



A Citizen Voice for the  
Aging Experience

# ENGAGING NH NEWS

**GUEST OPINION:**

## **NH ProviderLink Connects Caregivers to Qualified Staff to Balance a Fulfilling Life for Everyone**

*by Marybeth Philp*

As parents age and need additional support, it is often the adult child who steps up to provide the lion’s share of care for their loved one and assist with the orchestration of a wide variety of supports. Today, a quarter of US households, 50 million in total, are now involved in caregiving and businesses estimate that caregivers miss nearly 15 million days of work each year. Though it is often rewarding, caregiving can be stressful – physically, mentally, emotionally, and financially. Caregivers need to set limits, care for themselves, and involve others in caregiving tasks.

Caregivers welcome a break from the day-to-day care responsibilities. Caring for an aging adult can be a full-time job; families need time once in a while to rejuvenate and simply, take a break. They need to dedicate time to caring for children in the home, alone time, and spending time with extended family members and friends. Most important though, families also need assurance that their family member is being well cared for and safe. This is where respite and NH *ProviderLink* can help.

Respite literally means a time of rest or relief. Respite care provides a caregiver with a temporary, short-term break from the constant responsibilities of caring for an aging adult. Involving others in caregiving supports is often easier said than

*Caregivers welcome a break  
from the day-to-day care  
responsibilities*

done; especially when it comes to finding a qualified respite care provider.

There are barriers to finding appropriate care for seniors. Family members, partners, and friends who provide regular care for an older adult may or may not know of the resources available in their local community for respite care; or other services that help support them in their caregiving role. Gateways Community Services, in collaboration with the NH Lifespan Respite Coalition, has developed an on line resource, *The NH ProviderLink Directory*, which connects caregivers to qualified workers.

Covering the state of NH, caregivers now have 24x7, on-line ability to search

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of providers to find the perfect fit, or match, for their family’s respite needs. Once a caregiver or family has created an account, they have unlimited use of the database during the subscription period selected (\$10 for 1-month; \$25, 3-months; \$50 6-months; \$90 12 months). The registry can be used often as the caregivers like without paying any additional fees, and they can contact as many workers as needed during the subscription period. The rate of pay for the respite provided is mutually agreed upon by the worker and the family.

To learn more about *Provider-Link*, please click on [www.nhproviderlink.org](http://www.nhproviderlink.org). At the site, you can view first hand care provider profiles, get tips on how to hire, select an option Employer of Record who can assist you with hiring a respite worker, and access other valuable resources.

*ProviderLink* was developed as part of an Administration on Aging (AOA) grant awarded to the NH Department of Health and Human Services. This same grant established the NH Lifespan Respite Coalition to implement components of the grant in support of the Lifespan Respite Care Act of 2006. The Coalition has been instrumental in informing the design and delivery of this resource, which will launch in late May and rollout Statewide through the summer and fall of 2014.

To learn more about *The NH ProviderLink Directory*, developed in collaboration with the Coalition,

### 2014 Vaughan Award Winners



Front: Patricia Riley; Coos; Tuck & Bobbie Gilbert, Cheshire; Bill Volk, Carroll; Emily LaPlante, Belknap Back: Maud Thompson, Grafton; Jim Orr, Hillsborough; Doris Morrow, Merrimack; Elaine Houde, Rockingham; Richard Cooper, Strafford; Missing: Elaine Bevilacqua, Sullivan

please contact Marybeth Philp at 603-882-6333 or [in-fo@providerlink.org](mailto:info@providerlink.org).

*Marybeth Philp is Project Manager, NH ProviderLink Directory at Gateways Community Services in Nashua.*

### NH Updates

#### REPORT: N.H. 13TH BEST STATE FOR RETIREMENT

*State cited for health care quality, low taxes, crime rate*

New Hampshire is the 13th best state for retirees, according a report by Bankrate.com.

In fact, northern New England as a whole is a relatively good place to retire, the report says, considering that Maine is 12th on the list and Vermont is 14th.

In fact, the report’s results are somewhat counterintuitive, considering that none of the states where people usually flock to retire – such as Florida, Arizona and the Carolinas – are even in the top 15 on the Bankrate.com list.

The Bankrate.com report based its findings on an analysis of local weather, cost of living, crime rate, health care quality, tax burden and wellbeing.

South Dakota came out on top due to its low tax burden, low crime rate and high wellness score.

## WHO ARE WE?

*EngAGING NH is an all-volunteer not-for-profit organization registered with the State of NH. We work to support and promote activities, policies, planning and values that respect and include ALL older adults.*

Rounding out the top five best states to retire are Colorado, Utah, North Dakota and Wyoming.

According to the report, New Hampshire fared best when it comes to the quality of its health care, which was rated second best in the nation. The Granite State was also found to have a lower crime rate and what the report says was the eighth-lowest tax burden for retirees.

"While the states that ranked highly may not be thought of as typical retiree havens, seniors should consider more than sunshine when choosing a place for their golden years," said Bankrate.com research and statistics analyst Chris Kahn.

"Of course, the best place to retire will differ drastically depending on the individual," said Kahn.

"For some, the best place to retire is simply anywhere there's year-round warmth and sunshine. For others, it's where family and friends live. Retirees are best off deciding what factors matter most to them and checking the relevant

statistics before making a final decision."

The full list can be seen in its entirety at [www.bankrate.com/finance/retirement/best-places-retire-how-state-ranks.aspx](http://www.bankrate.com/finance/retirement/best-places-retire-how-state-ranks.aspx).

### *Retirees Welcome*

The Granite State is no stranger to lists of places that are attractive for retirees.

Most recently, for instance, Forbes magazine mentioned New Hampshire as among the best states for retirees from a tax perspective, which is likely no surprise. Kiplinger has often cited the state as a tax-friendly place to retire.

