

# AGING AND VOLUNTEER SERVICES

Creative Regional Solutions for Buncombe,  
Henderson, Madison and Transylvania Counties



Vol 3 - Issue 4: November 2014 - January 2015

## VS Martin Luther King, Jr. National Day of Service

Join us for our annual Martin Luther King, Jr. National Day of Service. This is a fun day for all ages to transform Rev. Dr. Martin Luther King, Jr.'s life and teachings into action. Volunteers and community members will gather to work on fun and simple craft projects that benefit area non-profits. All supplies, materials, and instructions are included and are appropriate for all ages. Last year, over 200 volunteers gathered to make items such as fleece blankets for Project Linus, bookmarks for POP project, "Adopt Me" bandanas for the Humane Society, educational games and flashcards for area schools, and cards for our first responders and veterans.

This year's event will be held at Eliada Homes. They have graciously donated their campus as a host site, allowing us to have a much larger kid friendly space. Registration is required to ensure enough supplies. When registering please indicate how many people are in your party and the number of people under the age of 16. This event is co-sponsored by Land of Sky Regional Council and Hands On Asheville-Buncombe.



### Open to All Ages & Abilities

**Date:** Monday, January 19, 2015

**Time:** Open from 9 am - 12 noon

**Location:** Eliada Homes

2 Compton Drive, Asheville, NC 28806

**Parking:** Free

**Cost:** Free

**Registration:** Janice Payne at 251-6622 or

[janice@landofsky.org](mailto:janice@landofsky.org)



### Warm wishes for the Holiday Season from the Aging and Volunteer Services Staff!

L-R: Linda Kendall Fields, Stephanie Stewart, Sherry Christenson, John Connell, Carol McLimans, LeeAnne Tucker, Pat Hilgendorf, Ruth Price, Stacy Friesland, Janice Payne, Nancy Hogan, Julia Gibson, Patti Cameron, and Vicki Jennings. Not Pictured: Rebecca Chaplin, Helen Doerler, Emily Roberts

# AREA AGENCY ON AGING

## AAA Area Agency on Aging

The Area Agency on Aging is a leader and catalyst in helping older adults in our four county region lead more independent, vibrant lives. Part of the national network of aging agencies established by the Older Americans Act, we work to strengthen home and community care for older adults.



## Home and Community Care Block Grant

The Home and Community Care Block Grant, or HCCBG, allows local groups to make decisions about what services are most needed by older and disabled adults in their county, how much money needs to be allocated to the service, and what agency will provide the service. Last year more than 3600 seniors were assisted in our region.

## A&VS Introducing Stephanie Stewart

We welcome Stephanie Stewart as our new Aging Programs Specialist with a focus in Health Promotion/ Disease Prevention and Senior Centers. Stephanie is a native of Western North Carolina, and attended UNC of Asheville to earn a B.S. in Health and Wellness Promotion. She is a certified Laughter Yoga Leader and Living Healthy: Chronic Disease Self-Management Program facilitator. Stephanie's professional affiliations include the WNC Fall Prevention Coalition, LGBT Elder Advocates, and Buncombe County Triad.

Stephanie's responsibilities as an Aging Program Specialist will be to:

- Facilitate evidence-based program expansion in rural and underserved areas.
- Collaborate with community stakeholders, committees and coalitions to advance health promotion opportunities for older adults in our region.
- Provide technical assistance to local senior centers.

Welcome Stephanie!



Stephanie Stewart

## STHL Charles Dickens Awarded Long Leaf Pine Recipient

Charles Dickens received the Order of the Long Leaf Pine, the state's highest civilian honor, at the Land of Sky Regional Council meeting on Wednesday, October 22, 2014. The honor was bestowed on him by April Riddle, Governor's Western Regional Director.

Awarded by the Governor, the Order is presented to individuals who have a proven record of extraordinary service to the state. Contributions to their communities, extra effort in their careers, and many years of service to their organizations are some of the selection criteria.

Charles has served as the Buncombe County Delegate to the North Carolina Senior Tar Heel Legislature for 10 years, beginning in 2005. Following election by the Delegates, Charles served as Speaker of the North Carolina Senior Tar Heel Legislature from October 2007 to October 2009. In 2008 he led a successful statewide campaign to secure the first state appropriation for Project C.A.R.E. (Caregiver Alternatives to Running on Empty), an innovative and widely acclaimed program to help family caregivers who are caring at home for family members with Alzheimer's Disease or related dementia. At the invitation of Governor Bev Perdue, the Senior Tar Heel Legislature celebrated its fifteenth anniversary at the Governor's Mansion in March 2009. During his term as Speaker, the annual NCSTHL canned goods food drive was originated and the Fact Sheet used to disseminate the NCSTHL Legislative Priorities was reformatted to make it a more effective tool. Charles served as Chair of the Rules and Bylaws Committee from 2011 to 2013 and prepared the NCSTHL Reference and Operations Manual, a comprehensive guide for Officers, Delegates, Alternates, and Area Agencies on Aging.

