

older americans month

Healthy Living

Health Insurance

Long-Term Care

Finances & Retirement

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Family Issues

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At Riddle Village, we understand that this is a time of change and adjustment for everyone. Having over 25 years of experience serving and caring for our residents at every level has helped us respond quickly and effectively to the Covid-19 crisis facing every individual in our global economy today.

We are not just a community; we are a safe place to call home. We are taking every precaution in this difficult time to ensure our residents, employees and caregivers are protected. Although we are not currently opening the community to visitors, we are still working with those looking for the peace of mind that we can offer with our extensive Lifecare contract.

Riddle Village knows Lifecare and although our doors are not open to the public at large right now, our team members are still working diligently to provide our Residents with the very best that life has to offer each and every day.



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OLDER AMERICANS MONTH

RSVP Marshals Volunteers to Battle Health Crisis

For county and community emergency services responding to the coronavirus pandemic, RSVP has become a vital volunteer screening and recruitment hub.

In normal times, the nonprofit connects volunteers to dozens of community service opportunities, primarily in Montgomery, Delaware and Chester counties. Now with stay-at-home orders in force and its own office closed, RSVP has sharpened its focus to provide volunteers who address critical needs such as staffing food pantries and grocery shopping for seniors and people with compromised immunities.

"The needs are continually changing, very fluid," said Jacqui Baxter-Rollins, RSVP's Director of Pro-

grams. You can view a current list of location-specific, urgent volunteer requests at www.rsvpmc.org.

"From their homes, several of our program coordinators have shifted to volunteer recruitment," said Baxter-Rollins. Prospective volunteers receive a telephone interview and RSVP conducts state-required background checks. "We're also reaching out to our own volunteer base for well check-in calls," she said.

Food Pantries

With thousands of people out of work, area food pantries have experienced a surge in demand. That has created a need for volunteer helpers. "We pre-screen volunteers for risk factors, following CDC guidelines," said Baxter-Roll-

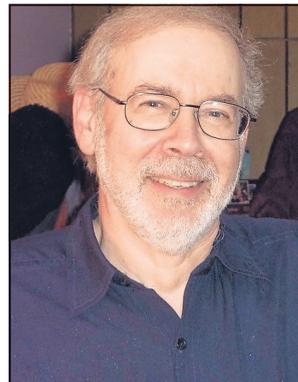
ins. "And the food banks have changed their operating practices to provide frequent cleanings and to safely handle the food. Volunteers wear gloves and masks."



Joshua

ins. "And they've modified the way they handle food donations and distribution. Most pantries have shifted

to pre-packaged bags that go straight into the clients' trunks to minimize contact. I know of one pantry that quarantines food donations for three days."



Steve

to pre-packaged bags that go straight into the clients' trunks to minimize contact. I know of one pantry that quarantines food donations for three days."

At least one food bank need drivers to pick up food provided by Philabundance and other organizations. These volunteers should

have a van or truck and be physically able to help load and unload the food.

Grocery Shopping

"It's a rapidly evolving and urgent need," said Baxter-Rollins. RSVP has begun partnering with two groups, Shopping Angels and Covaid that have online platforms where people can request grocery and pharmacy pickup assistance. "They have the technology piece. We have the volunteer recruitment and screening," she said.

Volunteer Steve Sherman has gone grocery store shopping for one of his senior clients. "Instead of taking her to the bank and the food markets, I went shopping for her at two supermarkets," said Sherman, a retired teacher. "I fol-

lowed the same protocols I do with my own shopping - like sanitizing when I got back to the car. I'm using a mask. I dropped off the food at her building and two friends carried it up for her."

A retired strategic sourcing consultant, volunteer Joshua Sun has made three grocery runs for sequestered clients. "I bring along surgical masks, nitrile gloves, hand sanitizer and chloride wipes," he said. "That's not any different than if I go shopping for myself. There's some anxiety, but it can be mitigated through PPE (personal protective equipment) and heightened alert. My anxiety is more about bringing the virus to clients unknowingly."