In addition, several communities of the state have been included on national "Best Places to Retire" lists.

A recent CNN Money report singled out Hanover, saying "few communities are as welcoming to retirees as Hanover."

And last year, Portsmouth was named by AARP as among the "10 Great Small Cities to Retire."

*New Hampshire Business Review,  
May 16 2014*

## **NH DHHS PRESENTS NEW WEBSITE!**

The New Hampshire Department of Health and Human Services is pleased to announce the release of a new community long term services and supports website, [www.nhservicesandsupports.org](http://www.nhservicesandsupports.org).

This website was developed through the Balancing Incentive Program (BIP) with the goal of providing a user-friendly, central location where consumers can access information about community long term care services and supports throughout New Hampshire.

This website is the first step in the process of improving DHHS' web presence and providing accessible information about New Hampshire's community long term services and supports. New Hampshire stakeholders were a part of the development of this temporary website. The overall plan for a web presence will evolve as we receive feedback on the use of this website.

Additionally, the Balancing Incentive Program has developed a temporary Medicaid brochure. This brochure is intended to help consumers and providers access Medicaid information on long term services and supports in developmental disabilities, behavioral health, and elderly and adult services. View the Community Services Brochure at <http://www.nhservicesandsupports.org/sites/nhservicesandsupports.org>

[rg/files/media/bip\\_medicaid\\_brochure\\_5\\_5\\_2014.pdf](http://rg/files/media/bip_medicaid_brochure_5_5_2014.pdf)

Please take the time to visit the website today and discover what services and supports are available to help New Hampshire's citizens live in the community of their choice.

## SALEM HONORS ITS SENIOR "PLATINUM CLUB"

Though she celebrated her 90th birthday earlier this spring, Mary Sapienza said she has no intention of slowing down anytime soon.

The longtime Salem resident, one of 40 or so guests at Wednesday's Platinum Club Tea event, admitted that life hasn't always been easy, but every moment has been worthwhile.

"You just have to take each day as it comes," Sapienza said. "You have to do the best you can."

Geared toward the most senior members of the Ingram Senior Center, the Platinum Tea was the first event of its kind for the Salem community, senior services director Patti Drelick said.

Drelick said she's hoping the tea will become an annual May tradition to coincide with Older Americans Month, with the potential for a second event to take place around Thanksgiving.

"We have members of different ages, so we try to offer something for everyone," she said. "This is something I've been thinking about for quite a few years."

The Ingram Senior Center has more than 200 members in their

## FYI . . .

This newsletter is intended as a forum for you to share personal experiences, information and points of view.

In our media driven world of skillful marketing and political spin, we believe that diversity is critical to discernment and therefore the EngAGING NH Board of Directors welcomes all points of view, expressed with civility!

While the opinions expressed do not necessarily reflect those of the Board members, our intent is to include material that assists you in forming your own opinions.

To send articles or to add your name to our newsletter mailing list, contact:

[engagingnh@gmail.com](mailto:engagingnh@gmail.com)

90s, and at least two that are 100 or older.

About 23 nonagenarians and centenarians attended Wednesday's tea, with some of them bringing a friend along.

The afternoon featured refreshments, a complementary photo of each guest and live entertainment by Irish singer Paul Carroll, who livened up the crowd with his colorful anecdotes, including his chance meeting with actress Maureen O'Hara.

Many of the day's guests are regular visitors to the senior center.

Violet Jessel, 90, taught yoga classes at the center for many years. These days the Haverhill, Mass., resident prefers to be a student rather than a teacher, but she still hasn't lost her Zen-ful approach to life.

"Yoga and meditation helps quite a lot," said Jessel, who attended the party with one of her former students, Marilyn Noble.

At 97, Ruth Bourdarlais is an active participant of the center's weekly line-dancing program.

The Lewiston, Maine, native moved to Salem in 1941.

"You've got to stay active," Bourdarlais said. "That, and keep your brain going."

*April Guilmet, Union Leader,  
5/19/2014*

## From Our Readers

### CANCER IS LIKE BASEBALL

Cancer is a life or death disease and is nothing to be joked about. This is a true story, but I have baseball on my mind like many North Country folks this time of years and want to thank all the members of the team so here are the facts.

Some young senior here in the Great North Woods has cancer and has to undergo 6 weeks of radiation therapy to live. That means 5 days a week trips to St. Johnsbury, Vermont and back for 6 weeks. After a treatment you can't

drive back and this person has no one who can drive them.

They need a “pinch hitter” to stay in the game and live. For them it’s the top of the 9<sup>th</sup> inning and they are clearly behind by a run.

Did I mention they have 2 outs on their team?

They call Helping Hands of Colebrook and get Irene. She reminds me a lot of Dustin Pedroia, 2B, Boston. She is a true fighter and hard worker, but she couldn’t find a volunteer to transport this Cancer victim. She doesn’t give up, but goes for a bunt single and I get her call at 8:29 AM Saturday morning the April 26<sup>th</sup> 2014.

I am on the State Committee of Aging and not much of a baseball player any more, but I am a left handed bat off the bench and make a few calls and I bunt too. Well, more of an email to friends I met at local Area Resource Team meeting. So my email goes to Kevin and Bev of North Country CAP Transportation (NCCT).

Now it’s 2 outs in the top of the 9<sup>th</sup>, but we have Irene on second and Mark on first.

Kevin and Bev are on a team themselves so they contact their dispatcher who then called volunteers to find one that can reach that remote cancer victim and that is surly a hit in my book.

So Kevin, Bev and the dispatcher are all on first base and the bases are now loaded.

