

A QUARTERLY PUBLICATION OF MISSOULA AGING SERVICES

2022 CONNECTIONS

FALL

Shaping a Future with Heart and Soul



We are profoundly grateful to Missoula County citizens for supporting the Missoula Aging Services mill levy. With 71% voting yes, it's clear our community values older adults and trusts MAS to assist individuals on their aging journey. The levy funds are vital to sustaining current MAS operations. They provide us with a solid foundation upon which to develop a new Area Plan on Aging to guide our

work over the next four years.

The heart and soul of the Area Plan is input - from older adults, family caregivers, and the public. We've worked with the State to conduct a statistically valid survey of local strengths and needs, engaged in listening sessions, and held focus groups.

Results suggest older adults:

- Enjoy a high quality of life and plan to live out their lives here
- Consider the quality of services for older adults to be good overall
- Contribute \$705 million in paid and unpaid work to the local economy
- Are negatively impacted by the increasing costs of housing
- Worry about the availability of affordable supports to age in place
- Want better information about services and programs

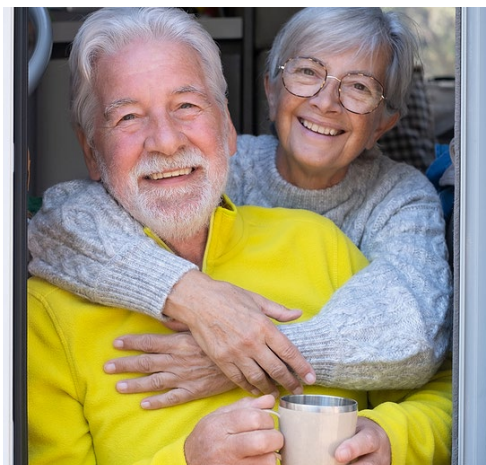
The survey further revealed concerns that have far-reaching implications for our efforts going forward. Approximately one-third reported:

- Falling with a resulting injury
- Struggling with loneliness, isolation, depression, and boredom
- Experiencing confusion or forgetfulness
- Feeling like they don't fit or belong

There are certainly challenges ahead, but because of your support, we have the resources to help. We are fortunate to be part of a vibrant community committed to older adults, with a rich history of partnering to bring local solutions to fruition. Because of you, we plan with hope and have faith in our collective success.

Lisa Sheppard

Chief Executive Officer



Here for You.

- **Aging in Place:**
Care Management, Home Modifications, Veteran Directed Care, Memory Care Support Services, Homemaking, Payroll Services for Veterans and Caregivers
- **Nutrition:**
Meals on Wheels, Community Lunches, Liquid Nutrition (Ensure®)
- **Expert Assistance and Education:**
Call Center, Medicare & Medicaid Consultations, Resource Center Appointments, Educational Classes and Workshops, Lifelong Connections
- **Caregiver Support:**
Family Caregiver Support, In-Home Support Services (Respite, Homemaking and Personal Care), Caregiver Support Groups
- **Community Engagement:**
Volunteer Programs: RSVP, Foster Grandparents, Senior Companions, Caring Companions, Friendly Visitors, Meals on Wheels Volunteers
- **Safety and Advocacy:**
Montana Senior Medicare Patrol (SMP), Long-term Care Ombudsman Program, Money Management Services

WE'RE PROUD of OUR YEARS

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Connections is published quarterly by
Missoula Aging Services (MAS).

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Programs of Missoula Aging Services are
funded in part through the Montana Dept.
of Public Health and Human Services,
Corp. for National and Community Service,
Administration for Community Living, City of
Missoula and Missoula County.

Connect with us on:



In Perspective



October is National Residents' Rights Month, a time to call attention to the needs and rights of the residents of long-term care facilities.

Right now, that attention is especially important. Though public safety measures such as visitation restrictions helped protect long-term care residents during the worst of the pandemic, residents had to live

with significant isolation from family, friends, and the broader Missoula community.

Now, as we continue working to recover, it is vital that we find ways to restore the quality of life of long-term care residents. Being connected with community is essential to wellbeing and being isolated has negative impacts to both physical and mental health.

