified the MCOA's spirit of service and caring. We'll remember how David always lifted others up.

At Blue Cross, we share David's and the MCOA's commitment to acting as an ally to the most vulnerable among us. Like you, we're continually innovating so that—together—we can help Massachusetts residents of all ages realize their most purposeful, vibrant lives. On behalf of Blue Cross Blue Shield of Massachusetts, I hope this year's conference leaves you energized and inspired.

Sincerely,

Debra J. Williams
Chief Sales and Marketing Officer

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ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).

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001792281 (9/22)

Point32Health Foundation
1 Wellness Way
Canton, MA 02021
point32healthfoundation.org

Harvard Pilgrim Health Care | TUFTS Health Plan

Point32Health Foundation

Dear Friends -

It is so great to be back together. We've all reflected on what it means to be disconnected, now it is our time to reconnect in community, to learn from colleagues and the people we serve.

This time away—missing the people we have lost, remembering the lessons we've learned—will make our time together so much more meaningful. Now that we're here, let's immerse ourselves and enjoy this special community we share.

We all keenly feel David Stevens' absence. Still, David would have wanted us to carry on his example, engage authentically and fully, listen graciously, and make others feel welcome, all with a smile.

This conference is an opportunity to grow and learn together. By embracing the spirit of collaboration, we will find new ways to help older people lead healthy, purposeful lives no matter where they live in the Commonwealth.

Thank you for all you do to make that happen.

Enjoy!

Nora Moreno Cargie

President, Point32Health Foundation

Vice President, Corporate Citizenship, Point32Health

October 19, 2022

Dear Colleagues,

I'm sure all of us at the MCOA Conference can agree that the ability and desire for learning, purpose and personal growth do not diminish with age. Whether we are working with a senior, talking to a family, presenting to the public, or training an employee, there is an opportunity to learn, to teach and to be enriched.

Senior Living Residences has been a leader in providing innovative independent, assisted living, and memory support for New England seniors since 1990. We are also known in the industry as the "Right Values" company, with 5 core principles that guide us in everything we do. Today, I want to focus on our value of Discovery.

We consider it our responsibility to educate our residents and their families, eldercare professionals and the general public on issues related to aging and wellness for seniors and their caregivers. It is this value that drives our approach to outreach, communication, professional development and innovative program creation, and has empowered us to bring the following initiatives to the MCOA Conference in the past:

- *Dementia Friendly Communities*, a multi-model, three part public education campaign to help people recognize the signs of memory loss and to combat the stigma of dementia so we may all better respond, communicate, engage and support those around us living with dementia.
- *Recognizing & Responding to Bullying Among Seniors,* a workshop that explores the psycho-social aspects of bullying with an in-depth look at how and why seniors bully other seniors, along with ways to respond effectively to senior-to-senior bullying situations and practice constructive, thoughtful de-escalation techniques.

We offer many of our educational and training materials for free on our website, www.SeniorLivingResidences.com, with the hope that you will download them, get inspired by them and help us create a more welcoming world for those living with dementia. We are excited to be working on a NEW public and professional education campaign centered around promoting seniors' mental health, especially for residents in Assisted Living communities. We plan to offer this course for free to anyone who attends our multimodal in-person or virtual training offerings. We hope for the chance to connect with you!

Tadd Clelland
President & CEO, Senior Living Residences

Good grief, it's been a long time. The MCOA team did an outstanding job helping us feel connected during the virtual years, but now it's time to once again learn and network together, in the same place. It won't be the same without our dear friend David, but his legacy will be with us not only in this conference, but within all of us and everything we strive to do.

This week, we're honored to be with you and excited to hear about all the amazing things you've accomplished in the past year. We've been working on cool things, too, and look forward to showing you.

On Thursday at 4:15 (Session T4-1), we'll be presenting a session called ***MySeniorCenter: Transportation Reimagined*** where we'll demonstrate a new dispatch, routing, and reporting system. It's different than anything you've ever seen or used for transportation management, and we can't wait to show you.

On Friday we're doing two in-depth training sessions. The first one (F1-1) is ***MySeniorCenter 101*** and will help you ***Master the Basics.*** After a short break, we'll go into (F2-1) ***MySeniorCenter Advanced: Become a Power User.*** You're welcome to attend either or both. We'll unveil some surprises during the sessions and guarantee that you'll have fun.

We'll also be available in the exhibit area on Wednesday and Thursday. Stop by if you have a few minutes.

Together!

-MySeniorCenter

MAPLEWOOD
Senior Living

September 27, 2022

Dear Colleagues:

Welcome to the 2022 Massachusetts Councils on Aging (MCOA) conference.

As these past few years have severely impacted human health in unthinkable ways, especially for the older generations, our commitment to helping each resident achieve their personal vision of the good life through every stage of the aging process, is stronger than ever. We prioritize the well-being of our residents, by not only equipping our professionals with the adequate tools that they need to serve older adults; but also by continuously expanding and evolving our amenities, services, and care to ensure the highest level of care and lifestyle are delivered.

With a renowned reputation and unrivaled services and amenities, Maplewood Senior Living communities offer residents an exceptional lifestyle. From a dedicated, highly trained team of associates to social and cultural events, 24/7 on-site licensed nurses, and gourmet, seasonally inspired dining, our Assisted Living and Memory Care communities have everything older adults need to live the life that they deserve.

Maplewood Senior Living is Cape Cod's largest provider of senior services offering independent living, assisted living, skilled nursing, and rehabilitation. These communities also are Continuing Care Retirement Community (CCRC) that offers Independent Living along with Assisted Living and Memory Care, but also has Skilled Nursing and Short-Term Rehabilitation services.

Thank you for the opportunity to be a part of this year's conference and we wish you a rewarding and enlightening experience.

Sincerely,

Donna Todd Rivers
Director Business Development
Maplewood Senior Living

Wednesday Activities: October 19th

8:00am	to	5:00pm	Registration & Resolution Desk
10:15am	to	6:30pm	Exhibitors Hall
7:30am	to	9:00am	Continental Breakfast – Nauset Exhibitor Hall
9:00am	to	10:15am	Welcome and Keynote
10:15am	to	10:45am	Break – Nauset Exhibitor Hall
10:45am	to	12:00pm	Workshop Session I
12:00pm	to	1:00pm	Luncheon – Ocean View Dining Room
1:15pm	to	2:30pm	Workshop Session II
2:45pm	to	3:45pm	Workshop Session III
3:45pm	to	4:15pm	Break – Nauset Exhibitor Hall
4:15pm	to	5:15pm	Workshop Session IV
5:30pm	to	6:30pm	Vendor Reception – Nauset Exhibitor Hall
6:30pm	to	8:30pm	Dinner

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Welcome and Keynote: 9:00-10:15 in the Ballroom

sponsored by

SLR SENIOR LIVING RESIDENCES
The Right Values

Living, Loving and Leaning: *Together We Grow*!

We all can agree that the last couple of years have brought more disruption and change to our lives and our work than ever before, and the MCOA is definitely no exception. With much changing and challenging us, and with so much of it out of our control, many of us have retreated into ourselves, engaging less with colleagues, looking just to make it through the day while still serving as best we can. It's been hard, there has been much loss and may lessons learned, as well. We need a break, and even more than that, we need each other, more than ever.

To remind yourself just how incredible and truly essential you and your work still are, join your MCOA colleagues and friends for an inspirational and uplifting keynote kickoff with Adam Sutton, speaker, singer, coach and workplace wellbeing expert. Adam will share stories and song about healing and hope, and about just what it takes to come through the sometimes dark and scary forest together, into the sunlit meadow of possibility and potential beyond. Come to remember what you already know about how to stand tall in the forest of life and work, leaning into others when you need to, trusting that have and are enough, already. Leave renewed and ready for an enriching and empowering conference experience, growing and learning together, ready for the good already unfolding along the forest trail.

Adam Sutton is a dynamic inspirational speaker, executive coach and corporate trainer who has been helping individuals and organizations be their very best for more than 25 years. Working with clients in academia, health care and the corporate sector including Harvard and MIT, Brigham and Women's Hospital, Joslin Diabetes Center and companies such as GE and Blue Wave Solar, Adam is known for bringing a down-to-earth, accessible and fun approach to creating and maintaining happier workplaces.

Adam has worked extensively in the field of human development and organizational effectiveness and brings expertise and passion to all of his teachings, specifically in the areas of team-building, leadership development, career alignment and human potential and motivation. Adam has extensive training and experience in mindfulness practices, transformational mediation, personality-type theory, career coaching and interfaith spiritual direction., personality-type theory, career coaching and interfaith spiritual direction.

BREAK
Nauset Exhibit Hall
10:15-10:45

Wednesday, October 19

Workshop Session I
10:45-12:00

W1-1 What's In a Name: Introduction to the Massachusetts Long Term Care Ombudsman Program **Highland**

This program is an overview of the Long Term Care Ombudsman Program, which provides advocacy to people living in nursing homes, rest homes, and assisted living residences. Participants will learn how the program is structured, what kinds of complaints and issues exist, and who/how to access the program.

Carolyn Fenn, State Long Term Care Ombudsman, Massachusetts Long Term Care Ombudsman Program

W1-2 Making An Impact Through Newsletter Design! **Ballroom II**

LPi is excited to share innovative best practices on newsletter and e-newsletter design. During this presentation, you will learn ideas on how and when to redesign your newsletter to impact growing your centers attendance. We will provide tips and tricks on creating newsletters that catch the eye of your seniors and increase program engagement. We will delve into what you can avoid while optimizing your newsletter and e-newsletter. Visit our session and you will walk away with many great ideas on how to start a journey to a more impactful newsletter and communication plan that drives seniors to your center!

Tim Potrikus, Vice President of Sales, LPi Communities
Brian Davidson, Director of Sales, LPi Communities

W1-3 Current Trends in Elder Law (2022) **Ballroom I**

1 SW CEU, 1 LMHC CE, 1 Nursing CEU

With every succeeding generation, families are faced with new realities and challenges. Today's seniors and their families are no different! Current trends reveal that "asset protection" trusts often leave seniors impoverished and desperate to reverse the consequences of their actions. On the other hand, other trusts may be helpful. Shutdowns during the COVID-19 pandemic have caused significant backlogs in the court with no end in sight, and seniors should understand the benefits of a probate avoidance trust now more than ever. After the enactment of the SECURE Act, seniors approaching their golden years are now faced with new laws dictating distributions of their retirement assets. Finally, fears of high inflation and a looming financial recession have resulted in a great number of family members contesting Wills believing they did not get what "they deserve". What can be done to ensure your wishes are carried out during these difficult times?

