

LifeNotes

LIFESPAN RESOURCES NEWSLETTER

**MARCH- APRIL
2019**

LifeSpan Resources MAIN OFFICE

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MAIN OFFICE HOURS

Monday 8:00am-4:30pm
Tuesday 8:00am-4:30pm
Wednesday 8:00am-4:30pm
Thursday..... 8:00am-4:30pm
Friday 8:00am-4:30pm

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LifeSpan reflects on 2018 highlights

Our 2018 Annual Report is out, and we are very proud of our accomplishments in 2018!

- In March, we began publishing our new “LifeNotes,” community resource newsletter. We mail to over 3,000 in-home clients and distribute another 1,000 to elected officials, sponsors, vendors, donors, libraries, senior centers and medical facilities.
- In June, we hosted our most successful Senior Games ever: “Groovin’ Seniors!” If you missed it, please join the fun this year as we blast off with “Seniors Are Out of This World,” a theme based on the 50th Anniversary of the Moon Landing.
- In November, we kicked off our first annual “*Voice and Vino at the Casino*,” our new and entertaining gala fundraiser, which was an instant success! Don’t miss the Second *Annual Voice and Vino at the Casino* at Horseshoe Southern Indiana on Tuesday, October 29, 2019.
- In 2018, we also created a new agency video (click on our web site to view), received new grant awards, and expanded many services in the community.

Please go to our web site to view the entire report which includes more highlights, program descriptions, our financial report, and lists of our wonderful donors and sponsors:

www.lsr14.org/assets/lifespan-annual-report-2018.pdf

Where does the time go?

A year ago, I wrote my first CEO letter for our new LifeNotes community resource newsletter. At that time, we were excited to share that the publication was expanding to 12 pages. A year later, I'm pleased to announce that LifeNotes is expanding again, to 16 pages. The community's response has been overwhelmingly positive as we bring more agency and program information to you and the public's attention. I am so very appreciative of the fantastic response from our advertisers who recognize the value of a print publication delivered in the homes of over 3,0000 clients and to an additional 1,000 folks who pick up LifeNotes at key locations such as senior centers, libraries and medical offices. We have added more ad space for you to get your message in the hands of targeted prospects.

As you can see from our front page article referencing our 2018 Annual Report, we just completed an amazing year! We accomplished all of the goals presented in this column a year ago. Please take a look at our complete Annual Report on our web site to view our achievements:

<https://www.lsr14.org/assets/lifespan-annual-report-2018.pdf>



Of course, we don't rest on our laurels at LifeSpan; we have a very busy 2019 ahead. We are so happy to be breaking down barriers to accessing information about the amazing programs and services offered through LifeSpan Resources. Last year, we set out to do away with the notion that LifeSpan was the best kept secret in town in lieu of our goal to become the "best known resource in town." We think we've made a great start! Tell us what you think by leaving me an email at: lclark@lsr14.org.

In March and April we celebrate the following occasions, and send our appreciation for those who work in these areas:

- Nutrition Awareness Month (March)
- Employee Appreciation Day (Friday, March 1)
- Volunteer Appreciation Month (April)
- Social Workers Month (March)
- Stress Awareness Month (April)
- Administrative Professionals Day (April 24)

And we look forward to these holidays:

- St Patrick's Day (March 17)
- Easter (April 21)
- Earth Day (April 22)

As the wonderful warmth of a new season approaches, I reflect on the growth, renewal and transformative nature of spring – a perfect metaphor for the work we've done here at LifeSpan over the past year, and will continue to do, as we progress into 2019.

Happy Spring!

Lora Clark

Lora Clark, CEO



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33 State St., Third Floor, P.O. Box 995,
New Albany, IN 47151-0995

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address or (812) 948-8330 or toll free 1-888-948-8330
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LifeSpan Resources, Inc. assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.

SCOTT COUNTY ANNUAL DINNER

Scott County Chamber of Commerce Dinner

LifeSpan was a gold sponsor of the annual Scott County Chamber of Commerce dinner on Feb. 7. The dinner featured key note speaker, Lt. Governor Suzanne Crouch. The event also featured a presentation of small and large businesses of the year for Scott county.

