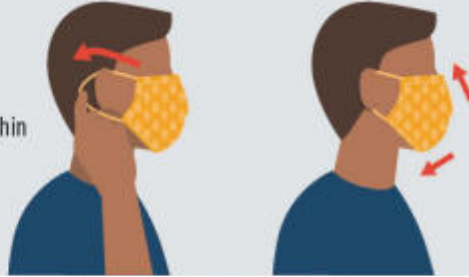


OCTOBER-NOVEMBER 2020

HOW TO SAFELY WEAR & TAKE OFF A MASK

WEAR YOUR MASK CORRECTLY

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE A MASK TO HELP PROTECT OTHERS

- Wear a mask to help protect others in case you're infected but don't have symptoms
- Keep the mask on your face the entire time you're in public
- Don't put the mask around your neck or up on your forehead
- Don't touch the mask, and, if you do, clean your hands



FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR MASK CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place mask in the washing machine
- Wash your hands with soap and water



WEAR A MASK TO PROTECT OTHERS

- Wear a mask that covers your nose and mouth to help others in case you are infected with COVID-19 but don't have symptoms.
- Wear a mask in public settings when around people who don't live in your household, especially when it may be difficult for you to say six feet apart.
- Wear a mask correctly for maximum protection
- DON'T put the mask around your neck or up on your forehead
- DON'T touch the mask and if you do so, wash your hands or use hand sanitizer to disinfect.



Personal masks are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a mask, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Sources: Centers for Disease Control and Prevention. URL: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

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BAGS OF HOPE-Update:

Due to the Covid-19 pandemic, WCAAA staff formed an emergency Grocery Team early on in the lockdown. We were aware that many seniors wouldn't be able to shop, not everyone drives, taking a bus was too risky, and having groceries delivered was not an option for low-income people on SNAP. With senior centers shut and congregate meals cut in most places, we saw a very real risk of malnutrition.

Once we had ShopRite, Cherry Valley and Big Y on board to make up the bags, the next step was rounding up volunteers to help deliver the fresh fruits, vegetables, cheese, eggs and other groceries, including the highly coveted toilet paper. WCAAA staff, community partners and a dedicated group of volunteers worked together to supply the groceries to homebound and vulnerable seniors who were unable to shop for themselves.



RSC Superv. Deb Kaszas explains the Oak Terr. grocery delivery plans to the Naugatuck Community Emergency Response Team (CERT) & volunteers

After weeks of planning, we finally launched our Bags of Hope grocery project on May 18, collaborating with ShopRite of Waterbury and Bristol, Cherry Valley in Waterbury and Big Y in Torrington. With federal funding from the CARES Act and Families First Coronavirus Relief Act, WCAAA staff, Resident Services Coordinators and community volunteers banded together to deliver fresh, nutritious groceries at 19 senior housing sites in Waterbury, Watertown, Naugatuck, Torrington and Winsted. Over the course of 10 weeks, we delivered approximately 6,000 bags of groceries to about 1,000 seniors in those towns.



Watertown Housing Authority Executive Dr., Phil Mahler with Aaron Kaszas & Alyse Bergersen

Bags of Hope Grocery Project Delivered More Than Food: We would like to share some appreciation messages received from the community we helped.

"We have been so buoyed by the response to our Bags of Hope grocery project & how it has helped so many people!"

"My dad said that all the residents got a bundle of wonderful fresh food and groceries yesterday. He believes you had something to do with it, I suspect you did too. Dad and I just want to just to say thank you and thank whoever helped make it all happen - it made dad so happy."

"Winsted There are no words to explain the joy I get on Tuesday. It is not only the food that fills my stomach, but also the joy I see when I volunteer at the food giveaways. Anything I don't have a need for I knock on neighbors' doors, offering it to others. Dementia, isolation and many other things contribute to need. Some are just too proud to accept, but when I knock on the door they see me as a friend. Thank you sincerely. Winsted Seniors love you!"