Now, on Wednesday I visited Norris Cotton Cancer Center of the Northeastern Vermont Regional

Hospital, and while there I was thanked by them because that cancer victim was in fact getting treatment.

The volunteer whomever they are got a big clutch hit for the team and got the run across so we are now tied.

This isn’t a game, it’s life and now that person with cancer has the chance to keep it from being death and game over.

By the way, if you voted at your town meeting to provide some money towards transportation you are part of the team! I pass along all the thanks I got to you and say Thank you for your part.

If you are a volunteer, you are an All Star in the starting lineup of anyone who needs help and are a Hero to someone who just needs a simple ride. If you are not a volunteer driver, you could be. They are always needed and well let’s not call the game for want of a driver.

Mark M.E. Frank,  
Coos Representative to SOCA

**Healthy Living, Healthy Vision:  
Take Care of Yourself!**

Good health is an important part of good vision. The healthier you are, the better chance you have of avoiding risks to your eyes.

You can lower your risk of eye disease and vision loss if you:

■ *Avoid Smoking*

Quitting smoking can have many good effects on your health. Avoiding smoking can also protect the health of your eyes. By quitting smoking, you

can help to possibly reduce your risk of developing several different types of eye diseases. Quitting smoking may reduce your risk of developing: Age-related Macular Degeneration (AMD), Cataracts, and Glaucoma

Quitting smoking will also reduce your risk of developing diabetic retinopathy if you are diabetic.

■ *Eat Healthy Foods*

Lifelong good nutrition may lower your risk of some eye diseases. By eating a healthy, balanced diet, you will have a better chance of staying healthy and keeping your eyes healthy. A lifetime diet rich in certain dark green vegetables, such as spinach and kale, may reduce your risk of getting AMD.

By eating healthy foods, you will lower your risk of developing other diseases, such as diabetes, which can lead to di-

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the Word!**

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family, neighbors,  
friends and col-  
leagues.**

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abetic eye disease. Diabetes is also a risk factor for developing glaucoma. [Find out about nutrition supplements and your vision.](#)

■ **Stay Active**

Staying active is part of a healthy lifestyle that can improve your overall health. Exercising regularly can reduce your risk of developing problems that can lead to eye disease.

**RX WARNING**

Dear EngAGING NH

I thought your readers should know about this important information from the April 8<sup>th</sup> *Financial Times* so they could talk to their doctors. *KS*

**Two drug companies have been ordered to pay a total of \$9 billion in punitive damages after a federal jury in Louisiana found them guilty of concealing evidence that the popular diabetes drug Actos might increase the risk of bladder cancer.**

\$6 Billion in damages were levied against Takeda, the developer of the drug and one of the largest pharmaceutical companies in Japan, and \$3 billion against Eli Lilly, their US partner in marketing Actos from 1999 to 2006, when sales of the drug exceeded \$3 billion per year.

Takeda destroyed documents pertaining to the link between bladder cancer and Actos—even after the company was ordered not to once health concerns had been raised. US District Judge Rebecca

Doherty described the extent of files that Takeda had ‘lost’ or otherwise failed to provide as “disturbing.” While the \$9 billion award will likely shrink on appeal, thousands of other Actos patients are now planning to sue the company. Takeda still denies any wrongdoing.

**News You Can Use**

**HERE WE GO AGAIN**

“Hello. I am calling from Microsoft Technical....” Right.

Microsoft will NEVER call you. This is an old scam making the rounds once again. Don’t fall for it. Your name and phone number comes from a data base that includes people who don’t even own a home computer!!!

If you are online when you receive such a call, shut your computer down as a precaution, so that no connection can be made, and hang up immediately.

**PESTICIDES AND PARKINSON’S**

Researchers at the University of California Los Angeles have identified 11 pesticides that more than double the risk of Parkinson’s disease—and at much lower concentrations than they are currently used. Furthermore, people with a common genetic variant are particularly susceptible to the harmful effects of these chemicals.

The Parkinson’s-promoting pesticides all impair the function of an enzyme called ALDH (aldehyde dehydrogenase), which normally

acts to break down harmful chemicals that are especially toxic to the brain cells that produce dopamine—cells that are selectively killed in Parkinson’s. People with a common form of the ALDH2 gene, which encodes this enzyme, are especially sensitive to the effects of these pesticides on the brain.

The harmful compounds, including maneb, ziram, benomyl (which has already been linked to Parkinson’s), triflumizole, captan, folpet, and dieldrin, are widely used for pest control in food crops, parks, and inside buildings, putting millions at increased risk. Even low levels of these pesticides increased Parkinson’s risk by 2- to 6-fold in a population of over 1,000 people in an agriculture-heavy region of California.

These findings might help scientists identify new treatment targets for Parkinson’s disease, and should encourage us all to adopt practices that minimize our pesticide exposure.

*Neurology, 2014; 82: 419. Photo courtesy of Flickr, [jetsandzappelines](#)*

**MEDICARE UPDATES FROM MEDICARE.ORG**

***Submitting Claims to your Part D Plan for Prescription Drugs Administered in the Hospital While You are in Observation Status***

The use of Medicare observation status in hospitals has increased dramatically over the past several years. The most notable adverse consequence of Observation Status on beneficiaries is financial li-

ability for any post-hospitalization care at a Skilled Nursing Facility. However, many of the beneficiaries the Center assists also find themselves facing large hospital bills for drugs they received while in “outpatient” observation status.

When a patient is in outpatient observation status at a hospital, Medicare Part B is billed, and pays for, 80% of the hospital services provided (Part A pays for inpatient hospital admissions). However, outpatient prescription drugs received in the hospital while a patient is in observation status are not billed to Part B. Instead, the patient must submit a claim to his/her outpatient drug plan, usually a Medicare Part D plan, to receive reimbursement for these drugs.