Pictured (left to right):
Leslie Meek, CFO
Angela Marino,
HCBS Director
Lt. Governor Suzanne
Crouch
Lora Clark, CEO
Jene Bridgewater,
LSR Board Member
Scottsburg Mayor
Bill Graham
State Senator
Chris Garten



Scott County
Chamber of Commerce



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Lora Clark, MBA, BSN, RN - Chief Executive Officer
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Leslie Meek - Chief Financial Officer
Lucy Koesters - Chief Business Development Officer

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NUTRITION AWARENESS DAY

National Nutrition Awareness Day Celebration: March 20, 2019

By Lucy Koesters

LifeSpan Resources will celebrate Nutrition Awareness Day on Wednesday, March 20, 2019 at six senior meal sites. A special hot lunch and nutrition education program will be provided to seniors at the centers that day at approximately 11:00 a.m. Reservations are required by noon on Tuesday, March 19. Donations of \$2.50 per meal are appreciated.

National Nutrition Awareness Day is presented in conjunction with National Nutrition Month®, an annual nutrition education and information campaign created by the Academy of Nutrition and Dietetics. The campaign focuses on the importance of making informed food choices and developing sound physical activity habits.

LifeSpan is one of fifteen area agencies on aging in the state of Indiana, who each participate in the annual celebration. Nutrition programs across the state take the opportunity to invite local elected officials and other dignitaries into a senior congregate center to learn more about the Older Americans Act (OAA) nutrition programs serving the elderly, and to enjoy lunch with senior citizens.

“We are very excited to share our programs with our special guests on this awareness day. All fifteen of our state area agencies will be providing the same special menu on this day, which will feature an Asian-themed entrée packed with veggies,” said Ramona Miller, Nutrition Director for LifeSpan Resources.

Miller said that seniors and guests are encouraged to visit one of LifeSpan’s congregate centers that day for the special lunch and educational programming and activities. “It will be a great way for those seniors who haven’t checked us out yet, to come for this special day, meet other seniors at the congregate center and get a nutritious meal.” Transportation is also available for seniors to get rides to the meal sites.

For information on the nutrition program or to participate in Nutrition Awareness Day 2019, please contact the center listed. For transportation call: 812-948-8330 (ask for an Options Counselor):

Clark County, Indiana:

Yellowwood Terrace, 2100 Greentree North, Clarksville
Traci Fetz (812-206-7936)

Floyd County, Indiana:

Riverview Towers, 500 Scribner Drive, New Albany
Pat Sullivan (502-345-8699)

Peggy’s Place, 1730 Audubon Drive, New Albany
Ramona Miller (812-948-8330)

Harrison County, Indiana:

Joe Rhoads Senior Center, 123 S. Mulberry Street, Corydon
Rick Haines (812-738-7603)

Palmyra Senior Center, 13584 Greene Street NE, Palmyra
Jenny Kirkham (812-364-6106)

Scott County, Indiana:

Bacala Senior Center, 69 Wardell Street, Scottsburg
Shawna Lewis (812-206-7962)



LifeSpan congregate site manager, Rick Haines (center) and volunteers, serve up food and fun for seniors at the Joe Rhoads Senior Center in Corydon, Indiana.



CARE MANAGEMENT PROGRAM UPDATES

Case Management Department Updates

By Angela Marino

New Web Based Learning System

In our continuing quest for excellence and quality outcomes, LifeSpan has recently signed up with a new web-based learning system for our case managers: **Collins Learning System** specializes in classes and courses to fill mandatory and compliance training needs for case managers. Collins is different in that its courses are presented in a lively and engaging talk show format, unlike any other in the online training environment. LifeSpan's certified case managers complete an additional 18 hours of professional training annually to remain current with their credentials. They are looking forward to using this new learning system that will provide a convenient and entertaining avenue to meet their professional development requirements.

LifeSpan's Home and Community-Based Services Director, Angela Marino, has joined the National Committee for Quality Assurance (NCQA) Best Practices Academy (BPA).

The Academy is an interactive forum for professionals to discuss long-term services and supports programs. Members engage in informative discussions and enriching information exchanges. They receive access to webinars, newsletters, a resource library, one-on-one calls, and a variety of exclusive-to-members tools. Angela's areas of responsibility include oversight of our Case Management Department and our Aging and Disability Resource Center (ADRC). LifeSpan Resources is currently pursuing accreditation for its case management program through NCQA, a national accrediting body.