"Especially with Covid-19, this delivery has been a blessing! My family does not want me making lots of trips to the store. Walking has been my main method of shopping, but with the restrictions, I have really tried to stay away."

"This program has been a godsend!!! It has allowed me to get a few less things at the grocery and now I can make many more healthy meals per month than I was able to before. Thank you, thank you, thank you!"

"I thank this program very much, cause it has given me more groceries to have for the week. My budget for grocery shopping is low in money even with EBT. Keep up the good work, us Seniors love it. Thank you very much!"



CERT & other volunteers lined up hundreds of bags of groceries to deliver to Oak Terr.

Once again we would like to express our deep appreciation to our partners, volunteers and staff who made Bags of Hope possible!

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MOBILITY RESOURCES FOR NORTHWEST CT

ESSENTIAL WORKERS & SENIOR TRANSPORTATION THROUGH PANDEMIC: Like most areas of our lives during epic year, 2020, much has revolutionized in transportation, for both better & worse. As an industry, we have felt the vise-like grip of fear from COVID-19 pandemic, but we have pivoted and persist sustaining the vital needs of necessary, non-emergency & other critical transportation for seniors & people with disabilities.

Turning the resulting fear & helplessness into empowering new programs & services has paved the way for Connecticut to lead from the forefront of lowest COVID-19 positive cases, far less exposure & a slower, creative and more careful reopening plan thanks to our CT governing body, the CT Department of Public Health & advocacy agencies for people with disabilities and seniors, like The Kennedy Center, Inc. & Western CT Area Agency on Aging. Led by the metrics and a host of competent, compassionate municipal agents, social workers, committed senior center staff, resident services coordinators and local area agencies on aging across the state, together we have created ways to continue serving you the fundamental services you continued to need during pandemic & beyond. As CT moves forward with our reopening plans, we are excited to see senior centers across the state re-open with mindful, prudent & secure protocols and guidance for their members & outlying seniors & people with disabilities.

So what does this mean for seniors and people with disabilities accessing public transportation, paratransit, Dial-A-Rides and other ancillary transportation programs?

Although we've been asked to quarantine safely at home following Governor Lamont's Executive orders, we still had and have necessary medical appointments, grocery store shopping and pharmacy services that needed tending to. And many, who were unable to transition to working or schooling from home, still had to access public transportation to get to and from work. Many of you likely used "Transportation Replacement Programs".

Let's talk about what transportation looks like today, Wednesday, September 2, 2020. What is happening with public transportation today & what can you expect to see moving forward from here?

Public busses and paratransit services are still running-they never stopped! Our Transit District staff and drivers from CTransit, Northeast Transportation Bus Company, Northwest Transit District, HARTransit, EdAdvance and Geer Village are ESSENTIAL workers! The strict COVID-19 transit protocols, the high level of commitment and compassion to continue serving all of us in time a national crisis/pandemic is an amazing testament to the wonderful transit industry that makes up northwest Connecticut. Thank you to all of them who continued to transport us to our obligatory destinations!! Currently, public bus services are still FREE to riders. Fares were discontinued during pandemic and are likely to continue for no fare until potentially, sometime in October, though no definite dates for resuming public fares has been issued from the CT DOT or individual transit districts.



HarTransit drivers pieced with masks



HarTransit public Bus Driver & bus with protective installed barrier

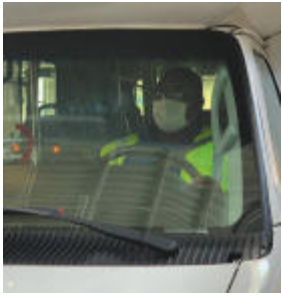
If you wish to learn to ride a public bus, you can ride for zero fare--anywhere in the state of CT. And beginning in late August, 2020, The Kennedy Center, Inc.'s Travel Trainers re-joined the community! That means that if you are a senior citizen or a person with a disability and want to learn to ride a bus or train... you can do it now....and SAFELY! You have nothing to lose and only further independence to gain! **Please call (203) 365-8522, ext. 2950 or e-mail traveltraining@kennedyctr.org.** Travel Trainers teach you individually, using strict, protective protocols, social distancing and the required facial masks or coverings, per Governor Lamont' executive order issued on April 20, 2020. If you would like further information, please feel free to contact me, April Chaplin, your NW CT Regional Mobility Manager/Ombudswoman. I will be happy to answer any questions about travel training or available transportation resources in your area.