Part D plans are required to have a process in place to pay claims submitted by beneficiaries who received drugs while they are hospital outpatients. According to Chapter 5 of the Medicare Prescription Drug Benefit Manual, Section 60.1, all Part D plans must ensure that enrollees have access to Part D-covered drugs dispensed at “out-of-network pharmacies”.

These out-of-network pharmacies include “institution-based” pharmacies, like those in a hospital. In essence, patients in observation status at a hospital cannot be expected to get their outpatient drugs from a pharmacy that contracts with their Part D plan (like a CVS or Walgreens). Rather, they must take the drugs given to them by the hospital, dispensed from the

### ***WE WANT YOU TO KNOW . . . .***

EngAGING NH promotes citizen leadership and the active involvement of New Hampshire’s older adults in the development of communities and public policies that support all individuals as we age. We are a COMPLETELY VOLUNTEER organization with no paid staff, and a limited budget.

We actively partner and work with other NH advocates.

#### **Formal Partnerships**

- NH Voices for Health Care
- NH State Independent Living Council
- State Committee on Aging-Vaughan Awards
- Disabilities Rights Center
- NH Cares
- UNH Center for Aging and Community Living
- Oral Health Care Expansion, Children’s Alliance of NH
- Self Advocacy Leadership Team (SALT)

#### **Active Collaborations & Groups:**

- Older American's Action Partnership
- Elder Rights Coalition
- Aging and Mental Health
- Granite State Future
- Department of Health & Human Services

#### **Other Groups we work with:**

- AARP
- NH Business and Industry Institute
- NH State Committee on Aging
- NAMI
- NH Alliance for Retired Americans
- DD Council
- UNH Institute on Disabilities
- NASW-NH
- Area Committees on Aging
- NH Association of Senior Centers
- NH Statewide Independent Living Council
- NH Business & Industry Association
- ServiceLink

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hospital's out-of-network pharmacy.

To submit claims, beneficiaries should call their Part D plan and request an out-of-network pharmacy claim form as soon as they are able, and should check their Part D Evidence of Coverage for any applicable deadlines. The Centers for Medicare and Medicaid Services has provided Part D plans with a model claim form for this purpose. However, individual plans will likely have different forms.

Beneficiaries should submit the completed claim form supplied by their plan and include the bill for medications from the hospital as well as a letter explaining that they were in observation status at the hospital and could not get to an in-network pharmacy. They should cite Chapter 5, Section 60.1 of the Medicare Prescription Drug Benefit Manual in their letter to the plan to remind the Part D plan of their responsibility to pay.

Beneficiaries should remember that if the drugs they received in the hospital are not on the Part D plan's formulary, they may need to ask the Part D plan for an exception to have the drugs covered. Also, after the Part D plan covers the drugs, beneficiaries will still be liable for co-pays. These co-pays may be higher because the hospital pharmacy is an out-of-network pharmacy.

Unfortunately, "outpatient" hospital observation status continues to be a problem for Medicare beneficiaries.

### *Medicare Covered Therapies*

Medicare covers therapy services that help you maintain your ability to function, prevent you from getting worse, or slow worsening symptoms. As long as you meet the following requirements, Medicare should cover your **outpatient** therapy whether or not your condition is temporary or chronic:

1. You need the technical skills of a trained therapist to provide safe and effective treatment;
2. Your doctor or therapist sets up the plan of treatment before you get care; and
3. Your doctor regularly reviews the plan of treatment to see if changes are needed.

If you have Original Medicare, Medicare Part B generally covers 80 percent of the cost of each outpatient therapy service, and you or your supplemental insurance is responsible for the remaining 20 percent.

In 2014, there is a \$1,900 therapy cap for physical and speech therapy combined and a separate \$1,900 cap for occupational therapy. However, you may be able to continue receiving therapy past the cap if it is medically necessary.

If you have a Medicare Advantage plan, it can set its own cost rules for physical, occupational, and speech therapy.

### *Hospice Care*

Medicare will help pay for your hospice care if you meet all of the following criteria:

- You have Part A;
- The hospice medical director (and your doctor, if you have one) certify that you have a terminal illness (your life expectancy is six months or less);
- You sign a statement electing to have Medicare pay for palliative care such as pain management, rather than care to try to cure your condition;
- Your terminal condition is documented in your medical record; and
- You receive care from a Medicare-certified hospice agency.

You do not need to be homebound to qualify for the Medicare hospice benefit. The benefit is a comprehensive set of services delivered by a team of providers. Most hospice services are provided in the home, but inpatient care is covered under specific circumstances.

The hospice benefit is always covered under Original Medicare. If you have a Medicare Advantage plan and elect hospice, your hospice care will be paid for by Original Medicare.

## Health & Wellness

### **WATERMELON EXTRACT LOWERS BLOOD PRESSURE**

More than a summer treat, research has found that watermelon extract can lower blood pressure. Beloved as a refreshing summer treat, watermelon may also have

major benefits for heart health, new research has shown.

Thirteen obese adults with high blood pressure were randomized to receive watermelon extracts of l-citrulline and l-arginine or a placebo for 6 weeks. Each day during the 6-week study period, their blood pressure was also subjected to "cold stress"—the participants held one hand in cold water, which causes blood vessels to contract and blood pressure to go up. This cold stress is one reason why heart attack rates go up in the winter.

Taking the watermelon extracts was associated with a lower systolic blood pressure as well as improvements in other parameters of vascular health, both at rest and during the cold stress. These preliminary results suggest that low-calorie, high-fiber watermelon can be an especially important part of a heart-healthy diet, and supplements of watermelon extract can be taken year-round to help keep blood pressure down even in the depths of winter.