This year's Residents' Rights Month theme - Inspiring Unity within Our Community - emphasizes the importance of fostering meaningful community within each facility and encouraging residents' connection to their local community.

Residents' Rights Month is a reminder to focus on and celebrate the dignity, respect and rights of every resident. The federal Nursing Home Reform Law guarantees residents' rights and places a strong emphasis on individual dignity, choice, and self-determination. If you or a loved one have questions or concerns regarding quality of care or quality of life in a long-term care facility, please contact your local Ombudsmen at Missoula Aging Services for a confidential consultation. We are here to help.

As Missoula County celebrates Residents' Rights, I encourage community members to connect with those they know who live in long-term care facilities, participate in Residents' Rights Month events, or inquire about volunteering as a Friendly Visitor with the Ombudsman program.

Your assistance and attention will help to ensure that the voices of long-term care residents do not go unheard and demonstrates to residents that they have not been forgotten.

Mary Dalton
Certified Local Ombudsman

CONSIDER YOUR OPTIONS

Fall Brings Open Enrollment Appointments

When the leaves begin to change and the nights get a little colder, it is clear that autumn is upon us.

In the Resource Center, fall also conjures thoughts of Medicare Open Enrollment, which happens every year from October 15th to December 7th. This is the time when Medicare beneficiaries can check their Medicare Part D or Advantage plan and be sure that it is the best choice for them for the coming year, or they may shop for a new plan.

During this time in the Resource Center, we are very busy taking appointments to help people check their plans. If you have one of these plans, it's important to review it during Medicare Open Enrollment to see if it will still work well for you, because these plans change from year to year. Checking your plan each year is the only way to be sure that your plan covers the medications and providers you need for the coming year.

Another benefit of checking your plan is that we may be able to save you some money by finding the least expensive plan available to meet your needs. We hope that you will take advantage of this opportunity to be sure your Medicare Part D or Advantage plan for the coming year is the best one available to meet your needs, and possibly save you some money!

Benefits & Programs Screening

Speaking of ways to save money, our Benefits and Programs Screening appointment is a great way to be sure you are maximizing the benefits that are available to you and accessing any programs that may be helpful. This is especially important during times like this, when inflation is at a record high and costs are increasing.

During a Benefits and Programs Screening appointment, we have a conversation about how things are going and discuss resources and

expenses, as well as eligibility for any programs that may help bring some money back into your budget. It is an opportunity for us to get to know our clients and to provide education about the programs and services they may qualify for. This appointment is also a wonderful way to learn about all the resources, programs, classes, and opportunities available to older adults in our community!

The Resource Center staff look forward to meeting with you this fall to review your Medicare plan or discuss ways that you may be able to bring more money back into your budget with a Benefits and Programs Screening. Of course, we also love to meet with you and share information about programs and services available at MAS and throughout the community.

We hope that along with enjoying the change in seasons, you will come and see us in the Resource Center!



Call to schedule your appointment at MAS:
(406)728-7682
Or stop by the Missoula Senior Center to ask about appointments on site!

Tips and Information on Preventing Falls

The coronavirus pandemic has changed a lot of things. One thing that's still the same? Falling is not a normal part of aging.

Missoula Aging Services is committed to empowering all older adults to age well, and that includes avoiding falls. From September 18-24, 2022, we are partnering with the National Council on Aging (NCOA) and other community partners to observe Falls Prevention Awareness Week.

Falls remain a leading cause of injury for people aged 65 and older. Falls threaten older adults' safety and independence and generate enormous economic and personal costs. However, through practical lifestyle adjustments, evidence-based falls prevention programs, and clinical-community partnerships, the number of falls among older adults can be substantially reduced.

Here are some ways to participate in falls prevention in our community this year:

- **Complete the Falls Free Check Up:** www.ncoa.org/article/falls-free-checkup
- **Register to participate in the Aging Mastery Program** which includes information on Falls Prevention. (See page 9 for more details.)
- **Register to participate in Strong Active Seniors** with Mary Thane, PT, GCS at Community Medical Center (CMC). This series of three classes on Mondays September 12, 19 & 26, from 1:30 - 3:00 pm will meet in-person in CMC's Gallagher Board Room. Come prepared to participate in exercise. Register online at www.eventbrite.com/e/297357192367
Class size is limited.