Additionally, if you need to order masks, please consider checking out The Kennedy Center, Inc.'s social enterprise, Palm and Able. [https://palmandable.com/?](https://palmandable.com/?utm_source=cohort4&utm_medium=social&utm_campaign=April)

[utm_source=cohort4&utm_medium=social&utm_campaign=April](https://palmandable.com/?utm_source=cohort4&utm_medium=social&utm_campaign=April)

We carry an inventory for adult and children's masks, gloves, hand sanitizer, sanitizing wipes, face shields, isolation gowns and more. When you buy from this social enterprise, 100% of our profits go directly back to programs that support individuals and seniors with disabilities.

Currently, we continue to practice **social distancing and wear facial masks or coverings, AS REQUIRED IN PUBLIC AND WHEN RIDING ON PUBLIC AND PARATRANSIT BUS SERVICES!**



NET Driver Wtby Front view CT Driver.

Paratransit service is also not charging fares at this time. The application process has changed some to accommodate social distancing and varies slightly from transit district to transit district and has continued to interview and grant new rider eligibility for this “step-up” curb to curb, or door to door-upon-request-service. Designed to give EQUAL ACCESS to transportation for people with disabilities, the physical application (available on-line @<https://www.ctada.com/> and in paper format), an interview (some are now being performed over the telephone) and medical confirmation of a disability is still required. Some applicants who secure this ADA Paratransit certification during COVID-19 will need to be re-evaluated at a future date (to be determined by each transit agency). For information, details & questions, you may contact the transit district in your area, the NW Reg. Mobility Manager or the ADA Transit Assessment Coord., Mary Rosenbauer. **Where paratransit is not available because public transportation is not available, please see the below combined paratransit & complementary (vs. complimentary) service listing.**

Call EdAdvance out of Litchfield @ (860) 567-0863. Services Burlington, Hartland, Roxbury and Washington. EdAdvance also provides back up transportation for other northwest towns as part of The RITS Program.

Call GEER Village Dial-a-Ride out of Canaan @ (860) 824 – 7067. Provides Dial-a-Ride services primarily for Canaan, Cornwall, North Canaan and Sharon. GEER also provides back up transportation for other northwest towns through the RITS Program.

Call HARTransit serving the Greater Danbury Area @ (203) 744 – 4070. Services Bethel, Brookfield, Danbury and New Milford. HART also provides Dial-a-Ride services in New Fairfield, Newtown and Ridgefield.

Call NET, Northeast Transit Bus Company, serving the Greater Wtby. Area @ (203) 756 –5550. Provides paratransit services in Cheshire, Middlebury, Naugatuck, Prospect, Thomaston, Wtby., Watertown & Wolcott (and in Meriden and Wallingford). NET provides these towns with Dial-a-Ride transportation as well. Transportation is available in Southbury on a more limited basis.

Call NWT D, Northwest Transit District, serving the Greater Torrington Area @ (866) 906 – 7433 or (860) 489 – 2535. Provides *complementary* services to Barkhamsted, Colebrook, Goshen, Harwinton, Kent, Litchfield, Morris, New Hartford, Norfolk, Torrington, Warren, Winchester & Winsted. NWT D also serves Burlington, Hartland, Roxbury & Washington when EdAdvance is not available through RITS, **Rural Independent Transportation Service.**

Call NW CT Regional Mobility Manager/Ombudswoman-April Chaplin, MSHS @ (475) 298 – 3103 for any transportation related question or concern.

Call CT State-wide ADA Transit Assessment Coord., Mary Rosenbauer @ (203) 365 – 8522, ext. 2011 for any paratransit-related question or concern. Please leave a voice mail message.