Andrea Witt, Esq., Partner, Spano & Dawicki, LLC
Christine Hurley, Esq., Attorney, Spano & Dawicki, LLC

W1-4 Energy Vibrations - What Vibe Are We Contributing? — Race Point

YOU are a most powerful human being. Whether you already have an understanding of energy flow or are curious/interested in exploring how energy plays a role in each moment of each day, your energy contribution to this workshop is encouraged and welcomed. Join me for some self discovery.

Josie Dutil, Director, Bellingham COA

W1-5 Understanding The Spectrum of Senior Care Options — Nauset II

This presentation is an overview of the senior care options in Massachusetts. Senior housing, Continuing Care Retirement Communities (CCRCs), independent livings, assisted livings, memory care communities, adult day health, rest homes, home health care, nursing homes and hospice organizations each serve people who are aging. We will break down the differences between these types of options, the costs associated and what families should know before making any decisions.

Michelle Woodbrey, Co-Founder, Senior Care Consultant

W1-6 Innovative Practices: Transportation Coordinator's Roundtable Discussion — Chatham

Seniors often experience visual or mobility impairments as a result of aging which may prevent them from driving safely. According to the Massachusetts Healthy Aging Collaborative, individuals may outlive their ability to drive by approximately seven to ten years. Therefore, alternative transportation options are vital for the mental and physical wellbeing of older adults. This roundtable discussion will give us the opportunity to come together and discuss these options, as well as the various ways in which transportation programs function at COA's across Massachusetts. Our conversation will focus on trends seen throughout Massachusetts, driver recruitment and retention (both paid and volunteer), and innovative community solutions to transportation needs. Through open discussion, we can all learn how to better serve the seniors in our communities.

Abigail Butt, PhD, MSc, Directer, Lincoln Council on Aging & Human Services
Carlee Castetter, MSW, Transportation Coordinator, Lincoln Council on Aging & Human Services

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W1-7 Mind, Body, Spirit: Connections in Person — Shutters
1 Nursing CEU

The Center for Aging & Disability Education & Research (BU CADER), the Wareham Council on Aging, Old Colony Elder Services, and the First Congregational Church of Wareham, United Church of Christ collaborated to run an in-person group called "Mind, Body, Spirit." MBS was originally developed and successfully delivered remotely in Waltham in 2021; as a result of its success, CADER sought to collaborate with community partners including faith leaders, COAs, and the local ASAP.

MBS is a no-cost, 6 week program for participants to engage the mind, help the body, and uplift the spirit through conversation, connections, and wellness. The primary goal of MBS is to counter social isolation among older adults through a series of workshops led by a trained facilitator in addition to six expert presenters from the community. Workshops included topics such as: Journaling and Memory (Mind); Chair Yoga (Body); and Meditation (Spirit).

The workshop will discuss the planning, outreach, and evaluation of the in-person program, in addition to the development of the program manual to enable other providers to replicate the program to provide additional opportunities for connection in their communities.

Kathy Kuhn, Special Projects at CADER
Nandy Barbosa: MSW Intern (21-22), BU CADER & Case Manager, Boston Senior Home Care
Tremeda Martin: Facilitator, Mind, Body, Spirit Program at Wareham COA & Home Care Case Manager, Old Colony Elder Services

W1-8 Expanding Services for Older Adults: The COA and the Village Membership Group in Your Community — Nauset V

Local Villages connect community members to a wide array of practical support services and social connections that enable older adults to enjoy an independent and healthy quality of life. These services complement the work of COAs and indeed enrich the services offered to the community. This panel will focus on two COAs and the partnerships with their villages. How can COAs help grow a village to build stronger support such as additional volunteer transportation services to COA events?

Come hear from two successful COA/Villages about how they have enriched older adult services through their partnerships.

Moderator: Madeline Noonan, Director of Community Services, Town of Barnstable (former Barnstable COA Director)
Ted Lowrie, President, Board of Directors, Barnstable Neighbor to Neighbor (BN2N)
Heidi Whear, Director, Swampscott COA, President, Seaglass Village
Alyce Deveau, Executive Director, Seaglass Village

Wednesday, October 19

Workshop Session I
10:45-12:00

W1-9 Work with a Purpose - For Pay or Volunteer? **Nobska**

Come and learn all about the FREE programs funded by SIG and supported by the MCOA membership. Join David Guydan, Director of the Discovery Center Program, and Karen Sowsy, Project Manager of the 50+ Job Seekers in MA Statewide Networking Group, for a lively discussion of how your COA can become part of the movement in support of people, typically mid-life and beyond, as they gain fulfillment through paid or volunteer work with purpose.

Karen Sowsy, Project Manager, 50+ Job Seekers in MA Networking Groups
David Guydan, Director, Discovery Centers

Luncheon
Ocean View Dining Room
12:00-1:00

sponsored by
Blue Cross Blue Shield MA

Wednesday, October 19

Workshop Session II
1:15-2:30

W2-1 Can We Talk? Re-learning Conversation - Part 1 **Highland**
1 SW CEU, 1 Nursing CEU

Over the pandemic, we've all experienced limits to talking freely with one another. Even with the challenges of the past years, we need to take into account the prevalence of electronic devices which both help and hinder mutual engagement. Witness the tendency to text rather than talk, to interrupt real-time exchanges with 'pings,' to default to internet answers rather than working things out together. Here's an opportunity to re-boot your capacity to engage fully with each other, learning and practicing face-to-face communication skills. It takes more than you might think to have a real live conversation.

Pam Kristan, owner of Pam Kristan Consulting

W2-2 Building a New Senior Center: the good, the bad, the ugly – Part 1
Ballroom II

Is your Town considering building a new Senior Center and you are not sure where to start? Are you in the process of building and a bit lost? This workshop will take you through the building process from beginning to end and beyond your new doors opening. Both Directors have recently built very different new Centers and will share their experiences and loads of useful knowledge.

Jodi Zepke, Director, Ludlow Senior Center
Leslie Hennessey, Director, South Hadley Senior Center

Wednesday, October 19

Workshop Session II
1:15-2:30

W2-3 The Otago Chronicles: Lessons to Learn from Implementing Evidence-Based Programs — Nobska

The Otago exercise program was originally devised by Physical Therapists for individuals who had fallen in the previous year. This workshop will cover the process and challenges of implementing such a program into a community health setting.

Walton Moore, Instructor, Pleasant View Senior Center

W2-4 The Rights of Adults Under Guardianship — Nauset II
1 Nursing CEU

If popstar Britney Spears can lose her autonomy for 13 years, imagine what can happen to a senior citizen without family, friends, or money. This presentation shows what guardianship and conservatorship are supposed to be when a person's legal rights are understood and supported. Through case stories and infographic job aids, participants will learn:

•8 categories of legal rights retained by adults under guardianship
• How good guardians advocate to protect a client's rights
• The 3 parts of a guardianship including Entrance, During, and Exit
• What social work, caregivers and medical professionals should look out for and take action on

Heather Connors, PhD, Executive Director, The Center for Guardianship Excellence

W2-5 Innovative Practices: Providing Affordable Respite Care: Best Practices in COA-based Supportive Day Programs — Race Point

As we are all well aware, no community has enough respite care available to support older adults and their care partners. For many families, the cost of health care aides or Memory units is prohibitive. Even if you can afford the care, aides and beds in facilities are not always available. Yet, COAs across the Commonwealth meet this incredible need for respite by operating Supportive Day programs. While they differ in the hours and days that services are offered, the non-medical model programs offer affordable respite care to the community. Join us for a roundtable discussion with experienced COA Directors who offer affordable Supportive Day programs.

Bev Bisch, Director, Westport COA
Judi Wilson, Director, Orleans COA
Brenda Vazquez, Director, Dennis COA
Jim Clark, Executive Director, Pittsfeild, COA
Patty Sullivan, Director, Dementia Friendly Massachusetts, MCOA

W2-6 The Secret is in the Sauce – A Panel about Elder Nutrition Programs and the ASAP/COA Relationship — Chatham

As elder nutrition programs come back online due to the disruption of the COVID pandemic, what are "secrets in the sauce" to a successful Title IIIc nutrition program and the COA and AAA/ASAP partnerships? What are some spicy issues that our panel of two ASAP nutrition directors have had to address/strategize with COA staff, whether the issues are administrative, menus or communication? What does effective collaboration, communication and innovation look like? Leave with your own take-out box of ideas and tasty morsels to bring back to your COA.

Meghan Ostrander, MS, RD, Nutrition Director, Somerville Cambridge Elder Services, Somerville, MA
Louis Eppers, Nutrition Program Manager, Elder Services of Cape Cod and the Islands, South Dennis, MA
Michael Banville, LCSW, Executive Director, Mass Home Care, Braintree, MA

W2-7 Protecting Older Adults from Loss of SNAP as the Public Health Emergency Ends — Nauset V

The Department of Transitional Assistance (DTA) and Mass Law Reform Institute (MLRI) are teaming up to provide Conference members with the most up to date information on federal nutrition (SNAP) benefits including what will happen to the boosted SNAP when the federal public health emergency (PHE) ends. This workshop will cover how you can help low income older adults understand the drop in benefits and help minimize the loss of SNAP benefits. You will learn a) the basics on how households can apply for SNAP, including through their healthcare applications, b) new DTA policies that allow SNAP households to more easily claim their out of pocket medical expenses to maximize their regular SNAP benefits and c) other important SNAP updates. There will be time to the presenters questions about other eligibility rules, and how to get your clients help if their SNAP benefits are incorrect or their SNAP applications are denied.

Lorraine Ward, Deputy Director for SNAP Outreach and Nutrition Education, DTA
Pat Baker, Senior Policy Advocate, Mass Law Reform Institute

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Wednesday, October 19

Workshop Session II
1:15-2:30

W2-8 Seeing the Forest *and* the Trees: *Choosing a new perspective on possibility*

Shutters

Could you be so close to something that you become blind to seeing the greater objects and options around you? Or, are you someone who easily sees the bigger picture, the whole forest, but noticing and managing the smaller details tends to trip you up every time?

Sometimes, when you are working on a problem for a long time and are having trouble moving through it, getting some coaching from a friend or colleague may be able to shed a different light and give you a fresh perspective on it. Leaning in and asking for help can also remind you that you aren't as alone in the struggle as you thought, and ideas and solutions can begin to flow more easily. Even more importantly, the ability to appreciate and understand viewpoints different from our own is more important now than ever.

