



Action
for Older Persons

Mature
Messenger



Your AOP membership renewal request is on its way! Please consider renewing or becoming a first time member! The financial support AOP receives during the annual Membership Drive is used to

fund tried-and-true initiatives that provide advocacy, individualized counseling, and unbiased information to empower older adults and their families to make informed decisions. In a community that is aging faster than state and national averages, these efforts are more vital than ever.

We also know this – without your support, we cannot continue to help you meet tomorrow's needs. Like most private, nonprofit organizations, we are challenged by an uncertain reduced public funding. Yet as our community grows older, the demand for our services has never been greater. We have seen many new faces since we last reached out – with more than 1,300 first time service recipients.

AOP has also begun providing new, vital services to the community. In January 2019, AOP began building Enhanced Multi-Disciplinary Teams across the region to address cases of elder abuse. The primary focus for team members is to identify, investigate, and intervene in cases of elder abuse, restoring safety and security of older adults, and protecting their assets. Together, team members achieve this through coordinated case reviews and tailored responses to each abuse situation.

In addition to supporting AOP's programs and services, by becoming an **individual (\$25)**, **family (\$40)** or **supporting (\$60)** member you gain access to the following benefits:

- Members will have one week to schedule appointments for Medicare's open enrollment period (Oct. 15 – Dec. 7) before this service is opened to others
- Members receive free assistance completing living wills and health care proxies, while others pay \$10
- A subscription to AOP's *Mature Messenger*
- A subscription to AOP's *Mini-Messenger* newsletter that will focus on necessary alerts, such as scams targeting seniors and other important information
- Priority reservations for AOP seminars when seating is limited and priority consideration for obtaining AOP services when wait lists are necessary
- Free lamination of your Medicare card
- Free shredding of private, confidential materials at AOP's annual *Shredding Day*

By choosing to become a **supporting member**, you gain access to the following, additional benefits:

- Recognition in AOP's Annual Campaign Contributors' Listing in the *Mature Messenger*
- Access to select AOP-copyrighted materials
- Access to technology tutoring including a yearly, private, free half-hour computer, tablet, or cellphone tutoring session and a \$5 hourly discount on any follow-up tutoring

**Your membership and support truly makes a difference.
Don't hesitate. Become a 2019 AOP member today.**

Doris DiRado

This is not the first time I have written about Doris DiRado. Preparing for my first Annual Meeting as Action for Older Persons' Executive Director, I realized I needed to choose a volunteer to receive the Henry E. Beach Award—awarded for exemplary volunteer service. I immediately knew that after a year of change, transition, and, if I am being honest, struggle, Doris was my choice.

“My father (an Italian immigrant) was my hero. He told me I could be anything I wanted to be. The fact I was a girl shouldn't slow me down.” - Doris DiRado



Doris had spent the year guiding and supporting me - as AOP's new Executive Director - and the organization as well. I knew she would spend several more years doing the same. Yet, when I sat down to prepare my remarks, I stumbled. Here again, I falter, at a loss for words, wondering how to honor and describe Doris.

There are no metrics that can identify the impact Doris had on Action for Older Persons, those she assisted, or myself. Unfortunately, there are no videos of Doris' head popping through the glass ceilings that she broke. That said, anyone who knew Doris can picture what that video would be like - the smirk across her face, the sparkle in her eye. Her

quick note that someone “needs to clean up that mess”, before continuing to rise.

Doris was a force. If Doris were a tornado, in the vortex you would find the ultimate teacher. You would find the knowledge, wisdom, and ability to withstand almost anything once this “tornado” gently, safely returned you to the ground.

In a 2014 interview with the *Press & Sun Bulletin* about her volunteer work at AOP, Doris said, “Even though I’m an old-timer, I’m still passing tests.” In many ways, she spent much of her time at AOP educating older adults, helping them to pass the unrelenting test that the Medicare system has become.

While she remains invincible in my mind, Doris DiRado passed away on January 7, 2019. She is survived by her husband of 68 years, Tony, her daughter, Linda, and brother Aldo. As a spirited angel, she rejoins her daughters, Ann and Christine.

Once again, my page is running out and I can certainly say that this doesn’t feel sufficient. Perhaps, it’s because I missed the most important thing - thank you. Thank you, Doris. Thank you for everything.

- Casondra Hamilton

As we gathered at the Church to celebrate Doris, I heard the Priest mention how people live ordinary lives. I almost giggled to myself.

You see, if I can promise you one thing, it’s that Doris lived an extraordinarily unordinary life.