For seniors & people with disabilities in the far northwest, *complementary* (vs. complimentary/free) programs have been included in the above listing. All continue to operate observing strict safety protocols to reduce potential exposure.

REMINDERS

- Plan ahead. Don’t wait until you find yourself needing transportation immediately. Call the provider to create a profile verbally over the telephone or request an application be e-mailed or mailed to you now.
- For Paratransit Service, there is an **application process**.
- Though essential travel on public & paratransit is currently FREE, this is subject to change any day. We will give you as much notice as possible when fares are reinstated.
- Don’t carry more bags than you can comfortably handle safely, by yourself! Drivers are not responsible for your packages. If you need assistance, you should bring a PCA with you. PCA’s TRAVEL FOR FREE SO LONG AS YOU SCHEDULE A SEAT FOR THEM WHEN YOU RESERVE YOUR RIDE & YOU STATE THAT THEY ARE YOUR “PCA” (Personal Care Assistant).
- Bag limits are subject to change during & after pandemic. Always check with the transit provider directly when you reserve a ride.
- Remember social distancing & please, **WEAR A MASK!! We must protect ourselves and each other!**

CT is gradually and watchfully re-opening. Governor Lamont has stated that Connecticut Senior Centers may open safely adhering to strict protocols and guidelines effective September 1st; however, some are able to accommodate these guidelines and some are still in process. Please check with your local senior center directly for details. Even during pandemic with telehealth and grocery deliveries, you will undoubtedly need to leave home to participate in socially distanced events, like Farmers’ Markets, Flu Shot clinics and maybe good, old-fashioned SAFE socializing senior center events & community engagements. Wow! Have we missed these!

We want you to be safe and yet we don’t want anyone to feel or be isolated. Please call me if you have any questions or would like further information. I would love to hear from you!! Please be smart and be safe!!

Contact Information: April Chaplin, MSHS, NW CT Reg. Mobility Manager/Ombudswoman with The Kennedy Center, Inc., c/o WCAAA
WCAAA Address: 84 Progress Ln, Wtby, CT 06705, Phone Number: (475) 298-3103, e-mail address: achaplin@kennedyctr.org, www.thekennedycenterinc.org



Open Enrollment is Here!



Reminder to Medicare Beneficiaries! Medicare Open Enrollment is October 15-December 7, 2020. This is the time to review your current Medicare Prescription Drug Plan (PDP) or Medicare Advantage Plan (MAP) to ensure that your drugs are still covered by your plans in 2021 and in the case of a MAP, confirm your Medicare providers still take your plan. In some cases, there may be a less expensive plan available to you in 2021.

For more information, contact the CHOICES department at WCAA at 1-800-994-9422 or 1-203-757-5449 EXT 134.



Dear Marci

What is Fall Open Enrollment? *Dear Marci: I enrolled in Medicare about six months ago. My friend told me that the Fall Open Enrollment Period for Medicare is coming up. What is Fall Open Enrollment, and is there anything I need to do during this time?* -April (Montpelier, VT)

Dear April,

Fall Open Enrollment runs from **October 15 through December 7** each year. During this time, you can make changes to your health insurance coverage, including adding, dropping, or changing your Medicare coverage. Even if you are happy with your current health and drug coverage, Fall Open Enrollment is the time to review what you have, compare it with other options, and make sure that your current coverage still meets your needs for the coming year.

You can make as many changes as you need to your Medicare coverage during Fall Open Enrollment. **The changes you can make include:**

*Joining a new Medicare Advantage Plan | * Joining a new Part D prescription drug plan | * Switching from Original Medicare to a Medicare Advantage Plan | * Switching from a Medicare Advantage Plan to Original Medicare (with or without a Part D plan)

Regardless of how you receive your Medicare coverage, you should consider:

* Your access to health care providers you want to see | * Your access to preferred pharmacies | * Your access to benefits & services you need | * The total costs for insurance premiums, deductibles, & cost-sharing amounts

If you have Original Medicare, visit www.medicare.gov or read the 2021 Medicare & You handbook to learn about Medicare's benefits for the upcoming year. You should review any increases to Original Medicare premiums, deductibles, & co-insurance charges.