To be able to take in both the forest *and* the trees, you need to be able to step back, take a deep, calming breath and begin to create a bigger vision for your work and your life. In the intense and chaotic daily effort to keep it all together, skills for self-care, compassion and clarity are essential to develop.

Join our keynote presenter, Adam Sutton, for an empowering workshop in which you will learn and practice easy tools and strategies for helping yourself and everyone around you manage stressful situations a little better, creating more space for the peace and possibility you truly deserve!

Adam Sutton, Adam Sutton Group, LLC

W2-9 Physical and Emotional Safety for People Downsizing, Organizing, and Memorializing – Part 1

Ballroom I

1 SW CEU, 1 Nursing CEU

There are many reasons why seniors need to reduce or reorganize possessions they've acquired. Perhaps they are moving into smaller living quarters. Perhaps they are at risk of eviction due to hoarding disorder-related behaviors. Maybe they want to gift their treasures to people or organizations they appreciate. Regardless of their motivation, the process is full of opportunities for physical and emotional harm. During this workshop you'll receive practical, trauma-informed strategies to help those you care for succeed in their endeavors. From enhanced lighting options to reduce falling in the dark, to celebrating the stories behind their treasures, you'll have a toolbox full of inexpensive, positive approaches to share.

Lee Shuer, Co-Founder, Mutual Support Consulting, LLC

Wednesday, October 19

Workshop Session III
2:45-3:45

W3-1 Can We Talk? Re-learning Conversation – Part 2 — Highland
1 SW CEU, 1 Nursing CEU

Over the pandemic, we've all experienced limits to talking freely with one another. Even with the challenges of the past years, we need to take into account the prevalence of electronic devices which both help and hinder mutual engagement. Witness the tendency to text rather than talk, to interrupt real-time exchanges with 'pings,' to default to internet answers rather than working things out together. Here's an opportunity to re-boot your capacity to engage fully with each other, learning and practicing face-to-face communication skills. It takes more than you might think to have a real live conversation.

Pam Kristan, Owner, Pam Kristan Consulting

W3-2 Building a New Senior Center: the good, the bad, the ugly – Part 2 — Ballroom II

Is your Town considering building a new Senior Center and you are not sure where to start? Are you in the process of building and a bit lost? This workshop will take you through the building process from beginning to end and beyond your new doors opening. Both Directors have recently built very different new Centers and will share their experiences and loads of useless knowledge.

Jodi Zepke, Director, Ludlow Senior Center
Leslie Hennessey, Director, South Hadley Senior Center

W3-3 Plant the Seed Now to Live more Actively into Your 70s, 80s, and 90s — Nauset V
1 Nursing CEU

Diminished mental capacity and falling are NOT inevitable outcomes of aging. Holly's clients have made exercise part of their lifestyle, and invested in key areas of overall health, in order to stay functional throughout their advanced age.
Holly will describe how attendees can start focusing on these key areas now in order to stay active in their 70s, 80s, and 90s!
Learning Objectives:

- In this workshop attendees will learn the key areas to focus on to remain active later into their years.
- In this workshop attendees will learn the right kinds of exercise to focus on for functional longevity.
- In this workshop attendees will learn how to maintain adequate nutrition as they age.
- In this workshop attendees will learn how balance works in the body and brain, and how to maintain good habits for keeping your balance as they age.
- In this workshop attendees will learn exercises and activities that are essential to maintaining brain health.

Holly Kouvo, Fitting Fitness In®

Wednesday, October 19

Workshop Session III
2:45-3:45

W3-4 Innovative Practices: Promising Practices when Creating Online Community for LGBTQ+ Older Adults! **Chatham**

1 SW CEU, 1 LMHC CE, 1 Nursing CEU

Learn promising practices to engage LGBTQ+ older adults online. Two LGBTQ+ outreach coordinators will discuss success stories and pitfalls while facilitating sharing your best programs. The presenters will review some of their pre-COVID pandemic events and programs for LGBTQ+ older adults and discuss what they've learned as they researched, reimagined and pivoted to develop and offer some of their best attended online activities. They will discuss ways that they engaged LGBTQ+ older adults to get input on and develop their new activities and services. Group discussion will foster new ideas and ways to collaborate effectively for engaging, supportive, inclusive programming.

Michael Banville, LCSW, Executive Director, Mass Home Care Association
Marci Shapiro Ide, LICSW, Social Worker, Arlington Council on Aging

W3-5 Walking Each Other Home: A Compelling Report on How Mindfulness Helped Two Senior Communities Successfully Navigate the Global Pandemic **Shutters**

The Mindful Living Program is a weekly class of mindful awareness practices, community enrichment, and stress management tools that has been offered at Framingham's Callahan Senior Center since June of 2018, and for Wellesley's Tolles-Parsons Center since January 2020. This presentation is a first-hand report from a professional mindfulness teacher and the creator of the Mindful Living Program. It highlights participant's experiences from the Framingham and Wellesley groups pre-, during and post-pandemic, and compares their experiences to participants who began the Mindful Living Program post-pandemic only.

Lisa Campbell, Meditation & Mindfulness Teacher and Mindful Outdoor Guide, Mindfulfilled Meditation, LLC

W3-6 D.C. Update and Dining by Design **Race Point**

Learn national updates on and action steps for older adult nutrition programs via national advocate and policy expert, Bob Blancato. Dining and home-delivered meal programs funded by the Older American's Act are one tool to help adults age in place. Another is creating your own dining program.Creating a dining program is similar to cooking. Come learn the top five ingredients you need to make sure your recipe is a success. From food to funding and staff to socialization, MCOA staff and COA directors provide expertise and answer questions.

Tara Hammes, RD, Director of Member Services, MCOA
Robert 'Bob' Blancato, President, Matz, Blancato and Associates

Wednesday, October 19

Workshop Session III
2:45-3:45

W3-7 Title: Aging in Place without Isolation: The Shared Housing Option

Nauset II
1 Nursing CEU

When single seniors choose to "age-in-place" do they get lonely? Loneliness creeps up easily and can lead to social isolation and chronic loneliness. Shared housing is a realistic option for seniors! Through an interactive exercise, you will learn the twenty-one benefits of shared housing and leave with concrete steps to promote shared housing in your community, practice and organization.
Annamarie Pluhar, President, Sharing Housing, Inc.

W3-9 Physical and Emotional Safety for People Downsizing, Organizing, and Memorializing – Part 2 **Ballroom I**

1 SW CEU, 1 Nursing CEU

There are many reasons why seniors need to reduce or reorganize possessions they've acquired. Perhaps they are moving into smaller living quarters. Perhaps they are at risk of eviction due to hoarding disorder-related behaviors. Maybe they want to gift their treasures to people or organizations they appreciate. Regardless of their motivation, the process is full of opportunities for physical and emotional harm. During this workshop you'll receive practical, trauma-informed strategies to help those you care for succeed in their endeavors. From enhanced lighting options to reduce falling in the dark, to celebrating the stories behind their treasures, you'll have a toolbox full of inexpensive, positive approaches to share.
Lee Shuer, Co-Founder, Mutual Support Consulting, LLC

BREAK
Nauset Exhibit Hall
3:45-4:15

Wednesday, October 19

Workshop Session IV
4:15-5:15

W4-1 Innovative Practices: Activity Idea Relay **Race Point**

Looking for new and exciting activities and events for your senior center? Want to brainstorm with other COA professionals in a fun and interactive way? Join us for a relay of ideas in this team challenge environment! Bonus points for anyone who brings a written description of their center's coolest, most innovative activity/event. Description should include information that would help a colleagues replicate the event at their COAs (25 copies please).
Bethany Loveless, MCOA Certified Director, Dracut COA

Wednesday, October 19

Workshop Session IV
4:15-5:15

W4-2 Is Convenience Enough? - Making the Case for Grab-N-Go Meals

Chatham

1 SW CEU, 1 LMHC CE, 1 Nursing CEU

As the pandemic life continues to shift toward a new normal, COA's and service organizations will be faced with many questions about how to move forward, how to advocate for our clients, and how to support the new, or newly understood needs of our clients.
One such question is - what role does Grab-N-Go play in meeting the nutritional needs of our seniors?
Join us for a discussion about the importance "meeting the person where they are at" (person-centered approach) by creating a spectrum of nutritional services based on an individuals own ability and needs related to their mental, physical, social, emotional health; as well as cultural needs.

Michael Squindo, LCSW, Agawam COA Director
Lori Arsenault, Agawam COA Outreach Coordinator

W4-3 Connecting Age-friendly Walking to Transit and Care Work — Shutters

For the past 6 years, WalkBoston's Age-friendly Walking program has advanced policy and infrastructure changes that support improved walkability for people of all ages, and particularly for older adults, people with disabilities, and those living with dementia. This advocacy has led to age-friendly walking practices being institutionalized around the state. Grounded in the success of its previous work, WalkBoston is now building partnerships with Travel Trainers, who are connected through MassMobility and work with transit and social service providers around the state, and with the Office of Elder Affairs' Family Caregiver Support Program. The goals of this effort are to broaden the network of walkability advocates, draw connections between the breadth of issues we face as we age, and learn from the daily challenges travel trainers and caregivers witness on the ground. This session will cover: (1) why walkability is particularly important for older adults' health, independence, and social connectivity, (2) how WalkBoston is partnering with and learning from Travel Trainers and Family Caregiver Support Staff to advance walkability goals, and (3) why this work is necessary as our communities face increasing instability from climate change.

Wendy Landman, Senior Policy Advisor, WalkBoston
Ayesha Mehrotra, Program Manager, WalkBoston

W4-4 Tell Me A Story: Creating Connections across Generations — Highland

Everyone has stories to share. Storytelling is a way to build connections, bridge divides, and find shared humanity. This year, students from the University of Massachusetts Public Health Sciences Program teamed up with Northampton Neighbors (NN), an organization dedicated to helping seniors "engage" in place. Students and NN members participated in a semester-long intergenerational storytelling project. Dr. DiFulvio will talk about the importance of stories in an increasingly disconnected world and share her experience in facilitating this project.

Gloria DiFulvio, Senior Lecturer, Undergraduate Program Director, Public Health Sciences Program, University of Massachusetts Amherst

Wednesday, October 19

Workshop Session IV
4:15-5:15

W4-5 So Cool, Everyone is Doing It! Building an Age and Dementia Friendly Community - Voices from the Field
Ballroom I
1 Nursing CEU

Join the crowd of communities across the Commonwealth who are making their communities more welcoming to older adults and people living with dementia. One hundred communities are Age-Friendly and 87 are Dementia-Friendly - most communities are integrating both initiatives. Come and learn more and collect lots of resources.