*American Journal of Hypertension, 2014; doi: 10.1093/ajh/hpt295.*

**FEEL GREAT WITH NATURAL ALLERGY REMEDIES**

Nothing says springtime quite like the moment flowers start to bloom. Perky tulips, gorgeous lilies, and adorable daffodils provide that much needed pop of color and cheer

after a long, dreary winter. Just thinking of those first days out in the warm sunshine brings a smile to all of our faces.

But for those with seasonal allergies, the flowers we adore can bring serious discomfort. We've scoured the internet to find the best, easiest natural allergy remedies to keep you from having to run inside and hide from the gorgeous weather. Whether in conjunction with your normal allergy pill or as your only remedy, these natural techniques are tried-and-true ways to improve those spring-

time woes.

**Local Raw Honey**

No, we didn't just put this on the list because it's sweet and delicious. Downing one tablespoon of raw honey daily has been proven to decrease severe allergy symptoms by up to 70%! Because bees carry pollen, sipping up some of their honey builds up a slight tolerance to the negative effects pollen can bring.

**Eucalyptus Oil**

Placing a couple drops of this essential oil in your laundry with the normal detergent puts a natural

**How to Contact Your State Committee on Aging Representatives**

County	Name	Email
Belknap	Pat Consentino	sel.consentino@tiltonnh.org
	Rich Crocker	richcrocker@metrocast.net
Carroll	Kate Cauble	kemc226@aol.com
Cheshire	Bob Ritchie	fictionfitz@gmail.com
Coos	Mark M. E. Frank	maxfra@aol.com
Grafton	Chuck Engborg	eengborg@roadrunner.com
Hillsborough	Sherri Harden	hardensherri@gmail.com
	Joan Schulze	joanschulze@myfairpoint.net
Merrimack	Herb Johnson	clairhonda@msn.com
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Sullivan	Larry Flint	wrecman@myfairpoint.net
<i>State Reps &amp; Senators</i>		
Cheshire	Rep. Susan Emerson	semerson435@aol.com
District 12	Senator Peggy Gilmour	peggy.gilmour@leg.state.nh.us

shield on your clothing to keep allergens at bay throughout your day. This eco-friendly alternative is guaranteed to keep you feeling fresh.

**Probiotics**

As you've probably heard before, a huge part of a healthy immune system has to do with your stomach. Ingesting probiotics via yogurt or a supplement builds up the body's natural defense against springtime allergies.

**Peppermint Tea**

This refreshing tea does more than perk you up and taste delicious. Peppermint acts as a natural decongestant and has both antibacterial and anti-inflammatory properties. A wonderfully relaxing way to rid yourself of allergy woes!

**Lavender Oil**

This essential oil acts as natural anti-histamine. Plus, it smells wonderful and has the tendency to relax and soothe. Rub some on your cheeks, place a couple drops in the wash or rub it on your chest for those days you're suffering most.

*<http://draxe.com/8-natural-allergy-relief-remedies/>*

**HIGH FIBER IMPROVES HEART ATTACK SURVIVAL**

Eating foods high in fiber—like fruit, legumes and grains—after surviving a heart attack can decrease your chances of dying over the years that follow. People who increased their fiber intake the most after suffering from a heart attack were 25% less likely to die from any cause up to nine years

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engagingnh@gmail.com

later compared to heart attack survivors who ate the least fiber.

Researchers at the Harvard School of Public Health tracked the eating habits of more than 4000 participants in long-term prospective health studies (the Nurses' Health Study and Health Professional Follow-up Study) who survived their first heart attack over the course of the studies. When they compared fiber from three sources—fruits, vegetables and cereals—they found that cereals were by far the biggest source of fiber and also the only source that was individually associated with a lower risk of death.

These findings suggest that long-term medication may be less important than diet and lifestyle factors for helping people stay well after a heart attack. It is estimated that less than 5% of Americans consume the recommended minimum fiber intake each day (25 g for women and 38 g for men).

*British Medical Journal*  
2014;348:g2659.

**ServiceLink Focus**

*The ServiceLink Aging and Disability Resource Centers are the*

*New Hampshire link to information and support services within the community. ServiceLink centers are located in each county to help older adults, disabled adults, caregivers find the information, and resources they need to make informed choices and live independently.*

**DO YOUR PART TO HELP MEDICARE SAVE MONEY**

ServiceLink Aging and Disability Resource Centers of New Hampshire would like remind all our seniors and their caregivers to check their monthly Medicare and Medicare part-D statements they receive in the mail. Please check your Medicare statement to be sure that any procedures you may have had are correct.

Sometimes Medical Providers do make mistakes and on occasion, Medicare may be charged for the wrong procedure or medication, or for someone else's procedure. We need everyone's awareness so we can keep Medicare costs down.

If you notice any discrepancies, then you should contact your local ServiceLink at 1-866-634-9412 and staff there will help you report the mistake to Medicare. We should all do our part to keep Medicare costs down.

Remember the Counselors at the ServiceLink Resource Centers of New Hampshire are always there to help you with your Medicare needs.

*If you have questions about Health Care Fraud, want to find out how you can help others learn about Health Care Fraud and/or want to*

find out about services and resources available in your area, call ServiceLink at 1-866-634-9412 or go to [www.servicelink.org](http://www.servicelink.org).