If you have a Medicare Advantage Plan or a stand-alone Part D plan, read your plan's Annual Notice of Change (ANOC) and/or Evidence of Coverage (EOC). Review these notices for any changes in:

* The plan's costs | * The plan's benefits and coverage rules | * The plan's formulary (list of drugs your plan covers)

Make sure that your drugs will still be covered next year and that your providers and pharmacies are still in the plan's network. If you are unhappy with any of your plan's changes, you can enroll in a new plan. If you want assistance reviewing your options, contact your State Health Insurance Assistance Program (SHIP) for unbiased counseling. To contact your SHIP, visit www.shiptacenter.org or call 877-839-2675.

Even if you are happy with your current Medicare coverage, consider other Medicare health and drug plan options in your area. For example, even if you do not plan to change your Medicare Advantage or Part D plan, you should check to see if there is another plan in your area that will offer you better health and/or drug coverage at a more affordable price. Research shows that people with Medicare prescription drug coverage could lower their costs by shopping among plans each year; there could be another Part D plan in your area that covers the drugs you take with fewer restrictions and/or lower prices.

Dear Marci is a biweekly e-newsletter designed to keep you—people with Medicare, social workers, health care providers and other professionals—in the loop about health care benefits, rights and options for older Americans and people with disabilities. This information is republished with the permission from the Medicare Rights Center. For more info visit source www.medicarerights.org. On the internet: The URL is www.medicareinteractive.org

MEDICARE OPEN ENROLLMENT IS ALSO OPEN SEASON FOR FRAUDS & SCAMS!



Medicare “open enrollment” is that time from Oct. 15 to Dec.7, 2020 when beneficiaries can make changes to their health plan and prescription drug coverage. This is also the time when special attention must be paid to “deals” that unscrupulous salespeople are offering that are in fact no deal at all. Some open enrollment frauds are: imposter/poser scams, refund rip-off scams, false freebie scams, and supplemental insurance scams.

Imposter or poser scams are when people pose as a Medicare or state or local government employee, or some sort of medical advisor or official sounding employee. But these are phony organizations or salespeople who try to trick you and capture your personal information. Real public officials will never telephone or text you directly in such a manner. Hang-up. Do not engage. **Refund rip-off scams** occur when fraudsters claim you are entitled to money back because of changes or enhancements to your health plans by Medicare or private insurers. These seek to not only steal your Medicare number, but also personal bank account information with the intent of emptying your accounts. Hang-up. Do not engage. **False freebies** are where beneficiaries get offers for free medical supplies or free health check-ups. This is simply another attempt to steal your Medicare number or Social Security number, or other personal identifiers. These usually involve over-priced goods and attempts to get credit card info for “shipping charges.” Hang-up. Do not engage. **Supplemental insurance scams** are when unethical salespeople try and sell insurance policies that are claimed to save you thousands of dollars in out-of-pocket costs without knowing your unique medical needs. While some policies may be legitimate ... it is important that these policies match each individual to their medical requirements. Do not be intimidated into buying such policies ... do not fall for scare tactics, freebies, or claims they represent government agencies. **Hang-up. Do not engage. It is extremely important that all Medicare beneficiaries seek unbiased and objective comparisons of all their medical costs and needs when choosing a health care plan or Part D prescription drug plan.** If you suspect you, a friend, or family member has been victimized in anyway, please contact the Senior Medicare Patrol (SMP) here at WCAA at 1-800-994-9422 or 203-757-5449. Audrey Cole, SMP Coordinator of Volunteers.