Moderator: Patty Sullivan, Director, Dementia Friendly Massachusetts, MCOA
James Fuccionne, MA HealthyAging Collaborative
Michelle Bratti, Director, Plymouth Senior Center
Amy Beck, Director, Hopkinton Senior Center

W4-6 Clearing Clutter Through Your Municipality
Ballroom II
1 SW CEU, 1 LMHC CE, 1 Nursing CEU

Come and learn about how the City of Framingham with a population of over 78,000 is taking head on the challenges of residents with various degrees of heavy content and clutter in the home as a result of a Hoarding Disorder. In this presentation you will learn how to devise a protocol and create a task force with other municipal departments. This lecture will assist you in the creation of a comprehensive approach to addressing the challenges associated with Hoarding Disorder.

Cheryl C. Lavallee, MSW, LICSW, Assistant Social Services Supervisor, City of Framingham Council on Aging
Kelly Hagerty, MS, Crisis Responder, Framingham Fire Department

W4-7 Social Security -What You Need To Know
Nauset V
1 Nursing CEU

A review of all Social Security benefits and online services. We will also discuss fraud and recent scams.

Delia De Mello, Social Security

W4-8 Remote Access Activities and the Information Desert
Nobska
1 Nursing CEU

During the initial stages of the lockdowns, new technologies were leveraged to bring a range of accessible outreach programs to our community from the safety and comfort of their homes. Since the creation of this program, called Tele-Fun, the Perkins Library has offered regularly scheduled accessible activities for patrons to join remotely either over the phone or the internet. This has been wonderful for people without a computer or internet access and we're ready to see our community grow.

Erin Fragola, Outreach Coordinator, Perkins Braille & Talking Book Library

Vendor Reception

Nauset Exhibit Hall

5:30-6:30

Enjoy refreshmets and a cash bar
as you mix and mingle in the exhibit hall.

There is no charge for this event.

In Celebration of
our Leader and Friend

David P Stevens

MCOA Annual Dinner

Sea Crest Hotel and Resort

Wednesday, October 19 at 6:30 pm

Please join us as we remember and celebrate the amazing life
and legacy of our dear friend, colleague, mentor and leader, Dave Stevens.

sponsored by

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TUFTS Health Plan

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Thursday Activities

7:00am	to	8:00am	Wellness Wake-up
8:00am	to	5:00pm	Registration & Resolution Desk
8:00am	to	5:00pm	Exhibitors Hall
7:30am	to	9:00am	Breakfast – Ocean View Dining Room
8:00am	to	8:45am	Morning Plenary
9:00am	to	10:15am	Workshop Session I
10:15am	to	10:45am	Break – Exhibitors Hall
10:45am	to	12:00pm	Workshop Session II
12:00pm	to	1:00pm	Luncheon – Ocean View Dining Room
1:00pm	to	2:30pm	Plenary Session
2:45pm	to	3:45pm	Workshop Session III
3:45pm	to	4:15pm	Break – Exhibitors Hall
4:15pm	to	5:15pm	Workshop Session IV
5:30pm	to	8:30pm	Reception

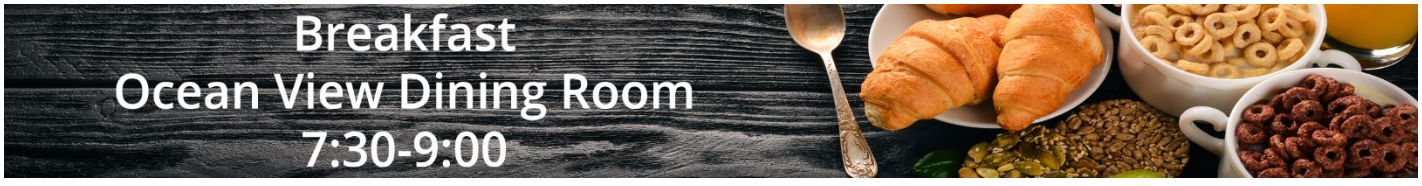
WELLNESS WAKE UP!

7:00-8:00 am
at the Pool Area

Maintaining functional movement is essential to healthy aging as is moving throughout the day on a daily basis! Reconnect to your inner child as you jump-start the day with some playful movement in a small group. Bring an open mind, and positive (silly) attitude while wearing comfortable, if not stylish, workout attire. You may bust out your best (or only) singing voice and belly laughs.

Disclaimer: You will move. You will laugh. Tara will lead the way.

Preferred maximum class size is 24.



Morning Plenary

8:00-8:45

Both Sides of the Dementia Equation: Risk Reduction and Support Services What Can We Do Now?

The conditions of dementia are becoming a reality in our daily work. Some in the medical community even describe dementia as "type 3 diabetes." As COA Directors and staff, you have seen the statistics but know first-hand how to recognize dementia and work with people living with the condition. But what if you were prepared to help reduce the risk of dementia as well as provide better support services for people in your community living with the disease?

Join us for a discussion with two dynamic leaders in the field about how to provide both kinds of opportunities in your community—Risk Reduction and Community Support for people living with dementia and their caregivers.

Speakers:

Dr. Andrew E. Budson is chief of cognitive & behavioral neurology at the Veterans Affairs Boston Healthcare System, professor of neurology at Boston University, lecturer in neurology at Harvard Medical School, and author of Seven Steps to Managing Your Memory.

Dr. Molly Perdue has a Master's Degree in Counseling from Northeastern University and a doctorate from the same university in Law, Policy, and Society.

Marge Yetman, MCOA President and Burlington COA Director, Introductions and Moderator

Thursday, October 20

Workshop Session I
9:00-10:15

T1-1 Designing adult community centers (Centers for Active Aging) - Part 1

Nauset II

1 SW CEU, 1 Nursing CEU

Explore the demographics of why you need a new center, the infrastructure of support that the center provides the city/town, and getting started picking the committee and choosing an architect. Look at special needs, whether to renovate or build new, and performing a feasibility study. Learn about site selection, funding sources, and the process of design and construction. Get into the details of what makes a successful Adult Center, new trends in program to meet the needs of the Boomers, and integrating technology. Lastly, look at what other communities have done through a survey of new older adult centers in New England.

John Catlin, AIA, Catlin Architecture, PC

T1-2 Unique Fundraising

Nauset V

Need to fundraise for your center? Want to have an event that is different or will attract the community to attend? This discussion will present four ideas that you can adapt to your own center to bring in the community and raise money to support your programs.

Mary Jo Riley, Supervisor, Thrive55+ Active Living Center

Thursday, October 20

Workshop Session I
9:00-10:15

T1-3 Calm Down! Disarming Anger + Preventing Escalations — Ballroom I
1 Nursing CEU

Anger, in all its forms, presents an emotional and tactical challenge to caseworkers, caregivers, medical professionals and family guardians. For many folks, the stakes are high and patience is short. This presentation teaches professional strategies for:

- Recognizing subtle cues of unhappiness before they blossom into rage
- Choosing words, tone, and body language to avoid worsening conflict
- Applying a 4-step process for calming someone
- Presenting available solutions and solving problems that meet an individual's values and needs

Ronna Caras, Training Manager, The Center for Guardianship Excellence

T1-4 10 Truths You Should Know About Palliative Care — Ballroom II
1 SW CEU, 1 LMHC CE, 1 Nursing CEU

Individuals who are aging, seriously ill, and their caregivers struggle to navigate our healthcare system. They struggle to know what questions to ask, how to make medical decisions, and how to find the support they need. Palliative care, an often misunderstood and underutilized resource, has the potential to help these three populations of older adults. Join us as we share 10 truths about palliative care including what it is, who can benefit, and how to access it. We will empower you to better guide the aging adults you serve.

Ashwini C. Bapat MD, Palliative Care Physician, Co-Founder at EpioneMD
Lisa Catalano LICSW-ACHPSW, Palliative Care Social Worker, Coach at EpioneMD
Caitlin Baran MD, Palliative Care Physician, Co-Founder at EpioneMD
Sarah Byrne-Martelli MDiv, DMin, BCCT

T1-5 Collaborating to expand mobility: a conversation between MassDOT and COAs — Highland

Rachel Fichtenbaum, Manager of Grant Programs and Mobility Management at MassDOT's Rail and Transit Division, will highlight how Councils on Aging can apply to the annual Community Transit Grant Program for accessible vehicles, operating funds, and mobility management funds to expand mobility for older adults and people with disabilities. She'll also highlight new initiatives MassDOT is undertaking to promote mobility management and support COAs and other partners in promoting age-friendly transportation. We'll leave plenty of time for a conversation, so please bring your questions, feedback, and suggestions for how MassDOT can do more to assist COAs in overcoming transportation barriers.

Many of you worked with Rachel in her previous role at MassMobility, where she compiled and shared information about creative approaches COAs and others were using to expand mobility. She is excited to build on this work in her new role, and will also be continuing certain MassMobility activities. MassMobility-related questions are welcome (and encouraged!) at this session.

Rachel Fichtenbaum, MassDOT Rail & Transit

T1-6 My Ombudsman program

Shutters
1 Nursing CEU

About My Ombudsman:
My Ombudsman is an independent program that assists MassHealth members with accessing their benefits and services from MassHealth. We are a free resource funded by MassHealth and operated by the Disability Policy Consortium, a non-profit organization that advances the rights of people with disabilities.
Summary of presentation:
My Ombudsman is committed to promoting health equity for all MassHealth members, including older adults . Our mission is to ensure that MassHealth members understand their healthcare rights and benefits so they can get the care they need. Our team has lived experience with disability, and we come from culturally and linguistically diverse backgrounds. We provide services in Spanish, Portuguese, Haitian-Creole, and use a cross-cultural interpreter line for other languages on request.
As part of our commitment to accessibility and health equity, My Ombudsman has a department dedicated to the needs of Deaf, Hard of Hearing, LateDeafened, and DeafBlind community members, as well as individuals with hearing loss. Lori Siedman, who is DeafBlind and a native user of American Sign Language (ASL), leads the department. In addition to providing Ombudsman services, she hosts outreach events geared towards Deaf community members and provides free trainings on communication access and assistive technology needs.
Lori Siedman, My Ombudsman Director of Deaf Services

T1-7 Innovative Practices: Opening the Door to Dementia Friendly Programming

Race Point

The workshop will review how the Barnstable Council on Aging had to pivot, change and transform many of the programs to incorporate a positive attitude towards dementia friendly programs. In this workshop, attendee will discover the pathways of creating new and innovative programs. The focus will be supporting caregivers and those with a dementia diagnosis. This workshop is for communities that need to re-invent how they provide community based supports to this fragile population.
Stacey Cullen, Caregiver/Support Service Coordinator Barnstable Council on Aging

LPi BUILDING COMMUNITY together
Visit our blog for ways to engage your community
lpicommunities.com/blog

Thursday, October 20

Workshop Session I
9:00-10:15

T1-8 Blue Cross Blue Shield of Massachusetts and Massachusetts Council on Aging Centers Partnership Opportunities — Chatham

1 Nursing CEU

BCBSMA is proud to have partnered with the Council on Aging centers for over 20 years to help educate the Medicare community on important health insurance and wellness topics. Some of our most popular programs this past year included presentations such as Planning for Medicare-Countdown to 65, Eight Happiness Boosting Strategies, Calming Anxiety, and Meditation for Busy Minds. We invite you to join this workshop to hear about BCBSMA presentations offerings and other ways we can work together for a healthier community.