For his work as Speaker and other contributions to the North Carolina Senior Tar Heel Legislature, Charles has received a several awards and certificates of appreciation including the following: The Margaret Hart Hardee Excellence in Aging Award by the North Carolina Association of Area Agencies on Aging, 2008; Certificate of Recognition and Honor by the Buncombe County Commissioners, 2009; Certificate of Appreciation by Governor Bev Perdue, 2009; The Kathleen Goodwin Cole Award by the Land-of-Sky Regional Council, 2010; The Ernest B. Messer Senior Citizen of the Year by the North Carolina Senior Citizens Association, 2010; North Carolina Legacy Award by the AARP, 2010; Champion of Aging for North Carolina by the Southeastern Association of Areas on Aging, 2011; Certificate of Appreciation by the North Carolina Senior Tar Heel Legislature, 2013; and Honorary

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April Riddle with Charles Dickens

The Family Caregiver Support Program was established to help family and informal caregivers care for their loved ones at home for as long as possible. FCSP provides information to connect caregivers with resources; counseling support groups and education; respite (short term relief for caregivers; and short term to one time only services.

Project C.A.R.E. (Caregiver Alternatives to Running on Empty) can assist caregivers of people with dementia by providing a Family Consultant to help resolve caregiving issues. They can connect caregivers with community resources and arrange funding to help pay for temporary relief, known as respite. Project C.A.R.E. helps reduce caregivers stress and exhaustion so that people with dementia can remain at home for as long as possible.

## FCSP Care Comes Home - National Family Caregiver Month 2014

Your loved one's care does not always take place in hospitals, or nursing homes, or doctor offices, or medical clinics. Most care actually occurs in the home – and that's a good thing. People are healthier at home and health care costs are reduced. Family caregivers have the best interests of their loved ones at heart. But caregiving at home can take its toll and it certainly takes a lot of planning. The nation's 90 million family caregivers are front and center in providing care every day – enabling their loved ones to stay at home longer where they are happier and healthier.

This November remember to thank family caregivers for their strength, courage, and commitment in providing long term service and support. Here are some things that you can do to support family caregivers that you know.

- Pick up groceries for them
- Bring pre-made food items
- Mow the lawn, rake leaves, or do other yard work
- Volunteer to sit with the care recipient for an hour or two each week (or even once a month)
- If you don't live close, send a handwritten card or small gift

If the caregiver is unaware of community resources that will help him or her to get some time alone (respite care), suggest to them that they contact the Land of Sky Regional Council's Family Caregiver Support Program at 251-6622.

### Charles Dickens continued

Speaker's Gavel by the North Carolina Senior Tar Heel Legislature, 2014. In a March 26, 2014 message to Charles, Dennis Streets, then Director of the North Carolina Division of Aging and Adult Services, stated, "You have established the standard for effective advocacy." Charles set out to do precisely that and is honored and humbled to be recognized as having achieved that goal.

As a Delegate, Charles is an ex-officio member of the Buncombe County Aging Coordinating Consortium and served one year as the Vice Chair of that group. Charles is a member of the Advisory Council on Aging of the Land of Sky Regional Council and has served as Council Chair since 2010. As Council Chair, he is a member of the Land of Sky Regional Council.

**CAREGIVER APPRECIATION DAY**

Do you help an older friend or family member, a disabled adult or child? Are you raising a grandchild or other young relative?

If you said yes to any of these questions, you are a caregiver and we want to honor you during

**NATIONAL FAMILY CAREGIVER MONTH.**

Land of Sky Regional Council's Family Caregiver Support Program invites you to attend **CAREGIVER APPRECIATION DAY** where you will enjoy a few hours of relaxation and fun.

**FRIDAY, NOVEMBER 14, 2014 • 10 am - 2 pm**  
**LUTHERAN CHURCH OF NATIVITY • 2425 Hendersonville Rd, Arden**

Music • Laughter • Easy Exercise • Aromatherapy  
 African Drumming

Chair Massages and Mini-Makeovers all day and Lunch Provided!  
 Respite provided upon request.

**FREE!!!**

Contact Carol McLimans at 828.251.7439 or [carol@landofsky.org](mailto:carol@landofsky.org) to register by Nov 10.

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Are you unemployed, at least 55 years old, earn a total family income of no more than 125% of the federal poverty level? The Senior Community Services Employment Program can provide you with training to gain meaningful part-time work experience in community service at a non-profit or governmental organization, as well as unsubsidized employment in the private sector.

Community-based prevention programs save lives and money. They also support older adults in maintaining optimal physical, mental, and emotional health. Health Promotion and Disease Prevention efforts are focused on partnering to deliver evidence-based health promotion programs; reducing the number of falls and fall related injuries; and self-managing of chronic diseases.

## PC

## Project C.A.R.E. Spotlights Catherine Classen

Catherine Classen has led an interesting life. For some time Catherine has also been deeply engaged in one of her most meaningful life journeys...that of caring for her aged mother, the nearly 90 year old Marguerite Classen, who has been sharing Catherine's home in the country with her for several years. When Marguerite was 80 years old or so and living on her own in Phoenix, she began getting lost on trips to the grocery store and began to find it difficult to locate her own car in parking lots. She said to her only daughter, "It is time for me to come live with you." And she did live with Catherine for a little while, and then with Catherine's brother, and then in an assisted living facility before moving in with Catherine for the second time. By this time Catherine had gone through a divorce and had relocated from Maryland to her current home. She could not afford to stop working to provide full-time supervision to her mother. Nor did her mother need full-time supervision right away. But gradually Marguerite's dementia worsened and her frailty increased. Catherine sought help from every agency that she could think of.