Submitted by: Audrey Cole - WCAA Staff

Sources: <https://www.fcc.gov/health-insurance-scam-attempts-spike-during-open-enrollment> | <https://www.bbb.org/article/news-releases/14295-bbb-warning-beware-medicare-and-aca-scams-during-open-enrollment>

Seasonal Vaccines For Flu and Pneumonia



What You Should Know: You may have heard that getting a flu vaccine during the 2020-2021 season is more important than ever, because of the ongoing COVID-19 Pandemic, and that’s because its adults over 65 who are most likely to be hospitalized, or die from flu or COVID-19. It has been recognized for many years that people 65 years and older are at high risk of developing serious complications of the flu, compared with young, healthy adults. This risk is due in part to changes in our immune systems as we age. While flu seasons vary in severity, during most seasons, people 65 years and older bear the greatest burden of severe flu disease. Flu vaccines are updated each season as needed to keep up with changing viruses. Also, the body’s defenses change over a year, so annual vaccination is needed to ensure the best possible protection against flu. A flu vaccine protects against the flu viruses that research indicates will be most

common during the upcoming season.

Types of Flu Shots for People 65+: People 65 years and older should get a flu shot, not a nasal spray vaccine. They can get any flu vaccine approved for use in their age group with no preference for any one vaccine over another. There are regular flu shots that are approved for use in people 65 years and older and there also are two vaccines designed specifically for this group: regular and high-dose. High-Dose vaccine contains four times the antigen, the part of the vaccine that helps your body build up protection against flu viruses, then the other standard-dose inactivated flu vaccines. The higher dose of antigen in the vaccine is intended to give older people a better immune response, and therefore, better protection against flu. Research on Medicare beneficiaries, performed during the 2017-2018 flu season, showed that the high-dose vaccine provided much greater protection than the standard vaccine against flu-related hospitalizations.

High Dose Flu Vaccine Side Effects: The high dose flu vaccines may result in more of the temporary, mild side effects that can occur with standard-dose seasonal shots. Side effects can include pain, redness or swelling at the injection site, headache, muscle ache & malaise, & typically are better within 1 - 3 days.

What about the vaccine for Pneumonia?: People who are 65 years and older also should be up to date with pneumococcal (pneumonia) vaccination to protect against pneumococcal disease, such as pneumonia, meningitis, and bloodstream infections. Talk to your health care provider to find out which pneumococcal vaccines are recommended for you. Pneumococcal pneumonia is an example of a serious flu-related complication that can cause death. You can get the pneumococcal vaccine your provider recommends when you get a flu vaccine. The best place to start is by talking to your doctor, or pharmacist, regarding what’s best for you this season. Stay well!

Submitted by: Debbie Kaszas - WCAA Staff



SERVING THOSE WHO SERVED


SUPPORT FOR CAREGIVERS

There are different support groups available offering helpful resources; for both: Veterans and their caregivers; such as:

VA Caregiver Support Program offers training, educational resources, & multiple tools to help you succeed. Eligible Veterans of all eras may benefit from services, under the Program of General Caregiver Support Services. *Some of the Programs available are:*

- Care for Caregivers
- VA In-Home & Support Services:
- Tips by Diagnosis:
- Connect with Others:
- Tips & Tools
- Publications & Resources:
- VA Crisis Line 24/7/365: This line connects service members & Veterans in crisis, as well as their family members & friends, with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text-messaging service. | Dial 1-800-273-8255 & Press 1 to talk to someone. | Send a text message to 838255 to connect with a VA responder.
- **NAMI: Family Support Group** Contact: 860-667-3413
- **Family Caregiver Support Group: Caregivers of OEF/OIF Returning Veterans.** contact the Caregiver Support Line: 855-260-3274.
- **Building Better Caregivers (BBC)** is a free 6-week online workshop developed by Stanford University to support Caregivers of Veterans of all eras. Join a community of Caregivers who share similar challenges, such as dealing with stress and finding time for yourself. Trained facilitators guide you in learning new ways to manage stress and improve communication skills with your Care Partner. You'll get access to:

24/7 access to self-guided lessons and resources, safe, secure & anonymous environment, ongoing support from other Caregivers during and after the program



**Call the Caregiver Support Line at
1-855-260-3274**

***VA Crisis Line 24/7/365 days a
year 1800-273-8255 or TEXT at:
838255**








COVID-19 CAUSING YOU CONCERN?