CRISIS ON 10

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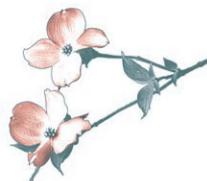
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OLDER AMERICANS MONTH

COSA available to assist seniors and their families

Nearly one in every five County residents is a member of the senior population. Whether you are a senior citizen or not, we all want to maintain our independence and quality of life. The emergence of COVID-19 has changed the way we live and brought with it many challenges, especially for older adults.

The County of Delaware Services for the Aging (COSA) is Delaware County's Area Agency on Aging. COSA is an information resource for persons of any age or income needing information on benefits and services available to older and disabled persons. COSA also has many programs of service for residents age 60

and older.

Although our physical location is currently closed, COSA remains dedicated to serving seniors and their families remotely. Anyone with questions, concerns, or in need of assistance should call (610) 490-1300 to be directed to a staff member who will assist you. Visit www.delcosa.org for information on COSA's services and you can also contact COSA by clicking the "Contact Us" tab in the top right corner. Information on the Coronavirus for seniors can be found by clicking on the "News" tab.

Many state and local agencies are working together to provide residents with resources to remain safe and healthy. Coronavi-

rus resources for residents can be found by visiting the Delaware County webpage at www.delcopa.gov and clicking on the "Coronavirus" tab.

The Pennsylvania Department of Aging has launched an online COVID-19 resource guide to help older adults easily find useful information related to their health, safety and well-being. The guide is housed on the department's website www.aging.pa.gov under "COVID-19 Resource Guide for Older Adults" and provides older adults, their families and caregivers with information on a variety of subjects, including meals, prescriptions, protective services, scams, and how to stay active and connected.

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OLDER AMERICANS MONTH

Senior Community Services committed to helping seniors

In March 2020, Senior Community Services (SCS), Delaware County's oldest and largest nonprofit aging services provider, suspended group programs at its four senior centers to focus on essential services while slowing the spread of the novel COVID-19 virus.

Essential services include: home-delivered meals for the frail, homebound elderly, to-go meals for active seniors in need of nutritional support, long-term care management for older adults, caregiver support services, APPRISE Medicare health insurance counseling, and information and referral services.

"SCS is committed to helping the seniors we serve navigate these challenging circumstances. Their health and safety -

and the health and safety of our team members and volunteers - are our top priority. We encourage everyone in the county to join us in looking out for our older friends and neighbors - we can't allow social distancing to isolate our seniors," said SCS Board President Asher Kemp, Jr.

Staff and volunteers are working together at all four of SCS' senior centers and a satellite kitchen at Episcopal Place at Park Row to prepare, package and deliver roughly 2,400 frozen and heated meals every week to frail elderly seniors. Whenever possible, meal supervisors are providing several days of meals at a time, reducing the frequency of deliveries and community exposure. Friendship Circle

STAY UP TO DATE

Stay up to date and participate in SCS' remote programming by liking your favorite SCS-affiliated Facebook page:

@seniorcommunityservices (main)
 @Schoolhousecenter (Schoolhouse Senior Center)
 @scsfriendshipcircle (Friendship Circle Senior Center)
 @chesterseniorspa (Chester Senior Center)
 @SCSGoodNeighbor (Good Neighbor Senior Center)
 @AgingAtHomeSCS (Aging at Home)
 @APPRISEdelco (APPRISE)

Or following our Twitter: @scs_delco

Or visiting our website at www.scsdelco.org

Senior Center recently welcomed staff members from State Sen. Tim Kearney's office, students and parents from Interboro School District, and members of the Delaware County Citizens Corps as new volunteers.

Senior Center staff

members are on-site Monday-Friday from 8:30 a.m. to 2 p.m., to provide to-go meals for older adults seeking food, and to provide information and referrals. Seniors in need of meals who would like to go meals are encouraged to call in advance so that staff

can bring packaged meals curbside.

Center directors and program coordinators work to provide essential nutritious meals as well as transform center programs to fit online platforms. In April, SCS began offering guided exercise classes, tech help classes, webinars, and book club discussions via Facebook Live, YouTube and teleconferencing platforms.