Catherine Classen

The Madison County Department of Social Services referred her to Project C.A.R.E. in October 2010. A Project C.A.R.E. Family Consultant was able to provide Catherine with a \$2,500 respite grant within a matter of days as well as other useful information and support. With her respite funds, Catherine was able to hire in-home help from an in-home aide agency. Also, she learned from the Project C.A.R.E. Family Consultant about the state-subsidized overnight respite facility, Greenwood Inn, at the Black Mountain Neuro-Medical Treatment Center, and used a portion of her grant to pay for her mother to stay there for eight nights. The Greenwood Inn provides overnight respite to dementia caregivers at the rate of \$8 per night for up to thirty nights per year. Project C.A.R.E. has been able to provide respite grants to Catherine for five consecutive years, but the amount of the grants has decreased over the years due to state budget cuts. After the initial grant of \$2,500 the amount of the grant decreased to \$1,800 for the following year and then to \$1,000 for the three subsequent years. This year and last year the respite grants Catherine received through Project C.A.R.E. were provided not by the state but by the federally-funded Family Caregiver Support Program which is managed at Land of Sky by Carol McLimans, Family Caregiver Support Specialist.

Catherine has also used her Project C.A.R.E. respite grant money over the years to hire private individuals to provide in-home care to her mother so that she could continue to work. Project C.A.R.E. provides this option to caregivers (even allowing for family members to be paid as long as they do not live in the home of the care recipient) because it is often the best and most affordable one for them, especially in the more rural parts of our region where sometimes agencies do not have workers available.

When asked what message Catherine has for caregivers and others in the community she answered, "You want to do the best for your parent or whoever it is you are caring for. You want to keep them engaged and give them things to do to feel useful. But at some point it hits you like a punch to the heart that they simply have no interest in doing things or that they are not capable of doing them any longer. And it doesn't matter how much you want something for them. At some point you have to accept that they just want to simply be. And then it is your job to keep them as healthy as possible and safe."

## 2015 Legislative Priorities

During the October Senior Tar Heel Legislature meeting various committees met to discuss resolutions and establish the NCSTHL priorities for the next two years. The STHL 2014-2015 new legislative priorities are:

1. Preserve or Restore Optional Medicaid Services
2. Maintain Funding for Senior Centers
3. Strengthen and Fund North Carolina's Adult Protective Services Program
4. Notify Medicare Patients Admitted for Observation
5. Home and Community Care Block Grant Funding

A more detailed explanation of these priorities can be found on the NCSTHL website at [www.ncsthl.org](http://www.ncsthl.org)

Living Healthy also known as Chronic Disease Self-Management Program, developed through Stanford Patient Education, is a six-week workshop for people with any type of ongoing health problem. Participants learn to manage symptoms such as pain, fatigue & depression; increase endurance; use medication effectively; improve communication skills, eat well; handle stress; and more!

The WNC Fall Prevention Coalition is committed to reducing the number of falls and fall-related injuries in Western North Carolina. The Coalition is comprised of community volunteers and representative of 35 local agencies. The Coalition has three areas of focus: provider education, community awareness and education, and community screening and referral.

Being well resourced is a key factor to maintaining health, and the Veterans Administration offers a number of supportive programs for veterans and their dependents. Mike Murdock, Henderson County's Certified Veterans Service Officer, works to link veterans to these very important benefits, but recognizes that many veterans are not aware of the services available to them. Service Officers, like Mike, are the local supports to guide and assist in the eligibility and application process.

VA pensions are a valuable to older veterans needing supplementary income during retirement, and can be especially helpful when veterans, and/or dependents, begin to need daily medical assistance. "Aid and Attendance" is a subset of the VA pension that makes in-home medical care or assisted living cost affordable. To apply, a veteran must have served in active duty and will need to supply basic information like DD214 (discharge) papers and proof of income and medical costs. Not all veterans qualify, but finding out is simple. The first step is requesting and filling out an eligibility worksheet. Next, an in office appointment is scheduled with a Certified Service Officer to complete the application.

Other programs VA programs Service Officers can help with include:

- Vocational rehabilitation
- Dependent and survivor benefits
- Health Care
- Life Insurance
- Burial benefits
- Disability benefits
- State Veterans Homes
- Tax relief
- Education and training
- Home loans

Mike warns: Never pay for assistance when applying for VA benefits. Some private investment companies advertise counseling for VA benefits. Be weary. Service officers certified by the Veterans Administration are available in every county and work for the veteran at no cost.

### Who is your county's VA Certified Service Officer?

#### Buncombe County:

Kevin Turner, Program Administrator

[Kevin.Turner@buncombecounty.org](mailto:Kevin.Turner@buncombecounty.org)

Richard Jones, (828) 250-5726

[Richard.Jones@buncombecounty.org](mailto:Richard.Jones@buncombecounty.org)

#### Henderson County:

Mike Murdock, (828) 697-4817

[mmurdock@hendersoncountync.org](mailto:mmurdock@hendersoncountync.org)

#### Madison County:

Eddie Padgett, (828) 646-6937

[Eddie.Padgett@doa.nc.gov](mailto:Eddie.Padgett@doa.nc.gov)

#### Transylvania County:

Frank A. Pearsall, (828) 884-3276

[veterans.service@transylaniacounty.org](mailto:veterans.service@transylaniacounty.org)



Presenting the award to Curt Crowhurst is Jim Kelley, President of Aging Projects Inc.