What We'll Cover:

- Presentation sampling of some of our most popular presentations available to the COA's
- BCBSMA partnership with Senior Games and how you can be involved
- BCBSMA fitness reimbursement for exercise classes at COA's
- BCBMSA Foundation
- Q/A on anything from Medicare to BCBSMA Medicare products

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

T1-9 End of Life Options - Medical Aid in Dying — Nobska

While at first glance the term Medical Aid in Dying can give pause, the details are far less controversial than one thinks. In this 60 minute session, we'll explore the current end of life options, the challenges and possible scenarios that terminally ill and dying patient may experience, then transition to what Medical Aid in Dying is and what it isn't. We'll do a deep dive into past legislation proposed, highlighting the safeguards it entails, and how it is one option in end-of-life discussions. We'll take a look at the positive impacts that other states have seen since authorizing medical aid in dying, and close with actions you can take to support this important option in Massachusetts.

Melissa Stacy, Regional Advocacy Manager, Compassion & Choices
Sara Elkins, MA/Northeast Regional Campaign Organizer, Compassion & Choices

BREAK
Nauset Exhibit Hall
10:15-10:45

Thursday, October 20

Workshop Session II
10:45-12:00

T2-1 Designing adult community centers (Centers for Active Aging) – Part 2
Nauset II
1 SW CEU, 1 Nursing CEU

Explore the demographics of why you need a new center, the infrastructure of support that the center provides the city/town, and getting started picking the committee and choosing an architect. Look at special needs, whether to renovate or build new, and performing a feasibility study. Learn about site selection, funding sources, and the process of design and construction. Get into the details of what makes a successful Adult Center, new trends in
program to meet the needs of the Boomers, and integrating technology. Lastly, look at what other communities have done through a survey of new older adult centers in New England.

John Catlin, AIA, Catlin Architecture, PC

T2-2 Shifting Gears - Safe Driving for Older Adults **Race Point**
1 Nursing CEU

"My parking lot looks like a demolition derby." Has this thought crossed your mind while looking out your office window? Well, driving is an extremely complex task and owning a vehicle and holding a driver's license are privileges that come with a great deal of responsibility. Recent studies show that most of us will live seven to ten years longer than we are safe to drive. Crash data shows that 94 % of crashes are caused by driver error, which means nearly all of the crashes that happen on our roadways are 100% preventable. Learn how to improve driver safety, assess driving skills, and keep your community safe.

Michele Ellicks,community outreach coordinator with the Massachusetts Registry of Motor Vehicles (RMV)

T2-3 Innovative Practices: Mental Health Support at the grassroots level – approaches from the field as the need escalates **Nauset V**
1 Nursing CEU

Over the past 2 years in particular, COA leaders have had to become creative and resourceful in managing the escalation in cases stemming from deep sadness and a sense of loss being faced by our patrons. Numerous reports have documented that depression and loneliness have increased among older adults during the COVID-19 pandemic
Come learn what Directors and their staff are doing, in some cases in partnerships with other town departments, to address the need. In a moderated format we will be able to discuss the topic and learn from each other.
Among those who will be sharing their local approaches are Tewksbury's COA Director, Jan Conole and 3 other members of the Merrimack Valley Region
Session moderated by Jean Patel Bushnell, Director of Billerica COA

Moderator: Jean Patel Bushnell, COA Director, Billerica
Presenters: Jan Conole, Tewksbury
3 other Directors of the Merrimack Valley Region

T2-4 Inclusive Intergenerational Program and Events — Ballroom II
1 SW CEU, 1 Nursing CEU

Each and every person has the right to be a valued member of their community and have opportunities to participate and engage. Come Learn about the importance of creating inclusive, intergenerational programs and events. Leave with a toolbox of tips and tricks on how to create engaging, inclusive and intergenerational programs and events.

Kate DeAngelis, CTRS Lexington Recreation and Community Programs
Michelle Kelleher, Senior Service Coordinator Lexington Senior Services

T2-5 Steps to Managing Memory, Alzheimer's Disease, & Dementia — Chatham
1 Nursing CEU

Based on his award-winning book being translated into Chinese and Korean, Seven Steps to Managing Your Memory: What's Normal, What's Not, and What to Do About It, Dr. Andrew Budson will explain how individuals can distinguish changes in memory due to Alzheimer's versus normal aging, what medications, diets, and exercise regimes can help, and the best habits, strategies, and memory aids to use, in seven simple steps. He will also discuss his newest book, Six Steps to Managing Alzheimer's Disease and Dementia: A Guide for Families, including how families can manage issues with memory, language, vision, behavior, driving, incontinence, sleep, and more.

Dr. Andrew E. Budson, Chief of cognitive & behavioral neurology, Veterans Affairs Boston Healthcare System; Professor of neurology, Boston University, lecturer in neurology at Harvard Medical School; and author of Seven Steps to Managing Your Memory

T2-6 Bingo, bathrooming and boredom: The Bad B Words of Senior Centers — Ballroom I

Do you offer Bingo? No, we do not and we never will.
Senior centers are reinventing themselves and in Portsmouth we've made a promise to never offer Bingo. It's not that Bingo is bad, it's just that it conjures up images of passive, old timers sitting around in a negative way. We're changing that up and we starting with the design of our building to the programs that we offer to the way we speak about aging.
In this presentation we will share:

- how we designed our new senior center to be a vibrant hub for seniors to gather and create that "wow! this is a senior center" look on the first step in the door.
- how we offer a variety of programs dedicated to fitness, health, wellness and social that responds to the active older adult/senior.
- how we align ourselves with age-friendly initiatives and use language and images that redefine aging.

Brinn Sullivan, Director, Portsmouth Senior Activity Center, Senior Services Supervisor, City of Portsmouth, NH

T2-7 Spiritual Growth in the Wisdom Years — Highland
1 SW CEU, 1 Nursing CEU

The wisdom years offer an opportunity for a person to be in closer contact with their soul, that eternal part of their being that is connected to all that has come before and is yet to come. If given the right supports people in their later years may find life can be renewed. This can happen when there are opportunities for people to experience the reconciliation of deep hurts; where greater meaning is found in ordinary life and service or contributions are able to be expressed and appreciated.

Explore how often it is the challenging experiences of ill health, loss or other limitations that create a vulnerability in us but can sometimes move us to seek help or find deeper connection to each other and in community. In these later years, there can also be the potential for people to develop spiritual senses that help connect one to the spirit or invisible worlds. These are often part of a preparation process for reconnecting to the deepest part of ourselves as we reconcile the life we lived and prepare for the one to come.

Diana Catherine Bella, Founder, Doors of Light

T2-8 A Consumer Advocacy Perspective on Funerals and Body Disposition Options — Nobska

Funeral and body disposition options are often confusing for consumers, especially in recent years. We'll offer a non commercial approach to funeral, burial and cremation services and products; including costs, provider comparisons, information on your rights and the law, simpler, less expensive and eco-friendly options and choices such as: green burial, home and family deathcare, burial at sea, and virtual memorials. This program will explore these and other community death education topics and issues we have successfully presented , and demonstrate the range of information that can be covered in a CoA/senior center program.

Heather Massey, MSW, EOL Educator: the Natural Deathcare Collaborative, and Cape & Islands, Funeral Consumers Alliance

Jasmine Tanguay, MA, Educator and Consultant: A Sustainable Legacy, and South Coast, Funeral Consumers Alliance

Thursday, October 20

Workshop Session II
10:45-12:00

T2-9 Did the Pandemic Strengthen or Weaken Your Senior Center's Branding? Best Practices for the Future **Shutters**

Throughout the pandemic, your senior center and employees provided an essential service, typically leading to more work and more stress. Does your community have any idea of all that you've done to keep your older adults safe and healthy? Do they know and respect your hard work? Do they know you kept working even when your building was closed?

Your branding is much more than your name, logo and tagline. It is about everything you do and the perception of your work. It is about creating positive awareness that leads to additional respect and buy-in from your community.

This workshop will provide techniques to strengthen your branding to educate your community about the value of your senior center or COA. It will help you think of your branding in a broader context, so that all of your brand elements (and there are many) reinforce the tremendous work you do.

This program is being presented by the co-author (with MCOA) of "Marketing Tools for Any Senior Center, a Marketing & Communications Handbook for Senior Centers and COAs"
Barrie Atkin, President, Atkin Associates LLC - Strategy, Marketing & Fundraising

Luncheon
Ocean View Dining Room
12:00-1:00

sponsored by
AARP

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Visit our blog for ways to engage your community
lpicommunities.com/blog

Thursday Afternoon Plenary

1:00-2:30 in the Ballroom

Sponsored By

myseniorcenter

Featured Speakers

elizabeth Chen
Secretary
Executive Office of
Elder Affairs

Edward Palleschi
Undersecretary
Office of Consumer Affairs
& Business Regulation

Additionally...

MCOA's Strategic Planning Process and Document Overview

In January 2022, David Stevens kicked off MCOA's 2022 Strategic Planning Process. This presentation will cover the nine-month, staff supported process taken to involve members, MCOA's Board, Advisory Council, and stakeholders in updating MCOA's goals and objectives, action plan, by-laws, and policies. We will review the Strategic Plan final document, which includes Foundational Language, Goals and Objectives and Major Initiatives List, all developed to guide MCOA over the next five years.