While SCS' experienced team of care managers is unable to visit consumers' homes, they are working remotely to monitor care plans, communicate with home and personal care providers, and evaluate new consumers. Volunteers in the APPRISE program, SCS' award-winning health insurance counseling program, are conduct-

ing counseling sessions by telephone while the senior centers, libraries, and legislative offices where they conduct services are closed to the public.

Arthur Weisfeld, SCS' executive director, commented on the agency's ability to operate during the COVID-19 emergency, "SCS' talented staff is working harder than ever to fulfill the agency's mission of fostering healthy, independent aging during this emergency. We are grateful to the volunteers, who are helping to get meals out to frail elderly people throughout our service area, and we encourage seniors and their families to join us online for book groups, tech help, gardening classes, Zumba and other resources!"

At our senior centers, friendships endure and good things happen.



Join us online in May (free)

Senior Exercise with Lavinia
 Mondays at 2 p.m. (Facebook Live)

Sit and Get Fit
 Wednesdays at 10:30 a.m.
 (Facebook Live)

Book Club Discussion on *The Guest Room*,
 Tuesday, May 12 at 10:30 a.m.
 (Teleconference: Call 484-209-0886)

APPRISE Health Insurance Counseling
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Chester Senior Center
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Friendship Circle Senior Center
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Maris Grove residents express gratitude during COVID-19 outbreak

While residents at Maris Grove, an Erickson Living developed and managed community in Glen Mills, Pa., have been following all CDC protocols for social distancing, the staff have found creative ways to help everyone feel safe, yet connected. A concierge service was developed to leave mail, pack-

ages, and essential toiletries on the shelves outside each resident's door, so they don't have to venture out. The dedicated culinary and dining teams deliver three days' worth of healthy, nutritious meals and snacks every three days.

In April, as Passover and Easter approached, Maris

Grove's Dining Services team prepared special meals. For example, Jewish residents received "Passover To Go" packages containing boxes of matzah and the ingredients needed to assemble Seder plates, the centerpiece of the holiday table. Residents also enjoyed deliveries of beautiful daffodil bouquets.

Maris residents were overcome with gratitude. One emailed, "You have outdone yourselves. I can't believe that you took the time to make this a comfortable/wonderful holiday for those who celebrate. Words simply cannot express how thoughtful you are and how grateful I am for all you have done for

everyone this past month. I will never forget it."

Executive Director Maureen Heckler said, "Our top priority is to keep everyone safe. If we can make life feel a bit more 'normal,' even better. Our residents inspire us every day, and their kind words mean everything to us."

and fitness activities.

For the many clubs at Maris Grove, virtual meetings on Zoom and Skype became the go-to for socializing and conducting business. "Everyone misses meeting in-person, but these platforms are a great substitute until we can be together," says Heckler.

Technology in action

Maris Grove tapped into technology to keep everyone active, engaged, and connected. "Now more than ever, human interaction is vital," Heckler said. "We're putting every resource we have to work in new, imaginative ways."

The community TV station became a hub of activity, offering programs that address residents' spiritual and physical needs. Religious services were available via live stream. Heckler, Medical Director Cathy Smith, and Dining Services Director Dan Lessard hosted a call-in show twice a week, so community members could ask questions, share stories, and offer suggestions. The staff showed off their talents in live segments that include music, guided meditation,

The value of community

Heckler noted that living in a caring, resource-rich community like Maris Grove is especially beneficial in unprecedented times like these.

"Many seniors like the idea of 'aging in place,' where they remain in their family home," she said. "Unfortunately, this can be isolating, because you lack the resources as well as the community and activity that provide a sense of purpose."

She added, "Even though our residents are staying in their apartments, they are not isolated. Our wonderful staff, high-speed internet, and support services help them remain physically healthy, mentally engaged, and socially connected."

For more information on Maris Grove, visit marisgrovecommunity.com.

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Despite the ways socialization has changed, the sense of community at Maris Grove remains. Maris Grove's resources and organizational structure gives stability, even in the face of uncertainty.

OLDER AMERICANS MONTH**Senior Community Services Caregiver Support Services Continue Amidst COVID-19 Outbreak**

AARP estimates nearly 41 million Americans care for their adult family members, a number that has only increased as life expectancy has grown. Sometimes caregiving is triggered by a major health incident, and other times it begins through small favors: doing dad's laundry, giving mom a ride to the doctor, picking up prescriptions and groceries. At first gradually, and then suddenly, adult children or spouses find themselves in the caregiver role.