HCBS Director, Angela Marino



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STATE HEALTH INSURANCE PROGRAM (SHIP)

LifeSpan Offers Free Medicare Program Assistance

By Frankie Able

The **State Health Insurance Assistance Program (SHIP)** is a free statewide health insurance counseling service administered by the Indiana State Department of Insurance and the Center for Medicare & Medicaid Services. Every state has a SHIP program, but it may be called a different name (In Florida, SHINE; in Ohio, OSHIP). There are over 200 SHIP outreach locations in Indiana; LifeSpan provides SHIP services in all four of our counties: Clark, Floyd, Harrison and Scott.

SHIP is not affiliated with any insurance company and our counselors do not sell or solicit any type of insurance. LifeSpan counselors are trained to educate consumers and answer questions about Medicare, Medicare Supplement, long term care insurance, Medicare HMOs, private fee-for-service and other health insurance. They help organize and assist in filing Medicare and Medicare Supplement claims; and analyze Medicare Supplement and long term care policies.

LifeSpan's SHIP counselors can also assist with making applications for the Medicare Saving Program (MSP). This state program helps with paying your Medicare premiums, deductibles, and coinsurance. There are four kinds of Medicare Saving Programs.

- Qualified Medicare Beneficiary (QMB) Program
- Specified Low-Income Medicare Beneficiary (SLMB) Program
- Qualified Individual (QI) Program
- Qualified Disabled and Working Individual (QDWI) Program



If you qualify for a QMB, SLMB, or QI program, you automatically qualify for Extra Help paying for Medicare prescription drug coverage. A person receiving Medicare must meet income guidelines to qualify for these programs. Our counselors can assist and answer questions. Call 812-948-8330 and ask to speak to a SHIP counselor.



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STATE HEALTH INSURANCE PROGRAM (SHIP)

LifeSpan Offers Free Medicare Program Assistance (continued)

Another Medicare-related program that LifeSpan administers is Senior Medicare Patrol (SMP).

This program's primary goal is to protect, detect, and report Medicare fraud, errors, and abuse. LifeSpan's SMP program provides highly trained volunteers who conduct outreach to Medicare beneficiaries in their communities through group presentations, community events, and one-on-one counseling. These counselors share knowledge of fraud and scam trends with Medicare beneficiaries, their family, and caregivers and provide the know-how to protect their personal identity, handle healthcare billing inaccuracies, and recognize and avoid deceptive health care practices and unnecessary or inappropriate services and charges.

For further information about SHIP, MSP or SMP programs, or to make an application or request a presentation, please contact LifeSpan Resources for free assistance at: 1-888-948-8330.



LifeSpan SHIP Counselors- from left: Frankie Able, Debbie Noe and Gwen Voyles - here to help you!
SMP Volunteers: Rhonda James, Sara Jayne Jones and Charles Lenahan (not pictured).

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Elder Emotional Abuse

What is Elder Emotional Abuse?

The abuses against the elderly can be of several different types. While physical abuse is the most visible type of abuse against the elderly, emotional abuse may be even more common, but not obvious. This type of abuse can happen in an assisted care facility, in a nursing home or within the home. Perpetrators can include volunteers, caregivers, family members or other individuals. According to the American Public Health Association, there are 2.5 million victims of elder abuse each year in the U.S.



Types of Emotional Abuse against the Elderly

Emotional abuse can be verbal or nonverbal. Both can be devastating and can include one or more of these behaviors:

- Blaming the victim
- Scapegoating the victim
- Ignoring the needs of the elderly person
- Behaving menacingly or threateningly toward the elderly person
- Intimidating the elderly person
- Engaging in demeaning behavior toward the person
- Terrorizing the elderly person
- Isolating the person from friends
- Yelling at the victim

Signs of Elder Emotional Abuse

- Avoiding eye contact
- Having low self-esteem
- Appears depressed or withdrawn
- Appears shyer than they used to be
- Seems disturbed, scared or confused
- May engage in self-injurious behavior
- May attempt to hurt others
- May have acute mood swings
- May have changes in eating or sleeping patterns
- May have the perpetrator keep them from seeing friends and family
- May not be allowed to participate in social interactions

Diagnosing Emotional Abuse

If it is suspected that emotional or psychological abuse is happening, this should be reported to Adult Protective Services or to other authorities, such as the police. Proof of abuse is not needed to make the call. When the government is notified, they will assign the elder to a government-appointed caregiver who will evaluate the situation and the elder.

This caregiver may ask the elderly person questions about how they are treated on a daily basis, what activities the elderly person participates in, and who they mainly interact with. The caregiver may also want to know who the individual likes to spend time with the most and why this is the case.