Maureen O'Leary facilitated MCOA's Strategic Plan process. In 2020, she retired from the National Council on Aging (NCOA) as the National Institute of Senior Center's Program Manager. She currently works part-time as a consultant for NCOA and MCOA and volunteers for her local senior center teaching watercolor.

Thursday, October 20

Workshop Session III
2:45-3:45

T3-1 The Driving Decision — Nauset II
1 Nursing CEU

Are you concerned about a friend or family member's ability to drive safely? Do you know who is responsible for reporting an unsafe driver to the RMV? The RMV's Driving Decision will provide information, advice, and resources to support you, your staff, and members of your community who might have concerns about a licensed driver. Learn about liability, state licensing requirements, reporting policies and procedures, and receive personal guidance from RMV staff.

Michele Ellicks, Community Outreach Coordinator, Registry of Motor Vehicles (RMV)

T3-2 The Unique Needs of Aging Adults Navigating Solo — Ballroom II
1 SW CEU, 1 LMHC CE, 1 Nursing CEU

Ailene Gerhardt, Independent Board Certified Patient Advocate (BCPA) and Founder of Beacon Patient Solutions LLC and the Navigating Solo Network, will explore the unique considerations and needs of solo agers (an aging adult 55+ who, because of choice or circumstance, is without the family support structure of adult children or close family members). Ailene will review specific needs related to healthcare, community, and programs and resources available to support solo agers. During her presentation Ailene will suggest ways for professionals to partner with independent patient/ health care advocates and other key professionals to meet the needs of clients aging solo. The opportunity to offer comments, and ask questions will follow Ailene's presentation. Learn more about Ailene's work with solo agers: https://www.beaconpatientsolutions.com/solos

Ailene Gerhardt, MA, BCPA, Founder, Beacon Patient Solutions LLC, Founder, Navigating Solo Network

T3-3 Integrated Care Programs = More Benefits for People with Medicare and MassHealth — Highland
1 Nursing CEU

Learn about the programs that help people over 65 and under 65 with coordinated care, expanded benefits, care coordination, and how members have representation to impact that care. Learn about the role of SHINE health benefits counseling and the MyOmbudsman Program. A non-profit organization funded by MassHealth and operated by the Disability Consortia, My Ombudsman helps promote health equity for all MassHealth members. The team has lived experience, diverse backgrounds can assist in multiple languages, and provide access for those with hearing loss.

Kayla King, SCO/PACE Program Manager
Henri McGill, One Care Programm Manager
Leslie Diaz, My Ombudsman, Program Director
Cindy Phillips, SHINE Director

Thursday, October 20

Workshop Session III
2:45-3:45

T3-4 Innovative Practices: Senior Centers – Improving lives throughout the Ages

Ballroom I

Since the first one opened in 1943, Senior Centers have been there for their communities, providing the programs, services and activities that improve lives as people age. Today there are more than 10,000 Senior Centers across the country. They come in all shapes and sizes – no two look alike – and reflect the community they serve. NCOA connects senior centers to supports and to each other through the National Institute of Senior Centers and the new Modernizing Senior Centers Resource Center. In this presentation, we will talk about where senior centers were, where they are, and how they can continue to evolve. What does modernizing mean for Senior Centers? What does it mean to you?

Dianne Stone, Associate Director, NCOA

T3-5 Volunteer Newsletter: Increase Your COA's Volunteer Participation

Nauset V

Learn how a Volunteer Newsletter can increase volunteer participation at your Center! In this session you will hear how this new way of communication has increased volunteer participation in East Longmeadow, and you will learn how to create a newsletter using Canva, a free creative website. A volunteer newsletter helps keep your volunteers informed about upcoming needs, meetings, COA happenings, and important announcements such as your Volunteer Appreciation Event!

Alicia Smith, Program and Volunteer Coordinator, East Longmeadow Council On Aging

T3-6 Grub & Guts: Eating Well for a Healthier Microbiome

Race Point

1 SW CEU, 1 Nursing CEU

Learn about eating well for optimal intestinal health and a happier healthier microbiome. Discover what the microbiome is, how a nutritious way of eating can support it, and how certain foods may make it more toxic. Hear about the link between fiber and colorectal health, as well as how the microbiome can impact your entire body. Walk away with strategies that can enhance your digestive and overall health and vitality.

Tricia Silverman, Registered Dietitian, Fitness Instructor, Wellness Coach, Author, Tricia Silverman Wellness, LLC

T3-7 Teaching Tech: Strategies for Building Your Tech Literacy Program

Chatham

Tech literacy is essential for older adults now and in the post-pandemic world. Join LBFE-Boston to explore strategies for building your program. Whether informal one-to-one drop-ins or multi-session classes, we'll share ideas and tips for building a program that meets the needs of your membership.

Stephenie Hou, Program Manager, Little Brothers-Friends of the Elderly
Cynthia Wilkerson, Program Director, Little Brothers-Friends of the Elderly
Teresa Yao, Program Manager, Little Brothers-Friends of the Elderly

Thursday, October 20

Workshop Session III
2:45-3:45

T3-8 Chair Yoga Demonstration **Nobska**

Staying physically active is a crucial component of aging well. Chair yoga for seniors offers many physical and mental health benefits. This one-hour demonstration chair yoga class will allow participants to experience the wonderful benefits of chair yoga and provide an opportunity for senior centers and senior-based programs to bring chair yoga to their clients through staff trainings.

Stacey Lubets, BodyKind Yoga

T3-9 Building bonds to last a lifetime: Tips on how to reach and engage your community's newly retired aging population by using data, creativity, and collaboration **Shutters**

The Beverly Council on Aging became aware it needed to do more to engage "new" seniors. Though its senior population was increasing annually, programs and services were notably underutilized by seniors aged 60-70 years. Limited resources required outreach efforts target just those seniors who were otherwise unknown to the COA. Using freely available information, a database was compiled that allowed the COA to locate its target senior residents in the hopes of building a relationship with them. Once compiled, the COA identified its NORCs/DORCs (i.e. naturally/deliberately occurring retirement communities). It then designed a two-part outreach program, which relied heavily on help from collaborative partnerships formed with existing community organizations. The results: the COA measurably expand its impact and increased engagement in its community of older adults. Interested in replicating a similar outreach initiative in your community? Come learn how!

Abigail Butt, PhD, MSc, (She/Her) Director, Lincoln Council on Aging & Human Services

BREAK
Nauset Exhibit Hall
3:45-4:15

Thursday, October 20

Workshop Session IV
4:15-5:15

T4-1 MySeniorCenter: Transportation Reimagined **Ballroom II**

Transportation is a critical part of helping seniors age with dignity, purpose and independence. In working with the Montachusett RTA and a subcommittee of COAs in that area, MySeniorCenter has designed a new transportation dispatch, routing and reporting system. We're excited to show you how it works. Please join us for a demonstration and training.

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

T4-2 Cost Savings Strategies for Medicare Beneficiaries **Nauset II**
1 Nursing CEU

Attendees will learn about Medicare costs including premiums and penalties, programs that lower costs and how to apply for them, and the several enrollment strategies that can help save money. Attendees will learn about ways to reduce expensive drug costs for Medicare members of all ages and the community.

Kathleen Grant, SHINE Assistant Director
Kathy Devine, Prescription Advantage Director
Colleen Massey, Director of Operation, MCPHS Pharmacy Outreach Program

T4-3 Aging Together: Adults with Intellectual & Developmental Disability and their Family Caregivers **Race Point**
1 Nursing CEU

Older family caregivers of adult children with Intellectual and Developmental Disability (IDD) face unique challenges. This program will address the challenges and concerns faced by aging caregivers along with ways the aging support and the disability support communities can work together.

Christine J. Clifford, MHP, Project Director, Center for Developmental Disabilities Evaluation & Research (CDDER), Shriver Center, UMass Chan Medical School

T4-4 Round: How many sides on your wellness wheel? **Nauset V**
1 SW CEU, 1 Nursing CEU

Explore the many dimensions of wellness and begin designing a program that fits within your center and for your members. Come play with us during this fun and interactive session! Leave with ideas and resources.

Tara Hammes, Director of Member Services, Healthy Aging, MCOA

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T4-5 Personal and Home Care Aide State Training (PHCAST) — Nobska

PHCAST is an online course that prepares individuals to work as an agency-based home care aide. The 60-hour training enables participants to acquire core competencies in home care such as health care support, personal care, safety, emergency care, nutrition and housekeeping.
This presentation will provide an overview of the training, target audience and recent modifications, such as a new Personal Care and Homemaking module, and Haitian and Spanish language versions of the program.

Allison Staton, Project Manager, Massachusetts Executive Office of Elder Affairs

T4-6 Addressing Vaccine Preventable Diseases - Action Items for COAs — Ballroom I

Many older adults (and their caregivers) may not know whether they are up to date for all recommended vaccines. And CDC recommendations are changing regularly.
We will discuss actions COAs can take to optimize preventive care for the older adults they serve. Free resources will be provided as well.

Tim Temple, Vaccines Account Manager, Pfizer Vaccines

T4-7 Innovative Practices - NISC Award Winners — Shutters

Join us in welcoming NISC award winners and NCOA staff as they outline programs delivered during COVID that can be replicated in a post COVID world.