National Health Care Decisions Day

APRIL 16, 2019

National Healthcare Decisions Day is coming up! This special day was created to highlight the importance of completing advanced directives - such as health care proxies and living wills - to plan ahead for medical crises later on. A health care proxy is someone you personally designate to make medical decisions on your behalf if, for whatever reason, you become incapacitated. A living will is a tool used by a proxy that describes what your preferences are in regards to life-sustaining treatment.

You should always have an active role in your healthcare, and advanced directives allow for you to retain both involvement and control. The decisions you make now will have a positive impact on making sure your wishes are followed and known by your loved ones and health providers.

Advanced Planning for End of Life

Action for Older Persons offers monthly seminars that discuss Advanced Planning for the End of Life (APEL) as well as individual consultations. The APEL program offers assistance in completing advanced directives, including health care proxies and living wills.

Join Us. APEL Seminar: April 16, 2019 - 1:00pm

What services does APEL provide?

APEL helps individuals learn about what advanced directives are, their purpose, who needs to fill them out, and how to fill them out. APEL informs individuals on how to start conversations about health care proxies and wishes regarding medical treatments with family members and health providers. The program provides guidance on what to keep in mind when appointing a health care proxy and filling out a living will and provides health care proxy forms and living will booklets, including the very popular *Five Wishes*.

APEL staff give community presentations in different healthcare and recreational settings, as well as monthly seminars in the office. APEL educates others on the authority of a health care proxy. APEL staff can also shed light on the role of do-not-resuscitate orders and Medical Orders for Life Sustaining Treatment.

Who does APEL help?

Every adult ages 18 and over should have advanced directives put into place. We help any adult seeking information and assistance about health care proxies, living wills, do-not-resuscitate orders, and Medical Orders for Life Sustaining Treatment.

What is the Five Wishes Booklet?

This is a handy, easy-to-read, living will booklet that walks a person through the process of what medical treatments one would want, and not want, under certain circumstances. It gives a comprehensive approach to deciding what quality of life means to somebody.

Medicare Preventive Services

THE TO STAYING HEALTHY

Prevention and early detection are keys to staying healthy. If you are enrolled in Medicare, you are eligible for a variety of preventive services that can help prevent health challenges or help detect health problems early, when treatment works best. Many people are familiar with the most common preventive services, such as mammograms and colonoscopies. Yet, there are a variety of other services that are not taken advantage of as frequently.

Did you know that diabetes self-management training is covered by Medicare?

Medicare Part B covers diabetes outpatient self-management training to teach you to cope with and manage your diabetes. It includes tips for eating healthy, being active, monitoring blood sugar, taking medication, and reducing risks. Medicare may cover up to 10 hours of initial diabetes self-management training.

With the passage of the Affordable Care Act, many Medicare preventive services are now available for free. This means that if you have Original Medicare and you see a doctor who participates in Medicare, you can get certain tests, screenings, vaccinations, health monitoring, and counseling at no cost to you. As of 2012, Medicare Advantage Plans are now required to offer these services at no cost as well.

Other Preventive Services Covered at No Cost:

- Welcome to Medicare Exam
- Annual Wellness Visit
- Abdominal Aortic Aneurysm Screening
- Alcohol Misuse Counseling
- Bone Mass Screening
- Breast Cancer Screening
- Cardiovascular Risk Reduction Visits
- Cervical and Vaginal Cancer Screenings
- Colorectal Cancer Screenings
- Depression Screening
- Diabetes Screening
- Glaucoma Screening
- Heart Disease Screening
- HIV Screening
- Lung Cancer Screening
- Medical Nutrition Therapy
- Obesity Screening and Counseling
- Prostate Cancer Screening
- Sexually Transmitted Infection Screening and Counseling
- Tobacco Use Cessation and Counseling
- Vaccinations – Flu, Pneumonia, Hepatitis B & C

What's the **PROBLEM?**

The CDC reports that Americans use preventive services at about half the recommended rate. Chronic diseases, such as heart disease, cancer, and diabetes, are responsible for 7 of every 10 deaths among Americans each year and account for 75% of the nation's health spending. These chronic diseases can be largely preventable through close partnership with your healthcare team, or can be detected through appropriate screenings, when treatment works best.

Heartfelt 
THANKS
TO OUR VOLUNTEERS

As you grow older, you will discover that you have two hands—one for helping yourself, the other for helping others.

- Audrey Hepburn



National Volunteer Week was established in 1974 and has grown exponentially each year, with thousands of volunteer projects and special events scheduled throughout the week. This signature week is about honoring the impact of volunteers in our communities, and inspiring others to serve. It is a time to celebrate the impact of volunteer service on our communities. The local events, volunteer projects and social media conversations that take place during this week demonstrate that service unites – bringing people together to tackle society’s tough challenges, spark change, and build stronger, more resilient communities.