In addition, stay tuned for exciting news from the MAS Education Program announcing an evidence-based Falls Prevention class that will be offered several times annually. We have been actively researching our options and will be thrilled to offer falls prevention programming year-round very soon.

Dementia Friendly Businesses

You can help make Missoula a welcoming and supportive community for people living with dementia and their care partners! Dementia Friendly Missoula (DFM) works to build a network of dementia-friendly organizations through educational presentations.

Visit the MAS website for the list of local businesses who have completed Dementia Friendly training.

If your business is interested in this opportunity, volunteers from DFM will schedule a training at your request. Email help@missoulaagingservices.org for more information.



MAS volunteers (L-R) Debbie Berger, Nancy Richardson and Beverly Price receive new volunteer shirts with a baseball theme.

MAS Volunteers Honored at Ballpark Celebration

After two years of celebrating the service of volunteers through virtual and drive-through events, we were so happy to be able to get together in-person again at our Volunteer Appreciation Party at Ogren Park!

Almost 150 of you joined us under the ballpark's party tent. Foster Grandparent Buster Hettick threw out the first pitch. We feasted on burgers, hotdogs and crackerjacks and gave out awards, prizes, MAS mugs and volunteer t-shirts. Old friends were reacquainted, and new friendships were formed. We got to cheer the home team on to victory!

MAS Board Chair, Roberta Smith and MAS CEO, Lisa Sheppard shared inspiring words about the value of volunteers, not just to the mission of MAS but to Missoula County as a whole.

We love the volunteer team we get to work with in our shared mission of promoting the independence, dignity and health of older adults and those who care for them. Thank you for all you do!



DISTINGUISHED VOLUNTEER AWARDS

Jack of All Trades
RSVP Mike Peters

Master of Many Award
RSVP Sandi Morrison-Paris

Reliability & Dedication Award
Meals on Wheels Driver
Larry Kuchenreuther

Glitter & Grit Award
RSVP Felicia Saunders

Heart on the Sleeve Award
Senior Companion
Betty Chrestenson

For the Kids Award
Foster Grandparent
Deb Plaster

MAJOR DONORS
April - July 2022

Individuals and Businesses
who made gifts of \$200 or
more:

Bruce Anderson
Corby Anderson
Scott Anderson
William & Susan Anderson
Anonymous
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Teresa Beed
Kent & Barbara Bevington
Patti Boylan
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Minott & Jan Pruyn

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Debra Steinberg
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Christopher Werni
Ken & Eilene Willett
Betty Winchell



*Missoula Aging
Services promotes
the independence,
dignity and health
of older adults, and
those who care for
them.*

GIFTS IN HONOR
OF INDIVIDUALS
April - July 2022

Millie Best
Carol Jobman
Dr. Dan Combo
Jan Hiller
Edith George
Loren & Alexandra Burton
Susan Kohler
Frankie Feinstein
Tom & Bonnie Lee
Anne Stone
Dennis Lawrence
Dorothy Young
Bill Lowney
Bruce & Mari Bender
Marge Lubbers
Anonymous
Jeff & Lisbeth Lubbers
Luna Estrella Molloy
Heather Molloy
Joyce Pejakovich
Cynthia Rademacher
Evelyn Wagoner
Dorothy Young
Ken Zarling
Betsy & Dick Holmquist

GIFTS IN MEMORY
OF INDIVIDUALS
April - July 2022

Auverne & Chet Albert
Gale & Judy Albert
Mary Alexander
Josh Alexander
Bennett & Tracy Brulotte
Patrick & Mary Seltzer
Jacquelyn Mary Anderson
Bruce Anderson
Scott Anderson
Corby Anderson
Sandra Anderson
Gloria & Charles Horejsi
James & Rosemary Johnston
Shannon Kimmel
Edward & Kathleen Murphy