Mary Jo Riley, Supervisor, Thrive55+ Active Living Center, Groton, CT
Susan Curtin, Director, Norwell COA
Introductions: Diane Stone, Associate Director of NCOA
Moderator: Maureen O'Leary, Program Manager/NCOA, Retired

T4-8 Building a Pipeline and Providing Real Life Experiences for Student Interns

Highland

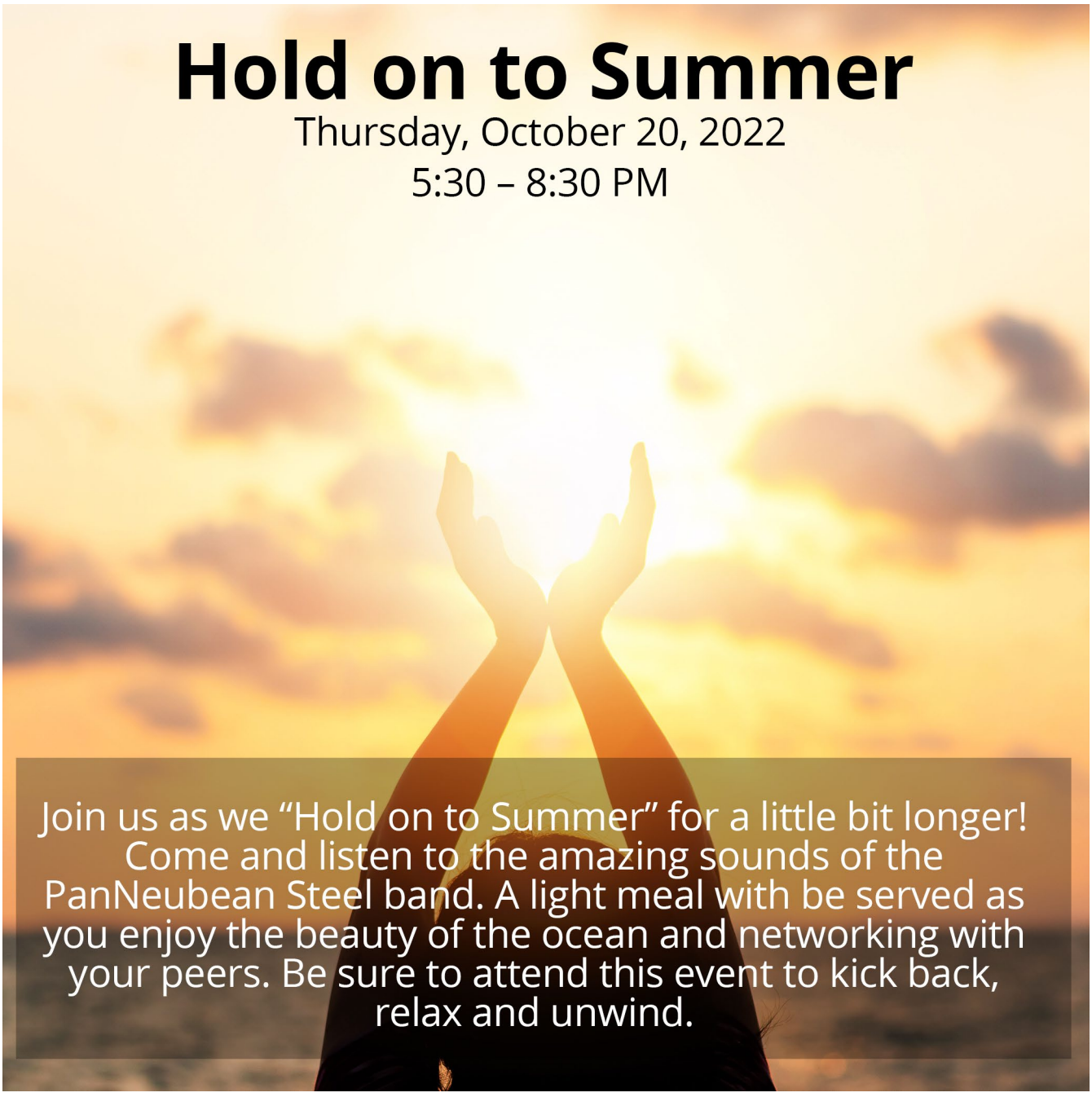
Workforce hiring challenges are facing not only COAs but also every aspect of older adult care services and the entire economy. Who has not seen a "Hiring" sign in every place you go? One way to build the pipeline of qualified candidates is to invite students to intern in COAs. Students in many fields can be truly enriched by the work COAs do – in real-time. Transportation, Nutrition, Senior Homeless, Applied Social Work, and dementia training through working in a Social Day program. And the list goes on. Come and hear from your colleagues about how student interns can enrich the work of your COA and help build the profession. Also, learn about the work of the MA Gerontological Association (MGA) and the " Check-List" for considering student interns and understanding supervision requirements.

Moderator: Patty Sullivan, Director, Dementia Friendly Massachusetts, MCOA
Hamali Shah, Director, Lexington Council on Aging
Brenda Vazquez, Director, Dennis Council on Aging

T4-9 Assistive Technology, Remote Support and Massachusetts Reuse Initiative for Seniors **Chatham**

The field of assistive technology is a fast growing but often misunderstood service for seniors. Often referred to as "The best kept secret." Through this lecture, participants will gain a better understanding of the types of technology available (including remote support) and how they can access some of these devices for FREE through Mass Rehab Commissions new AT/DME Reuse program.

Salvatore Garozzo MBA, MS, CRC, Executive Director, UCP of Western Massachusetts



Friday Activities

8:00am	to	10:00am	Registration
7:30am	to	9:00am	Breakfast – Ocean View Dining Room
9:00am	to	10:15am	Workshop Session I
10:30am	to	11:45am	Workshop Session II
12:00pm	to	1:30pm	President's Buffet Lunch
			Conference Adjournment

Friday, October 21

Workshop Session I
9:00-10:15

F1-1 MySeniorCenter 101: Master the Basics **Ballroom I**

Add people, schedule events, create broadcasts, enter services, run reports, and even process payments. We'll tech you the skills to use MySeniorCenter most effectively.

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

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F1-2 Guiding the Adult Child: Conversations, Documents & Resources — Ballroom II
1 Nursing CEU

As an elder law attorney, I often work with clients to coordinate a comprehensive, multi-generational meetings. This allows family members to come together in a safe, neutral space so that the older generation can communicate their financial and non-financial plans to the younger generations. I look forward to sharing insights on those conversations, as well as, documents and resources that can help adult children be a support to their aging parents.

In speaking with COA representatives, we have heard that there has been an increase in inquiries from adult children trying to facilitate legal/financial matters on behalf of their aging parents. Often their parents have not disclosed any information about their financial or legal plans. In many cases, they haven't done any planning. However, the adult child is now seeing signs of increased need, or there is a diagnosis or it's time to consider a change in living arrangements. They do not know where to begin.

Join me for an interactive discussion about guiding the adult child! I'll share how elder law firms can be an outlet for them, helping facilitate those important conversations, draft necessary legal documents and connect them to other key resources. I'd love to help answer questions you and your teams have in regard to supporting the adult child navigating estate planning for their aging loved ones.

Michell D. Beneski, Managing Partner, Surprenant & Beneski, P.C., CELA, LLM
Taxation

F1-3 Where and why do Dementia-Friendly Initiatives take hold? Evidence from Massachusetts Senior Centers — Nauset V

As local hubs for aging services, senior centers are well positioned to engage in dementia-friendly community (DFC) work. Yet centers vary in their engagement, despite enthusiasm and action on behalf of the movement at the state level. Using a mixed-methods approach, we drew on data from MCOA Comprehensive Database of Senior Centers in Massachusetts, the US Census, and qualitative interviews with senior center staff to examine factors associated with DFC engagement. Centers that reported greater engagement were in municipalities with higher proportions of older residents from vulnerable groups (e.g., adults ages 80+, limited English proficiency, with a disability, living alone). They also reported greater programmatic, social service, funding, and staff capacity. Qualitative findings elucidated how senior center leaders drew on factors at the COA, municipal, and state levels to support local DFC efforts. Results from this study demonstrate the importance of building capacity for senior centers to engage in this work at the organizational, municipal, regional, and state levels, including financial and non-financial support. We share implications for policies and practices to support senior centers and other community-based organizations as leaders and partners toward DFCs. We encourage participant discussion about how the findings relate to individuals' own work and experiences.

Ceara Somerville, MS, Senior Research Associate, Center for Social & Demographic Research on Aging, University of Massachusetts Boston
Clara Scher, Doctoral Student, Rutgers University School of Social Work
Caitlin Coyle, PhD, Director, Gerontology Insitute, John W. McCormack Graduate School of Policy & Global Studies, University of Massachusetts Boston

F1-4 Helping the Aging Population Access their MassHealth Benefits: A Data Review

Nobska
1 Nursing CEU

About My Ombudsman:
My Ombudsman is an independent program that assists MassHealth members with accessing their benefits and services from MassHealth. We are a free resource funded by MassHealth and operated by the Disability Policy Consortium, a non-profit organization that advances the rights of people with disabilities.

Summary of presentation:
My Ombudsman is committed to promoting health equity for all MassHealth members, including older adults. Our mission is to ensure that MassHealth members understand their healthcare rights and benefits so they can get the care they need. More than half of the individuals we assisted at the beginning of 2022 were people over the age of 50 years. In this presentation, we will review the different types of issues that My Ombudsman helps older adults resolve, including but not limited to: Long-Term Services and Supports, Durable Medical Equipment access, transportation, and other various MassHealth benefits and access issues. We will also illustrate the data with case studies from our Ombudsman team.

Falguni Basnet, Data Analyst, My Ombudsman, a program of the Disability Policy Consortium

F1-5 New Director Training – Part 1

Nauset II

New to being a Director? Are you new to your role as a COA/Senior Center Director? Are you looking for insight into Aging Services, the Workings of a Municipality, Budgeting/Funding, Managing Expectations, Community Partnerships, your COA Board/Friends groups, and Peer Relationships? You've come to the right place! These topics will be discussed at both morning sessions where a panel of seasoned Directors will be discussing these topics with you.

Kelly Burke, Director of Member Services, MCOA
Susan Curtin, Director, Norwell COA

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Friday, October 21

Workshop Session II
10:30-11:45

F2-1 MySeniorCenter Advanced: Become a Power User **Ballroom I**

Learn how to get advanced with MySeniorCenter to use groups, contracts, MyActiveCenter, Zoom, trips, and home-delivered meals.

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

F2-2 Having "The Talk" With Seniors About Sex **Nauset V**

1 SW CEU, 1 LMHC CE, 1 Nursing CEU

In the absence of comprehensive assessment tools for sexual consent with older adults, we must work through our discomfort and begin "the talk." The key is to listen – truly listen – for verbal and nonverbal responses in talking with seniors about sex. In this upbeat and positive training, participants will come away with tips and tools when faced with challenging situations and hopefully gain the confidence they need to engage more fully in sexual health discussions with seniors.

Jane Fleishman, PhD, MEd, MS, Sexuality Educator, Researcher, and Writer, Speaking Of, LLC

F2-3 Laugh for the Health of it: How to Create Therapeutic Laughter" for Health and Well-Being **Nobska**

1 SW CEU, 1 Nursing CEU

Laughter Wellness is a performance-based, structured health and wellness program that engages people in laughter without using comedy or jokes. Utilizing a series of interactive exercises and games, the program explores the use of laughter for stress management, community building, promotion of positive thoughts and feelings, and strengthening the immune system. The facilitator places an emphasis on creating a supportive non-judgmental environment and encourages creativity and enjoyment. The workshop is composed of segments that highlight breathing, stretching, spontaneous vocalizing, child-like laughter, and use of props. The workshop ends in a debriefing process that focuses on giving participants the tools to employ laughter and breathing techniques as self-care strategies.