Curt Crowhurst, co-owner of C&C Senior Services, was presented the 2014 Advocacy and Awareness Award on September 25 at the Aging In Place, It's Your Future Conference in Hendersonville. Curt is the Community Coordinator for TRIAD in Henderson County. He was recognized as a person who has given time and talents to issues of much importance to seniors and their caregivers. He is an advocate for the rights of older Americans to maintain their independence in a safe, secure community.

TRIAD Henderson is a community partnership to reduce criminal victimization of older persons and improve the safety and well being of elders through collaboration. For more information on TRIAD Henderson and how to get involved contact Curt Crowhurst at [curt@ccseniorservices.org](mailto:curt@ccseniorservices.org) or (828) 400-4541.

The Senior Tar Heel Legislature was created to provide information to senior citizens on the legislative process and matters being considered by the North Carolina General Assembly; promote citizen involvement and advocacy concerning aging issues; and assess the legislative needs of older citizens by convening a forum modeled after the North Carolina General Assembly.

Community Resource Connections for Aging and Disabilities is a federal and state initiative to reduce the confusion that many have experienced in trying to find services, often resulting in making multiple telephone calls before finding help. CRC core functions include information and assistance, options counseling, streamlined access, transitions partnership with hospitals and nursing facilities.

A key link between the residents living in long-term care facilities and the community is the people who volunteer on the Community Advisory Committees (CAC). These volunteers are appointed by the county commissioners. Land of Sky Regional Council's Ombudsman Program provides them with training. Before becoming an "official" CAC volunteer, a person must complete an eight hour orientation and one or more site visits to long-term care facilities.

Formerly we offered the orientation quarterly. This sometimes left a lengthy gap from the time a volunteer expressed interest to the time it took to be appointed by the commissioners to the time before the next orientation. This could be a discouraging wait and some volunteers lost interest. The Buncombe nursing home CAC and the Madison joint CAC have compensated for this by taking volunteers on visits as "observers." This has helped keep interest high and also has given the volunteers an idea of what the job entails.

To shorten the waiting period, with the prompting of the Henderson CAC, we are now offering orientations every two months on the first Tuesday followed by the next Thursday (with the exception of October's 2014 dates). At the end of this article are the dates through 2015. They will be posted on our website with any changes we may need to make due to inclement weather, etc.

Many of our seventy-five plus volunteers have faithfully served as long as twenty years. Recently CAC members have asked the Ombudsmen to offer a refresher course to review policies and forms which may have changed or the purpose of which needs to be clarified. We will now offer a "Refresher Course" on the second day of the CAC Orientation training every two months to accommodate this request.

If you or someone you know would like to contribute to the work of connecting residents in long-term care to the community, please contact Ruth Price, Lead Ombudsman.

### CAC Orientations

Refresher course takes place on the second day.

#### Location:

Land of Sky Regional Council

#### Time:

Tuesday, 9 am to 1 pm and  
Thursday 1 pm to 4 pm

**Requirement:** New volunteers must attend both days

#### 2014:

October 28 and October 30

#### 2015:

January 6 and January 8

March 3 and March 5

May 5 and May 7

July 7 and July 9

September 1 and September 3

November 3 and November 5

# ALIVE INSIDE

## LISTEN TO YOUR HEART

**The Story of Music & Memory**

**Showing November 13, 2014**  
**Carolina Cinema, Asheville**  
**3:00 pm**

**No Admission - Donations Accepted**  
to promote more individualized music in long-term care facilities.


**ALIVE INSIDE** traces **MUSIC & MEMORY**<sup>SM</sup> founder Dan Cohen on his journey to help those with Alzheimer's and other dementias reawaken their souls through the simple, profound experience of listening to their favorite music. Winner of the 2014 Sundance Film Festival's U.S. Documentary Audience award, the film reveals how the healing power of music can triumph where traditional treatments fall short, and has inspired thousands of care professional and volunteers to join our efforts.

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ALIVE INSIDE is brought to you by the Ombudsman program at Land of Sky Regional Council.

OFFICIAL FILM OF THE  
SUNDANCE FILM FESTIVAL

a film by MICHAEL ROSSATO-BENNETT





An Ombudsman is an advocate for long-term care residents' rights and is responsible for investigating complaints made by, or on behalf of, nursing and adult care home residents. We work with residents, family members, concerned citizens, facilities, and public or private agencies to enhance the quality of care and life for residents in long-term care.

The Ombudsman Program works in conjunction with Nursing Home (NH) and Adult Care Home (ACH) Community Advisory Committees (CACs) in each county to serve residents in long-term care facilities. CACs are volunteers appointed by county commissioners who visit facilities, interact with residents, and advocate for quality care in the homes.

## A&amp;VS

## A Request For Donations

According to information from the US Census Bureau and the NC State Data Center, the Land of Sky region had a population of 407,849 people in 2012, up from 344,472 people in 2000. Current projections estimate area population to reach 476,253 residents by 2032. Older adults make up a higher percentage of the residents of our region than in the State as a whole. Residents of the region age 60+ accounted for 26.7% of the total population in 2012. For comparison purposes, residents age 60+ made up 19.5% of North Carolina's population. Population projections estimate these percentages to be even higher in 2032, when over 31% of the regions population will be age 60+.