Caregiving also occurs in other situations: a grandparent becomes the primary caregiver for their grandchildren or a sister takes responsibility for a sibling living with a disability. There are many ways for Americans to find themselves thrust into a caregiving role, often with no warning.

How do we support this indispensable perse-

vering community?

SCS' Caregiver Support Program strengthens and uplifts Delaware County's caregivers by offering financial, emotional, and educational resources.

Financial

It is estimated that the average caregiver spends around \$7,000 each year to provide care to their loved one. SCS provide reimbursement to Delaware County's caregivers that meet any one of the following three criteria:

- Are age 18+ and providing care for someone aged 60+

- Are 55+ and providing care to grandchildren under the age of 18; OR

- Are 60+ and providing care for a disabled relative between the ages of 18 - 59; PLUS

- Have income less than 380% percent of Federal Poverty Level.

SCS works to relieve that financial burden by

managing caregiver expense reimbursement programs on behalf of the state and federal governments. Unfortunately, financial stressors seldom stand alone.

Four in 10 caregivers who provide care to someone 50+ say their caregiving situation is highly stressful, while an additional 26% report moderate stress. SCS offers caregiver support groups, facilitated by an SCS care manager, that are open to all interested

caregivers. Studies show that group and technology supports both have positive impacts on the ability of caregivers to cope with the stress of their situations, reducing depression and anxiety. Coping ability and resilience are all too necessary for caregivers, especially in times of uncertainty.

The rapid spread of COVID-19 disrupted our lives in myriad ways and SCS' programs and services were not spared.

The agency's seventh annual Caregiver Academy, a six-session series of educational seminars supported by Link/ADRC, has offered respite care and access to valuable caregiving resources each year. This year's host, Friendship Circle Senior Center, along with all of SCS' senior centers, have suspended group programs. While this slowed the spread of the virus, it hasn't not slowed SCS' ambitious program staff. Centers

immediately began offering alternative programming via social media platforms and Zoom conferences: book club discussions, guided Zumba classes, and educational webinars. Essential services, like the Caregiver Support program, continue to assist consumers. While this year's Caregiver Academy may take on a different form, SCS continues to support caregivers in Delaware County.



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If you would like more information about what an Ombudsman does, or are interested in becoming a volunteer Ombudsman, contact:

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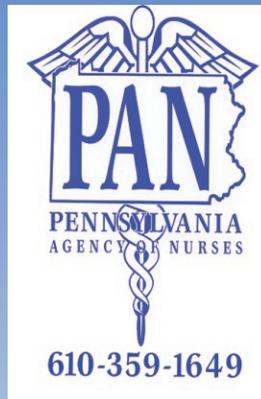


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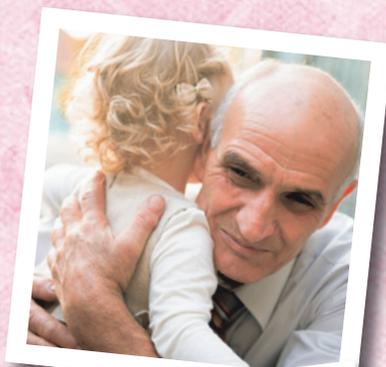
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Crisis

FROM PAGE 3

Medicare Counseling

Prior to the Federal Government "COVID-19 Shelter in Place" Regulations, the Delaware County Senior Community Services (SCS) APPRISE Program carried a robust Medicare Schedule pertaining to operating an in Office Tele Center, providing monthly Medi-

care Educational Presentations, and providing Medicare Individual Counseling Sessions at our 22 Medicare APPRISE Program Partner Sites. As well as, taking daily calls from the main APPRISE Program Office which provided brief tele-counseling sessions, answering Medicare questions concerning Medicare Traditional Insurance, Advantage Plans, and Part D Prescription Plans, providing information and enrollment into Prescription Assistance

Programs and Supplemental Plans, providing enrollment into the Medicare Cost Sharing Programs, i.e. Medicare Savings and Extra Help Programs.