## UNDERSTANDING THE ALPHABET SOUP OF ELDER ADVOCACY

AAA Area Agencies on Aging  
ACL Administration for Community Living  
ADRC Aging & Disability Resource Center  
ADRC-OC Enhanced Aging and Disability Resource Center Options Counseling Grant  
AIRS Alliance for Information and Referral  
AoA Administration on Aging  
BEAS Bureau of Elderly and Adult Services  
BIP Balancing Incentive Program  
CACL Center on aging and community living  
CQI Continuous Quality Improvement  
DCBCS Division of Community Based Care Services  
DHHS New Hampshire Department of Health and Human services  
FMS Financial Management Services  
FTE Full Time Equivalent  
HCBS Home and Community Based Services  
I & R/A Information & Referral/Assistance

LTSS Long Term Services and Supports  
MDS Minimum Data Set  
MOU Memorandum of Understanding  
NH New Hampshire  
NHCSP New Hampshire Family Caregiver Support Program  
NHSHP New Hampshire State Health Insurance Assistance Program  
NWD No Wrong Door  
OC Options Counseling, Person Centered Counseling  
PCC Person Centered Counseling, Options Counseling  
PCTS Person Centered Care Transitions  
RFP Request for Proposals  
SHIP State Health Insurance Assistance Program  
ADRCSL, SLRC ServiceLink Aging and Disability Resource Center  
SMP Senior Medicare Patrol Program  
SCOA State Committee on Aging  
SPOA State Plan on Aging  
SUA State Unit on Aging

US United States  
VA Veterans Administration  
VAMCs VA medical centers  
VD-HCBS Veteran Directed-Home and Community Based Services

## Dollars & Sense

### INTERGENERATIONAL TALKS ON MONEY

Although elder care is such an important topic of discussion, many families have trouble talking about it. Here are some ideas to overcome some barriers.

*Q: What do you recommend if your adult children don't want to have the other talk?*

*A: A survey last year by More magazine found that 81 percent of adults said they want to help care for their aging parents. The survey participants felt that they owed their parents the "same type of physical, emotional and financial support they have given us."*

We often complain that seniors shut down and don't want to share information about their wants and needs when they can no longer care for themselves. But it can also be true that your adult children don't want to face the issue, either.

Maybe your adult children are just so busy with their own lives that they don't see the importance or urgency of having the discussion. Maybe having the talk means facing the fact that they may become your caregiver, and that can feel

**ENH welcomes all points of view and invites your submissions.**

To send articles or to add your name to our newsletter mailing list, contact:

**[engagingnh@gmail.com](mailto:engagingnh@gmail.com)**

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Check our website:  
[www.engagingnh.org](http://www.engagingnh.org)

overwhelming, especially if they are concerned about the cost.

To get the conversation going, write your children a letter, or send a short e-mail or text laying out the major issues you want to talk about. See if this might open the door for a discussion. Then schedule a meeting. Avoid holidays or a special occasion unless that's really the only time you might see them face to face.

There's also a third possibility as to why your adult child or children don't want to talk. Your relationship may be fractured, and there's some hurt that has to be healed.

Try to dig deeper to see what the real issue is as to why your children don't want to talk.

*Q: My mother is in her mid-70s. She had a rather painful childhood (war refugee along with parents, both siblings died young) and as such often refuses to discuss certain issues. Luckily for my sister and me, Mom is organized and has a will, plus keeps her personal papers organized. But, for example, I don't know where she wishes to be buried (or if she'd like to be cremated). I am afraid of bringing up such topics. She has the unfortunate habit of just shutting down conversations if she doesn't like the topic or if she feels at all offended/hurt. Any advice?*

**A:** Put aside your fear and just ask. The worst that can happen is that she shuts down, and you'd be right where you are.

It might be easier to address the issue by talking about someone else's funeral. That might open her to discuss what she would want.

Or instead of having a talk with her, give her a funeral-planning checklist. The Federal Trade Commission has a series of articles that can help you put together a planning guide she can fill it out without having to discuss her death. Search for "Types of Funerals" at [FTC.gov](http://FTC.gov). And frankly, if she won't talk or write down what she wants when she dies, just do the best you can to honor her. Don't feel guilty about the decisions you have to make if you tried but couldn't get your mother's input.

*Michelle Singletary*

### WHAT IS SKIMMING?

Skimming is where electronic devices are fitted to an ATM device at retail outlets to capture a customer's card details and/or PIN. These details are then used to create a duplicate card to withdraw money from another ATM.

How do skimming devices work?

With ATM skimming, a reading device is attached over the normal card entry slot to capture your card details, and a small hidden camera above or to the side of the key pad, or a device placed over the key pad, records your PIN when it is entered.

Or, a device may be replaced with one which looks and works the same, but which captures your card details and PIN for the criminal.

What you can do to protect yourself?

- Get to know your ATM and look for anything out of place or different before using it
- Look for signs that someone has tampered with the ATM - check for residue from tape or adhesives, for scratches or gouges, and small holes which might hide a camera.
- Always be careful to shield your PIN when using an ATM terminal. Use a free hand to cover the key pad while you enter your PIN
- Change your PIN regularly, making sure to cover the key pad to obstruct the view of any recording devices that may be fitted
- When making a purchase, check that your card is not swiped through more than one device.
- Make sure the shop assistant processes your transaction in front of you (never let your card out of your sight during a transaction).

- Regularly check your credit card and transaction accounts for unusual or unauthorized transactions and immediately report any irregularities to your financial institution.

## Tech Tips

### HOW TO HELP SENIORS WITH THEIR COMPUTER ISSUES FROM FAR AWAY

*Dear Savvy Senior,*

Are there any computer software products that you know of that will let me help my parents with their computer issues from afar? They are in their seventies and frequently call me with their computer questions and problems, but I live across town and don't always have time to get in the car and drive over to help them. What's available that can help us?

--Weary Son

*Dear Weary,*

Helping an elder loved with their computer questions or problems over the phone can be frustrating and difficult. Fortunately, there are a number of resources available today that offer remote access software that can easily help you assist your parents with their computer issues from afar.

One of the best is TeamViewer, which is completely free to use and works with Windows and Macintosh computers.