Trevor Smith, Laughter Wellness Facilitator, Blue Sky Consulting

F2-4 The Connected Age: Partnerships and Opportunities in Technology Access for Older Adults **Ballroom II**

The Mass Broadband Institute and the Mass Healthy Aging Collaborative will share funding opportunities and policy programs at the state and federal level aimed at advancing access to technology and skill-building. The session will also share Massachusetts-based partnerships and collaborations that are helping to improve tech access for older adults with a discussion of how it can be done on a local level.

James Fuccione, Mass. Healthy Aging Collaborative
Josh Eichen, Mass. Broadband Institute

Friday, October 21

Workshop Session II
10:30-11:45

F2-5 New Director Training – Part 2 **Nauset II**

New to being a Director? Are you new to your role as a COA/Senior Center Director? Are you looking for insight into Aging Services, the Workings of a Municipality, Budgeting/Funding, Managing Expectations, Community Partnerships, your COA Board/Friends groups, and Peer Relationships? You've come to the right place! These topics will be discussed at both morning sessions where a panel of seasoned Directors will be discussing these topics with you.

Kelly Burke, Director of Member Services, MCOA
Susan Curtin, Director, Norwell COA

President's Luncheon Buffet
Ocean View Dining Room
12:00-1:00

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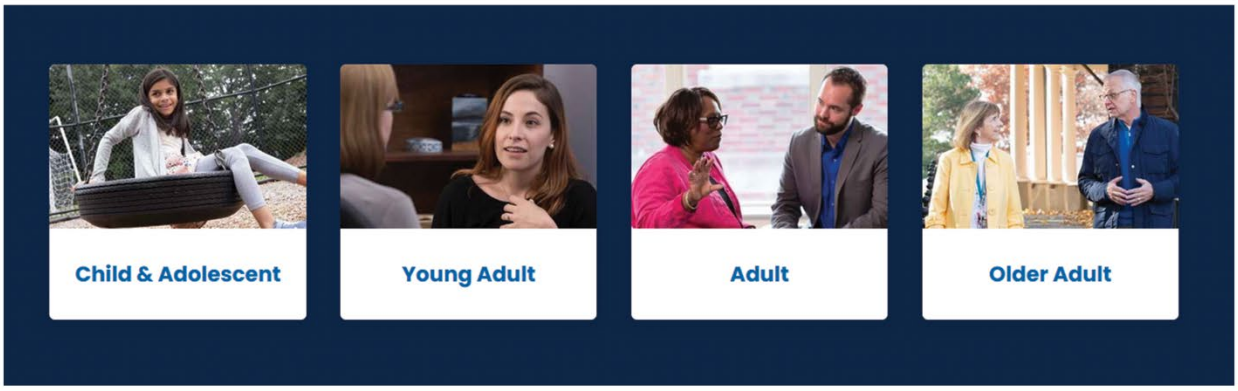

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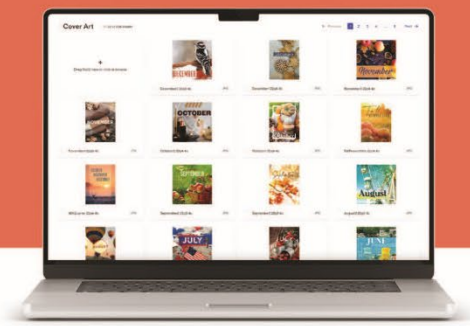

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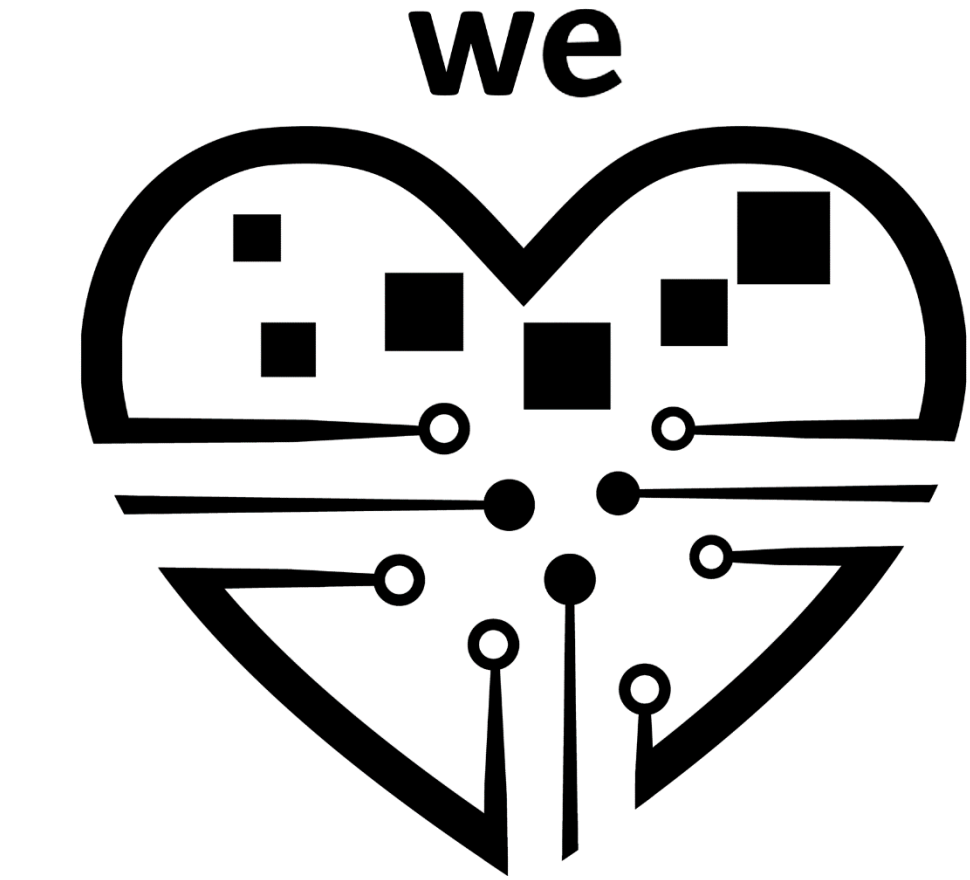

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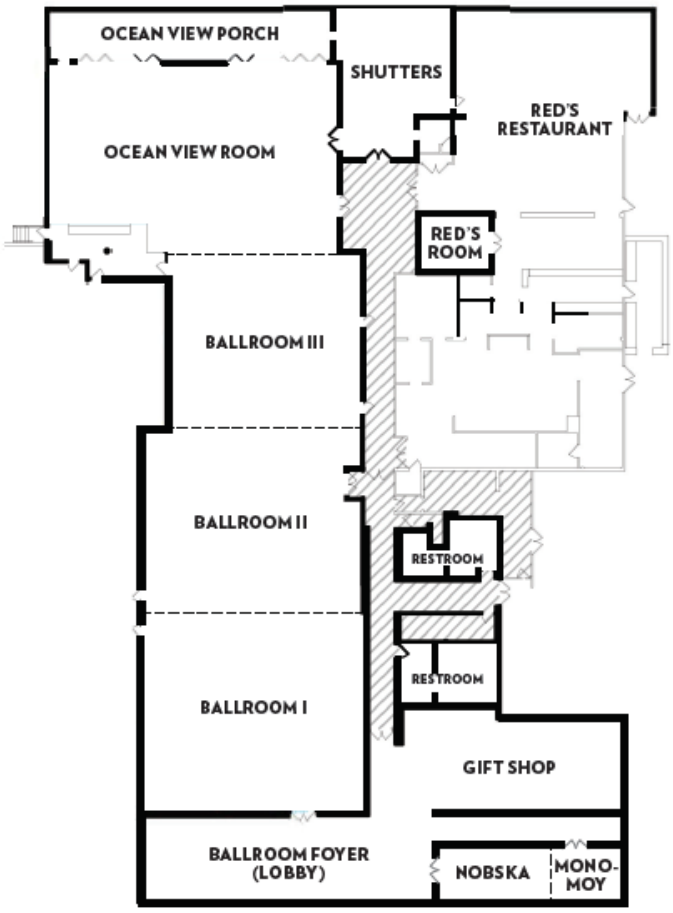
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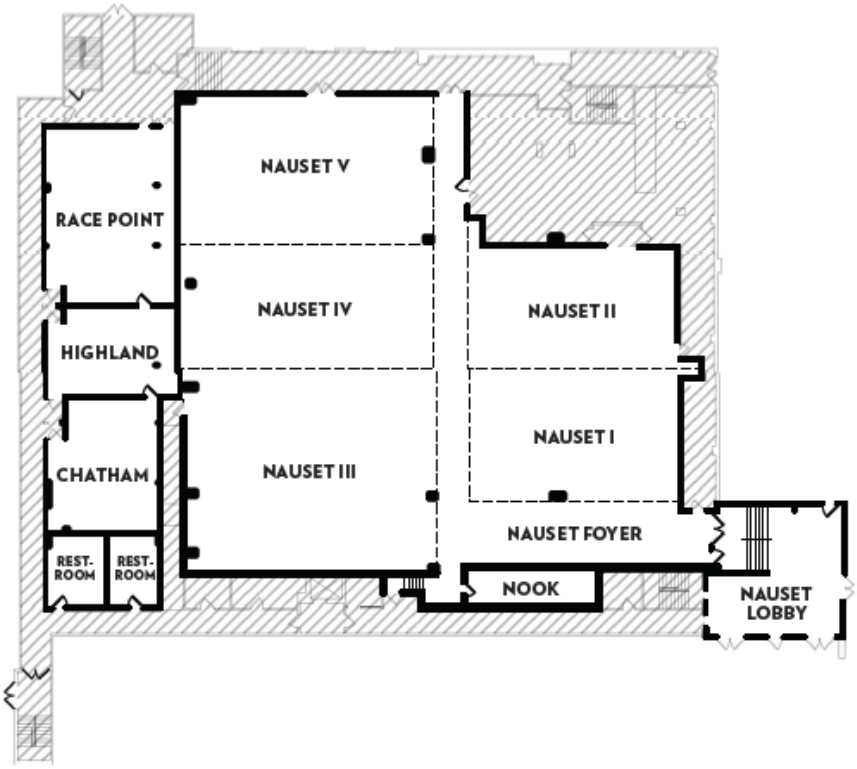
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REST-ROOM
NOOK
NAUSET LOBBY