VA's virtual care technologies are here to help. VA virtual technologies enable you to send secure messages to your VA care teams, order & ship your prescriptions, receive care at home through a video or phone appointment, and more. Learn more about the virtual tools and resources available to you.

VA Virtual Tools Are Always an Option

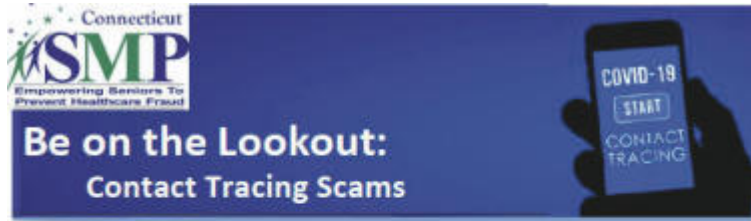
As the U.S. Department of Veterans Affairs begins expanding in-person services at VA facilities around the Country, keeping Veterans safe remains our top priority. With VA's virtual care tools, you can continue to access high quality VA care safely from home.

-  **Video or Telephone Appointments:** Rather than going to a VA facility, you can receive care at home with a video or phone appointment. To set up a VA Video Connect or phone appointment, send your provider a secure message on My HealtheVet or call your local VA facility. To learn more about VA Video Connect visit mobile.va.gov/app/va-video-connect.
-  **Prescription Refills:** Request prescription refills and order and ship medications to your home using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.
-  **Text Message Reminders:** Annie's coronavirus Precautions protocol sends you automated text messages with information about COVID-19, helps you monitor for symptoms, and can assist you if you need to contact your VA facility for care. Enroll at mobile.va.gov/annie.
-  **Secure Messaging:** With My HealtheVet, VA's online patient portal, you can send online secure messages to your VA health care team to ask them nonurgent health questions. Register at myhealth.va.gov.
-  **Home Telehealth:** For Veterans recommended for home isolation or quarantine, your provider may use remote monitoring devices to assess your condition while you are at home. Learn more about home telehealth at telehealth.va.gov/type/home.

If you are experiencing symptoms of COVID-19, contact your VA facility as soon as possible. You can find contact information and operating hours for your VA facility at va.gov/find-locations.

For the most up-to-date information on COVID-19, please visit:
cdc.gov/coronavirus | va.gov/coronavirus





Be on the Lookout: Contact Tracing Scams

Contact tracing is key to slowing the spread of COVID-19 and helps protect you, your family, and your community by:

- Letting people know they may have been exposed to COVID-19 and should monitor their health for signs and symptoms of COVID-19,
- Helping people who may have been exposed to COVID-19 get tested, and
- Asking people to self-isolate or self-quarantine to reduce the risk of spreading COVID-19 infection to others.

Green flags

- Contact tracers will:
 - ☑ Be state or local Department of Health employees or their contractors,
 - ☑ Ask about your personal symptoms to gauge for possible COVID-19 infection,
 - ☑ Ask about others you may have come into contact with recently,
 - ☑ Be able to refer you to other medical and social resources, and
 - ☑ Ask whether you have insurance so they can connect those who are not insured with resources.

Red flags

- Be cautious of anyone who:
 - ☒ Asks for specifics about your health insurance, like your Medicare number,
 - ☒ Claims they need a credit card or cash to pay for a COVID-19 test, or
 - ☒ Wants your personal information to help you set up a COVID-19 test.

How Can Your Senior Medicare Patrol (SMP) Help?

Your local SMP is ready to provide you with the information you need to PROTECT yourself from Medicare fraud, errors, and abuse; DETECT potential fraud, errors, and abuse; and REPORT your concerns. SMPs and their trained teams help educate and empower Medicare beneficiaries in the fight against health care fraud. Your SMP can help you with your questions, concerns, or complaints about potential fraud and abuse issues. It also can provide information and educational presentations.

For more information, contact the Senior Medicare Patrol at your local Area Agency on Aging at 1-800-994-9422 or visit www.smpresource.org.