With a growing aging population, it is vital that residents of our region have access to services that allow them to live as productively and independently as possible. Land of Sky's Area Agency on Aging and Volunteer Services Department provides a myriad of services for area residents. The majority of funding for these services comes from federal and state sources. In recent years, budget constraints have resulted in funding reductions for many of the programs, leading to a risk of reduced services for area residents. Fortunately we have a large and dedicated group of volunteers and program participants that stretch funding and allow services to be provided for residents of our region. In years past we have been able to provide small gratuities for our volunteers, but this is no longer the case. So we are providing this opportunity for you to contribute to individual programs as you see fit. Individual program requests are listed below.

**Ombudsman Program:**

1. New or gently used iPods and iPod shuffles, which will be used to provide individualized music for residents of long-term care facilities. Donations towards the purchase of these items would be appreciated as well.
2. Fee assistance for training workshops for volunteers, to allow them to more capably assist Ombudsmen in their work.

**Health Promotion and Disease Prevention:**

1. Event tickets of any type.
2. Gift cards of any type.
3. Gift baskets of any type.

**Foster Grandparent Program:**

The program manager would like to have a small holiday celebration for volunteers.

1. Financial donations to help pay for a holiday meal.
2. Gift cards of any kind.
3. Gift baskets of any kind.

**Senior Community Service Employment Program:**

1. Financial donations to help with meals at quarterly job clubs.
2. Bus passes for participants to access volunteer sites.
3. Gas and/or grocery gift cards.

**Family Caregiver Support Program:**

1. Ingles or VISA gift cards in the amount of \$25
2. Restaurant and services gift cards.
3. Event tickets.

**Senior Companion Program:**

The program manager would like to have a small holiday celebration for volunteers.

1. Financial donations to help pay for a holiday meal.
2. Gift cards of any kind.
3. Gift baskets of any kind.

**Project C.A.R.E.:**

1. Incontinence supplies.
2. Gift cards for groceries, housecleaning, yard work.
3. Books on caring for someone with dementia. "The 36 Hour Day" and "The Alzheimer's Action Plan".

**Retired and Senior Volunteer Program (RSVP):**

1. Soft yarn of any color, and several 24" knitting looms to help with "Operation Toasty Toes." Looms and yarn are used to make slippers and fingerless gloves for our troops.
2. Ingles gift cards (\$10-\$50) to be used as thank you gifts for outstanding volunteers.
3. Sponsor(s) to provide \$240 to provide for a free AARP Smart Drivers Class for RSVP, Senior Companions, and Foster Grandparents volunteers.

**Donations** to any of the programs should be directed to Janice Payne, Program Support Specialist, Aging and Volunteer Services, Land of Sky Regional Council. Donations can be mailed or dropped off. Please designate which program your contribution is intended for. All donations are tax deductible. **Thank you for your support!**

# VOLUNTEER SERVICES

## VS Volunteer Services

Volunteer Services involves, empowers, and enriches the lives of volunteers and those they serve within the community. We connect adults 55 years and older with the people and organizations that need them most. Become a mentor, coach, or companion to people in need, or contribute your job skills and expertise to community projects and organizations.

## SCP

## Senior Companion Program

The Senior Companion Program brings together volunteers age 55 and over with adults in their community who have difficulty with the simple task of day-to-day living. Companions help out on a personal level by assisting with shopping and light chores, interacting with doctors, or just making a friendly visit.

## SCP

## Senior Companion Spotlight - Nancy Whaley

When Nancy Whaley began her journey as a Senior Companion volunteer in 2006, she didn't realize she was going to make lasting friendships as well. For the past eight years, Nancy has been providing companionship to seniors in Buncombe County, taking them to medical appointments, and offering household assistance when necessary. But recently, her clients have become more like friends. Currently, Nancy is a Senior Companion to three clients.

"I love all of my clients, and I love my work," Nancy says. "They give me motivation to get out and enjoy life and enjoy my health." While Nancy says her clients motivate her to keep giving back to others, the clients feel the same about her. "I couldn't go grocery shopping or get out of the house without Nancy's help," said one client. "We're not just client and companion...we're friends," said another.

Nancy is not one to seek attention or praise for what she does, but there are plenty of reasons to admire her success. The primary purpose of the Senior Companion Program is to build lasting relationships that help seniors stay living independently in their homes. Nancy is doing that every day by providing the companionship, transportation and socialization that seniors need to age gracefully at home.

"What I do, I do because I care. I want to make their days better so they can get out and enjoy life," Nancy says. "It's what I'm here for. I'm here for them."

For more information about the Senior Companion Program, contact Vicki Jennings at 251-6622 or [vicki@landofsky.org](mailto:vicki@landofsky.org).



Nancy Whaley is pictured in the center back with Vicki Jennings and two other Senior Companions

## VS

## 9/11 National Day of Service

The Volunteer Services Department would like to extend a very large, heartfelt "Thank You!" to our local governments, elected officials, and community at large, as well as Walgreens and Two Men and a Truck for making our 9/11 National Day of Service Project "Operation North State" toiletry drive a HUGE success. The drive collected over 1950 items, a value of over \$5800. These items will be used to send NCCARES Christmas Boxes for North Carolina troops stationed overseas.