Of the 22 APPRISE Program Partners Sites, will continue scheduling individual Counseling Session appointments by phone.

Presently, the APPRISE Program Director Glenda A. Radical has been working on ways to inform the public about the Delaware County APPRISE Program's

current services by creating an APPRISE Program "COVID-19 Counseling by Phone Flyer" that can be distributed to the 22 APPRISE Program Partners sites to place in their newsletters, to send out in their email blasts, or other avenues of communications. The APPRISE Program "COVID-19 Counseling by Phone Flyer" has been placed on the Senior Community Services and Delco APPRISE Program Face Book Pages and has been distributed to other agencies to post on their Social Media Pages.

The Delaware County APPRISE Program will promote the SCS APPRISE Program Phone Office Services 484 494-3769 and the "COVID-19 Period Phone Individual Counseling Sessions" in the local Delaware County newspapers to inform the public about APPRISE Program Services during this "Shelter in Place" COVID-19 Period.

The Program is looking into other ways to inform Medicare Beneficiaries by creating step-by-step Instructions on "How to Perform Medicare.Gov Medicare Advantage and/or Part D Prescription Plans Comparisons" and they plan to look into the utilization of Zoom and/or Skype for future Face to Face Counseling Sessions if the the COVID-19 Shelter in Place protocols into the latter part of the 2020 calendar year.

Online Reading Coaches

RSVP continues to recruit volunteer reading coaches for 1st through 3rd graders. This United Way program, originally launched to work with students while at school, has now been redesigned to read with students while learning from home.

Students have access to a library of e-books selected for their reading level. Chil-

dren choose a book to read with a volunteer through a secure screen-sharing program with audio. Tutors and students read together, complete comprehension quizzes and write summaries.

Other Needs

The pandemic is creating rapidly arising needs. The Medical Reserve Corps is seeking volunteers trained in medicine, public health, safety, logistics and communications and RSVP can connect volunteers with regional MRC contacts.

Some RSVP programs, such as online math tutoring for college-bound veterans, and virtual STEM Career Presentations continue to operate and seek volunteers.

To learn more about urgent volunteer needs and ongoing programs, visit www.rsvpmc.org. You can also enroll online by visiting the website or by calling 610-834-1040 x.123.

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OLDER AMERICANS MONTH

Ombudsman Program looking for volunteers

The Delaware County Ombudsman Program is looking for volunteers who are interested in making a difference in the lives of residents living in long-term care facilities in the county.

The Nursing Home Reform Law, passed in 1987, guarantees nursing home residents their individual rights, including but not limited to: individualized care, respect, dignity, the right to visitation, the right to privacy, the right to complain, and the right to make independent choices.

The National Long-Term Care Ombudsman

Program has worked for more than 40 years to promote residents' rights daily. More than 8,000 volunteers and 1,000 paid staff are advocates for residents in all 50 states plus the District of Columbia, Guam and Puerto Rico.

Delaware County is home to over 83 long-term care facilities and ombudsmen provide information on how to find a facility, conduct community education sessions, support residents, their families and the public with one-on-one consultation regarding long-term care and assist

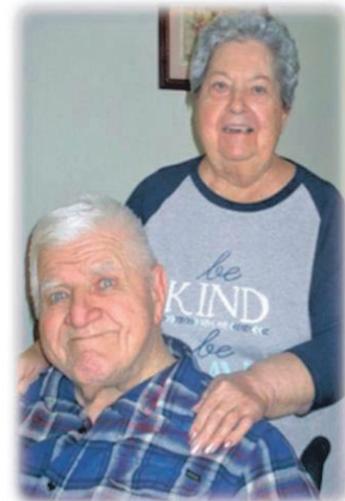
residents with complaints made about long-term care services in nursing, boarding and private facilities.

The Delaware County Volunteer Ombudsman Program is under the guidance of Rahmah Allen and volunteers are greatly needed. Anyone 18 years or older who is interested in becoming a volunteer ombudsman may contact Rahmah Allen at (610) 872-1868.

For further information on what an ombudsman does or what concerns they address, visit www.delcosa.org.

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