If the elderly person lives in a nursing facility or assisted care facility, the government-appointed caregiver will ask the elderly person how they are spoken to by members of the staff. They may also be asked how often the family or friends visit. After the questions are answered, the caregiver may perform a psychological evaluation to see if the patient has suffered from any kind of elder psychological abuse.

Treating Cases of Elder Emotional Abuse

If it has been discovered that elder emotional abuse has taken place, it is important to relocate the resident from their current living arrangements to one where they will feel safer. This may be another assisted living or nursing facility; or in the home, changing the caregivers or adult day program.

The elderly person may also be assigned to see a counselor chosen by the state. In very severe cases, the elderly person may require calming medications to help them sleep better and be able to cope with the emotional distress they have experienced.

Information provided by WebMD; NursingHomeAbuseCenter.com (NHAC)

MAKE A DIFFERENCE - VOLUNTEER



April is National Volunteer Month

By Lucy Koesters

Ralph Waldo Emerson said: *"It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself."*

Volunteering is the chance to make a difference, give back, and help others in need. Charitable organizations could not perform needed services without the help of dedicated volunteers. However there is much more to being a volunteer than

giving back to your community. Research has proven that volunteering supports a healthy mind and body.

Check out these awesome benefits of volunteering:

- Counteracts the effects of stress and anxiety
- Combats depression
- Increases self-confidence
- Provides a sense of purpose
- Positively affects physical health
- Enhances socialization
- Helps retirees restructure their time
- Builds new skills, enhancing brain health
- It's FUN!

If you are considering doing some volunteer work, first ask yourself:

- Is there a cause or mission I care deeply about?
- How much time do I want to spend?

Volunteer activities range from fairly structured assignments to informal helping of neighbors. There are many non-profit organizations, churches, hospitals, and schools looking for help.

So how do you find volunteer opportunities? If you have a favorite local non-profit, check out their web site for volunteer tasks. At LifeSpan, we LOVE volunteers! We always have opportunities in a variety of areas including helping out at our senior congregate centers, clerical office tasks, fundraiser gala committees, springtime outdoor spruce ups, advisory committees and more. Our local Retired and Senior Volunteer Program (RSVP) is also a good place to investigate opportunities.

We hope you will consider volunteering. For opportunities at LifeSpan, please visit our web site's volunteer page: <https://www.lsr14.org/volunteer.html>

Or visit our local RSVP web page at Hope Southern Indiana: <http://www.hopesi.org>
Click on Programs, then RSVP.



LifeSpan teen volunteer, Gracie Koesters (left) and volunteer Lisa Stark helping out at Nursing Home Games. *Thank you!*



Volunteers help keep scores at the Toss Em Senior Games Gang Event. *Thank you!*



LifeSpan volunteer Joyce Meiers comes in weekly to help with data entry and reception desk tasks. *Thank you!*

SENIOR GAMES! SENIOR GAMES! SENIOR GAMES!

SENIORS ARE OUT OF THIS WORLD!

By Michael Kolodziej

Prepare for liftoff of LifeSpan's 33rd annual Senior Games! Senior Games is the only community-wide event in Southern Indiana specifically for active older adults.

This year's games will run the first full week of June: Monday, June 3– Friday, June 7. The event focuses on health and wellness with events like Basketball Toss, Dance Off, Bowling, Mini-Golf, Horseshoes and more. Opening and Closing ceremonies are also tons of fun with a live band and DJ music, a vendor fair, catered lunches, and lots of awards. The theme this year is "Seniors Are Out Of This World!," a fun "take off" on this year's 50th Anniversary of the Moon Landing.



Events are held at various venues around Clark and Floyd counties. Senior Games is also a fundraiser in support of LifeSpan's clientele, who are struggling to remain living independently. Sponsorships are a great way to get in front of 300+ active older adults and are greatly appreciated!

All local older adults age 55+ are eligible to participate in this fantastically fun week! The cost is only \$15 for the entire week and includes a t-shirt, lunches, snacks, door prizes, giveaways and most importantly, medals!. For more information, please contact LifeSpan's Community Engagement Director, Michael Kolodziej at 812-206-7960 or email to mkolodziej@lsr14.org. To register, call LifeSpan at 812-948-8330.