Terry Snyder, Executive Director of Operation North State, said the toiletry drive with LOSRC is one of the most successful in the area. "We are grateful for our partnership with Land of Sky," said Terry. "Our service men and women are grateful for the support they receive from organizations like Land of Sky, and we appreciate everyone who donates to our holiday project."



Above: Thanks you cards from the students at the Irene Wortham Center.

Right: Buncombe County Sheriff Van Duncan, April Riddle, Western Regional Director for Pat McCrory Governor of NC, and Justin Hembree Executive Director of Land of Sky.





The Foster Grandparent Program connects volunteers age 55 and over with children with exceptional needs. Their efforts enhance a child's physical development, improve the children's self-esteem and, in general, they serve the children as invaluable role models. Their service and kindness fosters hope in the hearts of the children.

The Retired and Senior Volunteer Program connects volunteers age 55 and over with service opportunities in their communities that match their skills and availability. From building houses to immunizing children, from enhancing the capacity of non-profit organizations to improving and protecting the environment, RSVP volunteers make a difference.

### John Connell Joins RSVP

RSVP is pleased to welcome John Connell to the RSVP Team. John will utilize his skills from his current role as Senior Community Service Employment Program (SCSEP) Coordinator to develop a 50+ Job Club in partnership with Land of Sky Regional Council's Work Force Development Board. The club will be supported, lead, and coordinated by RSVP volunteers. We hope to have the club up and running by March 2015.



John will also be working on recruiting volunteers for Land of Sky Regional Council internal volunteer's opportunities such as the Living Healthy Program or Long-Term Care Ombudsman Community Advisory Committee. We are very excited to have John join our RSVP team!

### AARP Smart Drivers Class

The Retired and Senior Volunteer Program (RSVP) is hosting the AARP Driver Safety Program on Friday, November 14, from 12 to 4:30 pm at Land of Sky Regional Council. AARP developed this classroom refresher to help drivers 50 and older hone their skills and prevent accidents. It covers age-related physical changes in perception and reaction time, rules of the road, and tips on dealing with aggressive drivers. An AARP-certified driving instructor presents the course, which includes group discussion and video. AARP issues a certificate to each participant on completion of the course.

Cost is \$15 for AARP members and \$20 for non-members. Registration is required so please contact Janice Payne at 251-6622 or [janice@landofsky.org](mailto:janice@landofsky.org). Class is limited to 12 people. Registration deadline is Monday, November 10. AARP offers classes throughout the year. For a full listing of dates and locations, go to <http://www.aarp.org/applications/VMISLocator/searchDspLocations.action>.

### Launching the White House Conference on Aging Website

By Nora Super, Exec Director

I am deeply honored to serve as the Executive Director of the 2015 White House Conference on Aging and welcome you to our website. This website provides updates on recent events and opportunities for you to get involved. Here you will also find information on key issues that we will explore in the 2015 White House Conference on Aging. The coming months will be a time for us to engage in a dialogue and build a shared vision on how to continue to maximize the contributions of Americans as we age, and how to advance priorities such as healthy aging, a secure retirement, accessing the services and supports older Americans need to remain in their communities, and protecting older Americans from financial exploitation, abuse, and neglect.

The White House Conference on Aging represents an important step in working to ensure that Americans throughout the lifespan have the opportunity to learn and develop skills, engage in productive work, make choices about their daily lives, and participate fully in community life. In addition, the Conference is designed to assist the public and private sectors to be responsive to the needs of a diverse aging population and to promote the dignity and independence of and expand opportunities for current and future generations of older persons and their families.

I invite you to sign up for weekly updates about the 2015 Conference and participate in listening sessions and webinars that will be held in Washington, DC, and around the country in the lead-up to the conference. We want to hear your stories and thoughts about the issues and actions that are most important to you. I look forward to hearing from you!

[www.whitehouseconferenceonaging.gov](http://www.whitehouseconferenceonaging.gov)



### Key issues for the 2015 conference include:

- Retirement Security
- Healthy Aging
- Long-Term Services and Supports
- Elder Justice

Volunteer Services is a program of the Corporation for National and Community Service, an independent federal agency created to connect Americans of all ages and backgrounds with opportunities to give back to their communities and their nation. More than five million Americans are engaging in service through Senior Corps, AmeriCorps, Learn and Serve America, and United We Serve.

Through grants and other resources—including the energy and efforts of more than 330,000 citizens age 55 and over—Senior Corps helps meet the needs and challenges of America's communities. Grants administered through Senior Corps provide funding for RSVP, Senior Companion Program, and Foster Grandparent Program.

The Centers for Medicare & Medicaid Services (CMS) announced the start of the Medicare Open Enrollment, which began on October 15 and ends December 7. CMS encourages people with Medicare to review their current health and prescription drug coverage options for 2015.

For 2015, steadily increasing quality of plans should give seniors confidence that they have an array of quality choices at competitive prices. Quality in Medicare Advantage and the Part D Prescription Drug Program continues to improve. About 60 percent of Medicare Advantage enrollees are currently enrolled in plans with four or more stars for 2015, in contrast to an estimated 17 percent in 2009. And Medicare Advantage enrollment is projected to be at an all-time high in 2015 with more than 16 million beneficiaries.