To get started, you and your parents will need to go to [TeamViewer.com](http://TeamViewer.com) and install their free software on each of your computers.

How-to videos are available on their site to help with the installation.

Once installed – and with their permission – you will be able to access your parent's computer right from your own computer, wherever you are. Both machines must have broadband Internet for this to work.

This software will give you the ability to actually see what's appearing on your parent's computer screen, and will let you remotely take charge of their computer so you can show them how to do something, or you can do it for them while they watch. Almost anything can be done remotely with this software. You can even keep a live video chat open at the same time you're helping them.

If you're interested in shopping around, some other free remote access programs worth a look include [Chrome Remote Desktop](#) and [SkyFex](#), which works only with Windows.

[Skype](#) also has a screen share feature that lets you share your screen and video chat at the same time, but you can't actually take control of the other person's computer. You can only show them what they should be doing by demonstrating it on your own desktop.

#### ***Professional Tech Support***

If your parents need more tech support than you are able to manage, another option to consider is to sign them up with a tech support company like [Geek Squad](#), which also offers remote access capabilities to help your parents with almost any computer issue.

Whenever they would need assistance, they could call the Geek Squad toll free number anytime, 24 hours a day, or log in to their website. A Geek Squad representative would then help them initiate a remote access session, so they could remotely show them how to do something, or make repairs or adjustments to their computer. Once the call is completed, the remote control access would be disconnected from your parent's computer.

In addition to the remote access help, Geek Squad tech support also offers free anti-virus software, they cover up to three computers (or other devices), and provide unlimited phone and in-person tech support at any Best Buy store. Costs range from \$200 for one year, \$280 for two years or \$350 for three years, with a 15 percent discount available to AARP members.

*Send your senior questions to: Savvy Senior, P.O. Box 5443, Norman, OK 73070, or visit [SavvySenior.org](http://SavvySenior.org). Jim Miller is a contributor to the NBC Today show and author of "The Savvy Senior" book.*

<http://www.huffingtonpost.com>

## Laugh & Live Longer

### **Laugh and Live Longer:**

#### NEW BOAT OWNERS

Last summer, down on Lake Isabella, located in the high desert an hour east of Bakersfield, CA, some folks, new to boating, were having a problem. No matter how

hard they tried, they couldn't get their brand new 22-foot boat going. It was very sluggish in almost every maneuver, no matter how much power they applied.

After about an hour of trying to make it go, they putted into a nearby marina, thinking someone there might be able to tell them what was wrong. A thorough topside check revealed everything in perfect working condition. The engine ran fine, the out-drive went up and down, and the propeller was the correct size and pitch. So, one of the marina guys jumped in the water to check underneath. He came up choking on water, he was laughing so hard.

Now Remember . . . THIS IS TRUE.

Under the boat, still strapped securely in place, was the trailer!

## NEWS PAPER HEADLINES

Something Went Wrong in Jet Crash, Expert Says

REALLY??

Police Begin Campaign to Run Down Jaywalkers

Now that's taking things a bit far!

Panda Mating Fails; Veterinarian Takes Over

What a guy!

## TRIVIA

Older people need to learn something new every day . . . just to keep the grey matter tuned up.

Where did "Piss Poor" come from? Interesting history.

They used to use urine to tan animal skins, so families used to all pee in a pot.

And then once it was full it was taken and sold to the tannery...

If you had to do this to survive you were "Piss Poor".

But worse than that were the really poor folk who couldn't even afford to buy a pot...

They "didn't have a pot to piss in" and were the lowest of the low.

And that's the truth.

This story is confirmed in Elmer Bendiner's book, *The Fall of Fortresses*.

## SOMETIMES, IT'S NOT REALLY JUST LUCK.

Elmer Bendiner was a navigator in a B-17 during WW II. He tells this

### CAN YOU HELP?

***You may make a donation to ENH through our fiscal agent, Disabilities Rights Center, Inc. which is a non-profit 501 (c) (3) corporation.***

***Make your check out to Disabilities Rights Center, Inc. and note "EN-AGING NH" on the memo line. DRC's mailing address is 18 Lowe Avenue, Concord, NH 03301.***

***Donations are tax deductible to the extent allowed by law.***

story of a World War II bombing run over Kassel, Germany, and the unexpected result of a direct hit on their gas tanks. "Our B-17, the Tondelayo, was barraged by flak from Nazi anti-aircraft guns.

That was not unusual, but on this particular occasion our gas tanks were hit. Later, as I reflected on the miracle of a 20 millimeter shell piercing the fuel tank without touching off an explosion, our pilot, Bohn Fawkes, told me it was not quite that simple.

"On the morning following the raid, Bohn had gone down to ask our crew chief for that shell as a souvenir of unbelievable luck. The crew chief told Bohn that not just one shell but 11 had been found in the gas tanks. 11 unexploded shells, where only one was sufficient to blast us out of the sky. It was as if the sea had been parted for us. A near-miracle, I thought.

Even after 35 years, so awesome an event leaves me shaken, especially after I heard the rest of the story from Bohn.

"He was told that the shells had been sent to the armorers to be defused. The armorers told him that Intelligence had picked them up. They could not say why at the time, but Bohn eventually sought out the answer.

"Apparently when the armorers opened each of those shells, they found no explosive charge. They were as clean as a whistle and just as harmless.