APRIL 7-13, 2019



Action for Older Persons’ staff would like to thank the volunteers who support our program and those we serve. Without these dedicated individuals, we could not serve half of those we serve now.

Good Deeds Day APRIL 7

Good Deeds Day is a global celebration that unites people from more than 100 countries to do good deeds for the benefit of others and the planet. Each year,

hundreds of thousands put into practice the simple idea that every single person can do something good, be it large or small, to improve the lives of others and positively change the world. In the United States, Good Deeds Day kicks off National Volunteer Week.

Volunteer **TRAINING** 2019



Health Insurance Information Counseling and Assistance Program (HIICAP) volunteers provide unbiased information to Broome County residents on Medicare and additional insurance plans. Medicare and other insurance is a complicated and often frustrating concept. The HIICAP volunteers provide assistance, knowledge, understanding, and, ultimately, peace of mind to Broome County's Medicare Beneficiaries.

All of this is in addition to the financial savings found by HIICAP volunteers, which positively impacts AOP's clients and the community as a whole. The HIICAP program is a challenging and rewarding opportunity for eager volunteers. To quote one of our current volunteers, "who needs luminosity; you could just be a HIICAP volunteer. That will keep you on your toes". To sign up or to receive more information, contact Jane at 607-722-1251.

Health Insurance Information Counseling & Assistance

Potential Training Dates

May 1st, 8th, 15th, 21st

Many residents in long-term care (LTC) facilities have a variety of family and friends who visit and are able to assist the resident(s) with adjusting to living in their new home.

What does a resident do when no one is around?

Who is there to explain their rights as residents?

The LTCOP program is searching for volunteers that are interested in becoming advocates for seniors in nursing homes or assisted living/adult care homes. AOP conducts the Ombudsman program in Broome, Delaware, Tioga, and Chenango counties and is searching for volunteers in all four areas. The LTCOP volunteers visit nursing homes or assisted living/adult care residents and discuss resident's concerns. The volunteers are then able to assist the residents with any actions that need to be taken in order to provide a better living environment.

Each volunteers can be the voice of residents who may not feel they have anyone to turn to. They empower residents by educating them about their rights. Staff members and family of residents can be assured that there is a resource for information and someone to assist their loved one. For those looking to looking to volunteer alongside these amazing people, there will be a free 36-hour Certification Training. To sign up or to receive more information, contact Morgan White or Jessica Palmer at Action for Older Persons at 607-722-1251.

Long-Term Care Ombudsman Program

Potential Training Dates

May 22nd, 23rd, 29th, 30th

VOLUNTEER SP T

Our staff is pleased to honor Beth McKeown in our Volunteer Spotlight for her assistance in the Long-Term Care Ombudsman Program. Beth has been with the program for a year and a half and spends a minimum of two hours a week empowering residents to advocate for themselves.

Beth is constantly helping residents by protecting their rights. Some facility staff can become frustrated with residents who seemingly bring up concerns over and over. Beth has a wonderful approach and “keeps addressing their complaints when asked, even though the staff may roll their eyes and say ‘they like to complain.’” She states that, “these residents still deserve my patience and respect.” Beth is, in turn, able to assist the facility staff by taking in the residents’ concerns and working to create lasting resolutions. She has created a good, professional environment in which staff will come to her to troubleshoot ideas to best assist the residents. She enjoys the challenge and understands that sometimes what we feel is best for a resident may not be what the resident wants. She’s

able to put aside her bias and promote the residents’ right to choose. She provides residents with healthy compromises. She assists those who may not understand residents’ rights.



Name: Beth McKeown
Program: LTCOP

SAVE *with* **Medicare**

Join us for a seminar on how to save money on Medicare costs. HIICAP Coordinator, Jane Talbot, will explain ways to reduce premiums, copays, and other costs. Seminars will take place at locations across the county.