CMS calculates star ratings from 1 to 5 (with 5 being the best) based on quality and performance for Medicare health and drug plans to help beneficiaries, their families, and caregivers compare plans. CMS is allowing 5-star Medicare health and prescription drug plans to enroll beneficiaries at any time during the year. "It's important that seniors should take this time to review their plans to make sure they are the best choice for their situation. Thanks to the Affordable Care Act, seniors and people with disabilities are benefiting from improved quality in Medicare health and drug plans at competitive prices," said CMS Administrator Marilyn Tavenner. "With this improved quality, Medicare health and drug plan enrollees will receive improved care and coverage in a timely manner."

CMS announced last month that the average Medicare Advantage (MA) premium for 2015 is projected to be \$33.90. Earlier this year, CMS estimated that the average basic Medicare prescription drug premium plan in 2015 was projected to be \$32 per month. Since the passage of the Affordable Care Act, enrollment in Medicare Advantage will increase to 42 percent to an all-time high of over 16 million and Medicare Advantage premiums will have decreased by 6 percent. The law is also closing the Medicare Part D "donut" hole, with more than 8.3 million people saving over \$12 billion on prescription drugs through July 2014.

Medicare plans coverage options and costs can change each year, and Medicare beneficiaries should evaluate their current coverage and choices, and select the plan that best meets their needs. If people with Medicare are satisfied with their current coverage and feel it will meet their needs for 2015, they do not need to do anything. For more information on Medicare Open Enrollment and to compare benefits and prices of 2015 Medicare health and drug plans, and view state-by-state fact sheets, please visit: [www.cms.gov/Center/Special-Topic/Open-Enrollment-Center.html](http://www.cms.gov/Center/Special-Topic/Open-Enrollment-Center.html).

### Resources for Medicare Beneficiaries

People with Medicare, their families, and caregivers can review and compare current plan coverage with new plan offerings, using many proven resources, including:

- Visiting [www.medicare.gov](http://www.medicare.gov) to see plan coverage and costs available in their area, and enroll in a new plan if they decide to make a change. Open Enrollment information is available in Spanish.
- Calling 1-800-MEDICARE (1-800-633-4227) for around-the-clock assistance to find out more about coverage options. TTY users should call 1-877-486-2048.
- Reviewing the 2015 Medicare & You handbook. It is accessible online at: [www.medicare.gov/pubs/pdf/10050.pdf](http://www.medicare.gov/pubs/pdf/10050.pdf) -- and it has been mailed to the homes of people with Medicare.
- Getting one-on-one counseling assistance from the local State Health Insurance Assistance Program (SHIP). Local SHIP contact information can be found at [www.medicare.gov/contacts/organization-search-criteria.aspx](http://www.medicare.gov/contacts/organization-search-criteria.aspx), on the back of the 2015 Medicare & You handbook, or by calling Medicare (contact information above)

People with Medicare who have limited income and resources may qualify for Extra Help paying for their prescription drug costs. There is no cost or obligation to apply for Extra Help, also called the low-income subsidy. Medicare beneficiaries, family members, or caregivers can apply online at <http://www.socialsecurity.gov/prescriptionhelp> or call Social Security at (800) 772-1213. TTY users should call (800) 325-0778 to find out more.

# CALENDAR OF MEETINGS & EVENTS

## November

- 4 **BC ACC Planning Committee Meeting**, United Way Room 4, 9 – 10:30 am
- 7 **CAC Retreat**, PACE, 9:30 am – 3:30 pm
- 11 **Veteran's Day**, Land of Sky offices **CLOSED**
- 12 **NC Respite Care Coalition**, LOS, 8:30 am – 12:30 pm
- 12 **CRC Leadership Team Meeting**, LOS, 10:30 – 12 pm
- 13 **Alive Inside**, Carolina Cinema, see page 6
- 14 **Caregiver Appreciation Day**, Lutheran Church of Nativity, Arden, see page 3
- 14 **AARP Driver Safety Program**, LOS, see page 9
- 14 **Living Healthy Annual Meeting**, LOS, 12 – 3 pm
- 17 **Senior Companion Volunteers In-Service**, LOS, 9 am – 1 pm
- 17 **Buncombe County TRIAD**, LOS, 2:30 -4 pm
- 18 **Foster Grandparent Volunteers In-Service**, LOS, 9 am – 1 pm
- 19 **Culture Change in Aging Network (CCAN) of Buncombe County Meeting**, LOS, 10:30 am – 12 pm
- 20 **Caregiver Support Program Advisory Committee Meeting**, LOS, 11:30 am – 1:30 pm
- 21 **Buncombe County Adult Care Home CAC Meeting**, LOS, 9 – 11 am
- 21 **Music and Memory Committee Meeting**, LOS, 11 am -12:30 pm
- 21 **WNC Fall Prevention Sub-Committee Meeting**, LOS, 9:30 – 11 am
- 22 **Building Better Balance Screenings**, Vanderbilt Apartments, 1 – 2 pm. For more information contact Stephanie Stewart at 251-6622.
- 27-28 **Thanksgiving**, LOS Offices **CLOSED**
- 31 **Building Better Balance Screenings**, Battery Park Apartments, 1 – 2:30 pm. For more information contact Stephanie Stewart at 251-6622.