Empty? Not all of them! One contained a carefully rolled piece of paper. On it was a scrawl in

Contact Information For NH Members of the U.S. Congress				
Name	Mailing Address	Phone	Fax	E-Mail Contact Form
U.S. Representative Carol Shea-Porter	1530 Longworth HOB Washington, DC 20515	(202) 225-5456	(202) 225-5822	<a href="https://shea-porter.house.gov/contact/email-me">https://shea-porter.house.gov/contact/email-me</a>
U.S. Representative Ann Kuster	137 Cannon House Office Building, Washington, DC 20515	(202) 225-5206		<a href="https://kuster.house.gov/contact/email-me">https://kuster.house.gov/contact/email-me</a>
U.S. Senator Kelly Ayotte	144 Russell Senate Office Building Washington DC, 20510	(202) 224-3324	(202) 224-4952	<a href="http://www.ayotte.senate.gov/?p=contact">http://www.ayotte.senate.gov/?p=contact</a>
U.S. Senator Jeanne Shaheen	520 Hart Senate Office Building Washington, DC 20510	(202) 224-2841	(202) 228-3194	<a href="http://shaheen.senate.gov/contact/">http://shaheen.senate.gov/contact/</a>

Czech. The Intelligence people scoured our base for a man who could read Czech. Eventually they found one to decipher the note. It set us marveling. Translated, the note read:

“This is all we can do for you now . . . Using Jewish slave labor is never a good idea.”

## Purposeful Living

### EMILY LAPLANTE

To say that Emily LaPlante is recognized by her community as an extraordinary volunteer is an understatement. We received five separate nominations for her! One nominee explained, as a young girl, Emily LaPlante



Emily LaPlante

moved to Tilton and as she grew

up, she was raised to understand the importance of giving back to the community, taking care of neighbors and most importantly, taking care of seniors. These strong values molded a very strong woman who would grow up to be one of the most active volunteers for seniors in the Lakes Region.

When Tilton formed a Committee (CHAT) to assist the elderly in the community Emily was one of the first members, and when plans for the Tilton Senior Center went from a dream to reality she was there. 2009 is long gone but not Emily’s energy or enthusiasm for the seniors in our community.

Emily is the Chair of the Center’s Fund Raising and this past year she organized three successful and major events: a breakfast, a spaghetti supper and a craft fair. Because of their successes, plans are now in place to make these annual events. In addition, she also serves on the Center’s Executive Committee.

Emily has turned Wednesday night music practice for a group of local artists into a night filled with fun and friendship for those attending. She organized and now serves light meals at a nominal cost for those coming to hear rehearsal. Under her leadership these nights have grown from attendees numbering 20 to crowds of 60, often with standing room only, and seniors travel from as far away as Portsmouth to attend!

Emily’s commitment to our seniors is endless and her depth of compassion runs very deep. She is a Senior Companion to many as well as a volunteer driver in the Senior Driver Program. She spends many hours a week making sure seniors make appointments, shop, visit friends, or anything else that is needed.

Each and every senior she spends time with knows they are special, never forgotten and cared for. It is said, you will most likely see Emily in the background but you will always see her.

## Board Notes

### THE SOUND OF SILENCE

The NH Community Loan Fund recently hosted an event on leadership advocacy that began with a very clear statement: To have a voice, you need training.

The Board of EngAGING NH wholeheartedly agrees because training works. The families of Developmental Disabled (DD) individuals have a long standing, eight-weeks long training program. Listening skills are taught. Participants are required to set both personal *and* community goals, to create a local group of 5 individuals, with similar concerns, and to link with a provider organization to provide ongoing support.

To date, over 900 participants have graduated from this training. And that force explains why you've probably heard about the DD "wait list". At every State budget cycle while cuts are being made to elder programs such as Congregate Housing, Respite Care and Meals on Wheels, the "wait list" usually is not only spared, but often gets additional funding. It's not because this group is any more deserving, but rather, it's because they have built a voice that educates. These families show up and they shift the discussion to the value and wisdom of investment.

One of our Board Members attended the Community Loan Fund session and was the only representative for the older adult population. This lack of elder representation is all too common and a bit

surprising considering all the wonderful things that are going on around the state.

NH has amazing Social Capital a history of volunteerism and a deep sense of community. This was so evident at last month's celebration of the 2014 recipients of the Joseph D. Vaughan Award that recognizes senior volunteers. There is never a question of people stepping up to the plate when a need arises in their back yard.

But when it comes to larger issues, of State policy or of serving on local government, there is silence. When we partnered with NH Futures, EngAGING NH was the ONLY voice for older adults.

When we partnered with the NH Dental Access Alliance, ours was the ONLY voice asking for elder representation on the Legislative Study Committee. And so it goes.

But hopefully, this void will be filled . . .

The New Hampshire Senior Leadership Program has just enrolled its 2014 class. A collaboration between [AARP New Hampshire](#), [Center on Aging and Community Living at UNH](#), and [Dartmouth Centers for Health and Aging](#), the program is designed for older adults, caregivers, family members and friends who want to advocate for older adults in New Hampshire.

Members of the 2014 class represent diverse backgrounds, ages and geographic regions of the state. Participants were selected on their motivation to become well informed and active in policymaking

and systems change for aging New Hampshire citizens.

"In its fifth year, this program is designed to be educational and provide advocacy and community leadership skills necessary to advance issues of importance to Granite Staters as they age," said Doug McNutt, AARP New Hampshire Associate State Director for Advocacy. "Medicare, Medicaid, Social Security, livable communities and long-term care supports and services are topics at the forefront. Our hope is for every graduate to leave the program with the information they need to engage with these important issues of our times."

We the participants every success and look forward to the continued strengthening of NH's elder advocacy efforts.

#### Editor's Note:

Special thanks this month go out to all the SCOA and EngAGING NH volunteers who worked to make the Vaughan Awards a success.

We also thank Governor Maggie Hassan and DHHS Commissioner Nicholas Toupmas for sharing their time to honor these wonderful volunteers.

The event was captured by photographer Ian Raymond. You will enjoy his work each month as we highlight a different winner.