Don't Forget: The Gang is a GREAT way to connect with new friends and get out of the house for some socialization, fun and games. It is never too late to join! Our next event is:

**Friday, March 15, 2019, 11:00 am - 1:00 pm: Bunco at Providence Diversicare
4915 Charlestown Rd, New Albany, IN 47150**

Call Michael Kolodziej for more info: 812-206-7960.

MEET A LIFESPAN CLIENT

Sheri Marble

By Lucy Koesters

Sheri Marble was born and raised in Cedar Rapids, Iowa, but has lived in the Louisville and southern Indiana area all of her adult life. She currently lives in Clarksville. Sheri developed serious health issues several years ago resulting in a loss of mobility, and ability to eat solid foods.

A social service coordinator at Sheri's apartment community referred her to LifeSpan for in-home support. LifeSpan provided a case manager to help set up services for Sheri, including home delivered meals, transportation, in-home housekeeping and personal care service.

Several years ago, Sheri rescued a terrier-mix puppy who was thrown from a fast moving vehicle. A local animal rescue group provided vet care to fix the puppy's broken leg, and service dog training so that Sheri would have a trained canine companion. Sheri named the puppy Charlie and took him home. They been together ever since.

Several months ago, Sheri experienced severe seizures at home rendering her unconscious. Charlie ran and pulled Sheri's help cord in her apartment relentlessly until help arrived to save Sheri's life. Charlie received a special commendation in the form of an Excellence Award in Recognition of Helping Sheri, from 4 Paws For Ability, the agency that trained Charlie. Sheri said, "I saved his life, and he saved mine. I love him so much."

Sheri is extremely grateful to have a safe place to live, a fabulous service dog who adores her, social service support at her apartment community and especially LifeSpan Resources, who provides her with the care she needs to remain at home. provides her with the extra care she needs to remain living at home.



Sheri, with Charlie, the dog she rescued, who saved her life in return.



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SAVE THESE DATES!



Date	Event	Location	Time
Friday, March 15, 2019	<i>LifeSpan Senior Games Gang Event: BUNCO</i>	Providence/Diversicare	11:00 AM – 1:00 PM
Wednesday, March 20, 2019	<i>Nutrition Awareness Day</i>	Congregate Centers	11:00 AM—1:00 AM
April 2,4,9, 11, 2019	<i>ElderLead Mental Health Workshops</i>	- Clark County - Harrison County - Floyd County	12:00 PM - 2:00 PM
Thursday April 25, 2019	<i>LifeSpan Annual Provider Fair (invitation only)</i>	St. Marks, New Albany	9:00 AM—1:00 PM
Friday, April 26, 2019	<i>LifeSpan Senior Games Gang Event: Horseshoes</i>	Community Park New Albany	10:00 AM—1:00 PM
Thursdays Through April 2019	<i>A Matter of Balance 8 wk program</i>	YMCA Floyd County	9:00 AM —11:00 AM
Monday, June 3– Friday, June 7, 2019	<i>LifeSpan Resources Senior Games 2019 “Seniors Are Out Of This World!”</i>	Opening: St Augustine Jeffersonville Various event venues	Opening: 9 AM- 1 PM Closing: 10 AM – 1 PM

For more information contact Lucy Koesters at 812-206-7938

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SPRING INTO FUN!



SPRING FEVER

Four high school boys afflicted with spring fever skipped morning classes. After lunch they reported to the teacher that they had a flat tire.

Much to their relief she smiled and said, "Well, you missed a test today so take seats apart from one another and take out a piece of paper."

Still smiling, she waited for them to sit down. Then she said: "First Question: Which tire was flat?"

HELLO, COMPASSION.

Deciding to seek help for a mental health concern takes a lot of courage. Helping a family member get help can be challenging, as well. When you're ready, our team is here – any day, any time. We're committed to treating behavioral health concerns just like any other medical issue, with highly trained staff, personalized attention and genuine compassion.

Our behavioral health team offers treatment for adults in Jeffersonville and surrounding areas. We are experienced at treating many conditions including depression, anxiety, addiction, bipolar disorder, schizophrenia, dementia and Alzheimer's disease.

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注意:如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-812-282-6631。

LIFESPAN LEADERS MEET AND GREET

Lora Clark, LifeSpan CEO and Vickie Medlock, COO, recently made connections with newly elected state officials: State Senator Chris Garten (Dist. 45), and State Representative Rita Fleming (Dist. 71).





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SAVE THE DATE

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