## December

- 1 **LGBT Elder Advocates**, LOS, 2:30 – 4 pm
- 2 **BC ACC Planning Committee Meeting**, United Way Room 4, 9 – 10:30 am
- 4 **Buncombe County ACC General Meeting**, DayStay Adult Day Care, 2 – 3:30 pm
- 8 **A Holiday Affair - A Luncheon for LGBT Elder Advocates Supporters and Friends**, LOS, 12 – 2 pm, This social events is open to the public. The main dish, lasagna, will be provided and guests are asked to contribute a side dish, appetizer or dessert. RSVP to Janice at [janice@landofsky.org](mailto:janice@landofsky.org)
- 10 **CRC Leadership Team Meeting**, LOS, 10:30 – 12 pm
- 11 **Volunteer Services Advisory Council Meeting**, LOS, 2 – 4 pm
- 15 **Senior Companion Volunteers In-Service**, LOS, 9 am – 1 pm
- 15 **TRIAD of Buncombe County Meeting**, 2:30 -4 pm
- 15 **Buncombe County CAC Executive Committee**, Beverly Hanks, Downtown Asheville, 1 – 3 pm
- 16 **Foster Grandparent Volunteers In-Service**, LOS, 9 am – 1 pm
- 16 **WNC Fall Prevention Advisory Board Meeting**, LOS, 8:30 – 11 am
- 17 **CCAN of Buncombe County Meeting**, LOS, 10:30 am – 12 pm
- 19 **Buncombe County Adult Care Home CAC Meeting**, LOS, 9 – 11 am
- 19 **Music and Memory Committee Meeting**, LOS, 11 am -12:30 pm
- 19 **WNC Fall Prevention Sub-Committee Meeting**, LOS, 9:30 – 11 am
- 24-26 **Christmas**, LOS Offices **CLOSED**

## January

- 1 **New Year's Day**, LOS Offices **CLOSED**
- 6 **BC ACC Planning Committee Meeting**, United Way Room 4, 9 – 10:30 am
- 6, 8 **CAC Orientation**, LOS, see page 6
- 8 **Aging Advisory Council Meeting**, Lakeview Senior Center, Black Mountain, 10 – 11:30 am
- 14 **CRC Leadership Team Meeting**, LOS, 10:30 – 12 pm
- 12, 19 **Senior Companion Volunteers In-Service**, LOS, 9 am – 1 pm
- 13, 20 **Foster Grandparent Volunteers In-Service**, LOS, 9 am – 1 pm
- 16 **Buncombe County Adult Care Home CAC Meeting**, LOS, 9 – 11 am
- 16 **Music and Memory Committee Meeting**, LOS, 11 am -12:30 pm
- 16 **WNC Fall Prevention Sub-Committee Meeting**, LOS, 9:30 – 11 am
- 19 **Martin Luther King, Jr. Day**, LOS Offices **CLOSED**
- 19 **Martin Luther King, Jr. Day of Service**, Elida Homes, see page 1
- 21 **CCAN of Buncombe County Meeting**, LOS, 10:30 am – 12 pm
- 22 **Buncombe County ACC General Meeting**, CarePartners, 2 – 3:30 pm

## Living Healthy with Diabetes

Living Healthy is designed to help participants learn how to take charge of their health. The classes below are a collaboration between Land of Sky and ABIPA. Donations accepted but not required for this six-week series!

### Holiday Version

**Thursdays, Nov 6 - Dec 18**  
5 - 7:30 pm

**Thursdays, Jan 8 - Feb 12**  
12 - 2:30 pm

**Location:** Dr. Wesley Grant Sr. Southside Center  
**Registration:** ABIPA, (828) 251-8364

## 25 Ways to Fight Holiday Stress From health.com

1. Hike your mood with sunlight
2. Take a whiff of citrus
3. Walk away from worries
4. Sleep better with 5-HTP
5. Squeeze the fleshy place between your index finger and thumb and take a deep breathe
6. Do less, enjoy more
7. Stick with your daily routine
8. Don't neglect whatever cracks you up, LAUGH
9. Forget perfection
10. Get out of the house
11. Consider abandoning old customs
12. Be a picky volunteer by only taking on one or two holiday jobs
13. Solicit help the smart way, individually instead of groups
14. Go tech-free
15. Savor a spicy meal
16. Dip into some honey
17. Eat breakfast before you tank up on coffee
18. Give a 'hands on gift, massage
19. Turn up the tunes
20. Your recipe for relaxation, mangoes
21. Fit in exercise
22. Don't overschedule
23. Plan a real vacation
24. Think positive
25. Surround yourself with happy people





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Land of Sky Regional Council's **mission** is to provide creative regional solutions to relevant and emerging issues in Buncombe, Henderson, Madison and Transylvania counties while providing a standard of excellence in the delivery of federal, state and regional services for our member communities.



Please recycle this  
newsletter!

## AGING AND VOLUNTEER SERVICES

Creative Regional Solutions for Buncombe, Henderson, Madison  
and Transylvania Counties

Vol 3 - Issue 4: November 2014 - January 2015



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**Stacy Friesland** - Foster Grandparent Program Manager

**Stephanie Stewart** - Aging Programs Specialist - HPDP  
**Vicki Jennings** - Senior Companion Program Manager

Please share this newsletter  
with residents, staff, family  
members, volunteers and  
others interested in our  
community.