SENIOR CENTER LOCATIONS

Broome West Senior Center—Thurs., April 11th -12:00pm

Deposit Senior Center—Thurs., April 25th -12:00pm

Eastern Broome Senior Center—Wed., April 24th -12:15pm

First Ward Senior Center—Tues., April 16th -12:15pm

N. Broome Senior Center—Wed., April 17th -11:45am

North Shore Towers—Mon., April 22nd -11:30am

Vestal Senior Center—Wed., April 10th -10:30am

SEPP HOUSING LOCATIONS

Hamilton House Apts.—Tues., April 16th -2:30pm

Harry L. Apts.—Tues., April 23rd -2:30pm

Marion Apts.—Wed., April 17th -2:30pm

Nichols Notch Apts.—Mon., April 29th -2:30pm

Wells Apts.—Mon., April 15th -2:30pm

Windsor Woods Apts.—Tues., April 12th -2:00pm

SEMINAR SERIES

Space is limited. Registration Required.
Please call AOP at 607-722-1251 to register

Long-Term Care Ombudsman Program (LTCOP)

Join us for a seminar on the Long-Term Care Ombudsman Program. You will learn about NYS Certified Ombudsman and how they are able to advocate and assist residents in long-term care facilities. Various information about long-term care also included.

Tuesday, April 16, 2019 at 10:00am

Tuesday, May 14, 2019 at 10:00am

Tuesday, June 11, 2019 at 10:00am

Advanced Planning for End of Life

Join us for a comprehensive seminar on advanced directives. You will learn how to select and assign a health care proxy, complete a living will, and broach the subject of end of life decisions with your family. All participants will receive the necessary documents for free.

Tuesday, April 16, 2019 at 1:00pm

Tuesday, May 21, 2019 at 10:00am

Thursday, June 20, 2019 at 10:00am

Managed Long-Term Care (ICAN)

Are daily tasks such as bathing, toileting, dressing, and food preparation difficult for you or a loved one? Are you eligible for Medicare and Medicaid? Are you looking for a way to remain in your home or to keep a loved one at home? If you've answered yes to these questions, this presentation is an excellent source of information for you. Join AOP to learn about Managed Long-Term Care Plans, the services they provide, how to enroll, and eligibility criteria.

Wednesday, April 17, 2019 at 2:00pm

Tuesday, May 21, 2019 at 2:00pm

Thursday, June 20, 2018 at 2:00pm

Medicaid and Nursing Home Care

Join AOP for an overview on using Medicaid to pay for a nursing home stay—whether for you, a spouse, parent, or other loved one. Topics include an introduction to financial guidelines, the five year lookback, spousal impoverishment laws, etc. We can also answer questions about long-term care insurance policies and the use of Medicaid.

Tuesday, April 9, 2019 at 2:00pm

Tuesday, May 7, 2019 at 2:00pm

Tuesday, June 4, 2019 at 2:00pm

SEMINAR SERIES

Space is limited. Registration Required.
Please call AOP at 607-722-1251 to register.

Long-Term Care Insurance

A comprehensive seminar on the various ways to plan for and pay for long-term care. You will learn eligibility guidelines, affordability and risk factors, as well as the various options to offset the costs, including long-term care insurance, NY State Partnership Plans, and the role of Medicare and Medicaid.

Tuesday, April 9, 2019 at 10:00am

Tuesday, May 7, 2019 at 10:00am

Tuesday, June 4, 2019 at 10:00am

Question: My Part D plan is no longer covering a prescription drug that I have been taking for the past year, but my pharmacist told me that I may be able to get a transition refill while I talk to my doctor to find another medication. What is a transition fill?

Answer: A transition fill, sometimes called a transition refill, is a one-time, 30-day supply of a drug that a Medicare Part D plan must cover when you are new to a plan, or when your current plan changes its drug coverage for the next calendar year. This transition fill is meant to give you temporary coverage for a drug that is not on a plan's formulary, or that has a drug restriction.

Medicare 101

Join us for a comprehensive Medicare seminar. Learn about the four Parts of Medicare - A, B, C & D, eligibility, and enrollment. Receive an overview of options for additional coverage such as Medicare Advantage plans and Supplemental policies, ways to save money with various assistance programs including NYS EPIC, and preventive benefits that can preserve and enhance your life. The Medicare program is very complex and this seminar will provide the information you need to make the best choices. It is advisable to attend this seminar prior to attending the MAPS vs. GAPS seminar.

Monday, April 8, 2019 at 10:00am

Monday, May 6, 2019 at 10:00am

Monday, June 3, 2019 at 10:00am

Medicare Advantage Plans vs. Medigap

Join us for a seminar on the use of Medicare Advantage Plans (MAP) versus Medigap (Medicare Supplement) Policies. You will learn the differences between Original Medicare and MAPs, as well as the different types of MAPs (HMO, PPO, and PFFS plans). You will also learn how Medigap insurance options cover some or all of the remaining costs after Medicare pays for a medical or hospital service. What option is best for you?

Monday, April 8, 2019 at 2:00pm

Monday, May 6, 2019 at 2:00pm

Monday, June 3, 2019 at 2:00pm

Action For Older Persons

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