Supported by a grant (No. 90MPRC0001) from the Administration for Community Living (ACL), U.S. Department of Health and Human Services (DHHS).

Take Control

Toolkit for Active Living with Diabetes

The in-home version of the popular *Live Well with Diabetes workshop* is now available to seniors in the comfort of their home without having to use technology beyond the telephone. The toolkit will be sent directly to participants with diabetes or prediabetes at no cost and includes a Living a Healthy Life Book, instruction booklet, and an exercise CD. Weekly phone calls from a trained Live Well leader enhances the experience and can help to alleviate social isolation during the COVID pandemic.

Participants will learn about:

- What to eat
- Low and high blood sugar
- Sick day guidelines
- Tips for dealing with stress
- How to set small and achievable goals

Please note there is a limited supply of toolkits. Participants must be willing to share their name, address and phone number so the toolkit can be mailed directly to them and the leader can place the weekly call. Calls are approximately 60 minutes in length and take place conference-call style to 4 -6 participants. There is a 3-4 week lead time to start once participants have enrolled.

Contact Debby Horowitz, Live Well Regional Coordinator
dhorowitz@wcaaa.org or 203-757-5449 Ext. 125

Sponsored by the Connecticut Department of Public Health, the Department of Aging & Disability Services, and Western Connecticut Area Agency on Aging.
 An evidence-based self-management program originally developed at Stanford University. This program supported by funds made available for the Centers for Disease Control and Prevention, Office of State, Tribal, Local and Territorial Support under grant DPH11-105.

Open Enrollment Period is October 15, 2020 to December 7, 2020

2021 ANNUAL ENROLLMENT PERIOD DATES

Dates and deadlines you need to know

OCT. 15, 2020	DEC. 7, 2020	JAN. 1, 2021
ANNUAL ENROLLMENT PERIOD BEGINS	ANNUAL ENROLLMENT PERIOD ENDS	FIRST DATE COVERAGE CAN START
This is the first day you can enroll for 2021 health coverage.	This is the last day you can enroll for 2021 health coverage.	Even if you enroll in December 2020, your new Medicare plan won't go into effect until Jan. 1, 2021.

WCAAA Office Will be Closed On:

- *November 11*: In observation of Veteran's Day
- *November 26 & 27*: In observation of Thanksgiving

We Honor and Celebrate...

**October 1st:
International Day for the Elderly**

**October 12th:
Columbus Day**

**November 11th:
Veteran's Day**

**November 26th:
Thanksgiving Day**

The WCAAA family would like to wish you a Happy and Safe Holidays!

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10

Join our community & discover independence with safety & support



Our Cobble residence currently has openings available. It offers Noble Horizons' distinctive continuum of care with the support you need today, and the security of an independent tomorrow. *Please call Linda Castaldi, Admissions Director, for more info.*

- We remain COVID-free!
- 5-Star Quality Rated by CMS
- Medicaid coverage available
- Independent senior living with the ambiance of a fine hotel
- Private room with bathroom
- Wellness coordinator and RN offering the support you need
- Nurse's aide 24/7 for support and housekeeping
- Chef-prepared meals three-times daily
- Free transportation to doctor's appointments, as well as social and cultural outings
- On site outpatient PT and OT with free access to fitness center

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WCAAA INSIDER

WCAAA Mission Statement

The mission of the Western Connecticut Area Agency on Aging, Inc., is to develop, manage and provide comprehensive services for seniors, caregivers and individuals with disabilities through person-centered planning in order to maintain their independence and quality of life.

DISCLAIMER:

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CONTACT:

For questions, comments or suggestions, feel free to call us at: 203-757-5449 or 1-800-994-9422. You can also visit our website at: www.wcaaa.org. Items of interest, Medicare news, caregiver issues etc., are posted as updates.

This project was supported by grant number 90SAP0056 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C.



20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

NOTE:

Please notify the Western Connecticut Area Agency on Aging (WCAAA) if you change your address or decide you do not wish to receive an issue of *WCAAA Insider*. Our phone number is: 203-757-5449