Vincent Barrafato
Elisabeth & Richard Rice
Gary G. Brown
Claudia S Brown
Warren B. Carlson
Michael Carlson
Brenda Desmond
Kent & Margaret Watson
Virginia & Robert Diettrich
David & Gerrie Diettrich
Barbara Edwards
Scott Edwards
Kathryn Felstet
Nureta Goodman
Archie Fisher
Neil & Karen Candee
Russell & Sherry Candee
Clark & Melissa Candee
Maureen Fleming
Daniel & Faye Warren
Richard Fogg
Rosemary Fogg
Joe Hammond
Karen Hammond
Con Kelly
Dan Combo
Randall & Sherry Gay
George & Laurie Palmer
Joe Korona
Frankie Feinstein
Aileen Lockridge
Melvin & Kathleen Lockridge
Vivian Marchie
Melvin & Kathleen Lockridge
Carol Meisinger
Richard Meisinger
Rev John P. Miller
David & Diane Curry
Donald Millhouse
Robert Waugh
Beulah & William Moody
Denise Richardson
Brian Pommer
Diann Claypool
Gordon & Fay Robertson
Patti Boylan
Jean Ryan
Jen Ryan Hickes
Al & Mary Ellen Sampson
Eric Sampson

Anne Reinsel
Mark Reinsel
Earl Reinsel
Christi & Tony Beltramo
Emma Lee & Homer Bowles
Dave Chrismon
Christine Everett
Thomas & Judith Hagan
Patricia Holkup
June Lederer
Betsy Muehlhausen
Ann Patton
Mark Reinsel
Jim and Carrie Reynolds
Bruce & Marian Rood
Roger Shuy & Jana Staton
William Schwaderer
Richard Meisinger
Mary Schwarz
Raneid Patrick
Richard & Ora Shrader
Teresa Beed
Harry Siebert
Joanne & Ivan Burnett
Dan Smith
Gregory Kennett
Barbara Sokoloski
Kent & Barbara Bevington
Marc Steinberg
Judith Marx
Lauren Nehilla
Joseph Roberts
Betsy & Fred Roberts
Louise Skillman
Debra Steinberg
Cathy Tsukimura
Pat Stewart
Richard & Mary Denise Giuliani
John Talbot
Joe Frandsen
Joan Hood
Charles & Maggie Teague
John A Walker
David Baker
Zachariah Walker
David Baker
Chuck Wilkinson
Rachel Wilkinson
Jeremy Kinross-Wright
Theresa Ragsdale

VOLUNTEER-LED SALE RAISES OVER \$26,000 TO BENEFIT OLDER ADULTS AND CAREGIVERS

Missoula Aging Services would like to thank the many volunteers and sponsors who contributed to this special event’s success. Their generous support of the annual Wear It Again Jewelry Sale was instrumental to its successful return.

“We’d like to thank the community for their generosity in donating such wonderful fine and costume jewelry and for the support we saw at the sale where 437 people attended,” says MAS volunteer Felicia Saunders. “After missing 2 years due to the pandemic, it was exciting for us to be able to present the MAS 7th Annual Wear It Again Jewelry Sale and we’re already looking forward to next year!”

We welcome donations of heirloom and estate jewelry for next year’s sale. Donations may be dropped off at the front desk.



In Memoriam

In honor and remembrance of these dedicated individuals whose volunteering enhanced the lives of those they served.

- Evelyn Rice
- Marien Prazma
- Ina Swanson
- Dorothy Taberna
- Cindy Armstrong
- Mary Jo Diddel



Aging Mastery Program Hosts Reunion

Missoula Aging Services is proud to provide educational opportunities with older adults and caregivers in mind. One popular class series, the Aging Mastery Program (AMP), is designed to help people 55 and over embrace the aging process. AMP engages with topics such as falls prevention, financial fitness, and community engagement. This summer, AMP alumni had a chance to gather for a reunion.

Held in the shady Bitterroot Pavilion of Fort Missoula, the reunion brought graduates and guest speakers together to enjoy lunch, socialize and play games. Many of the attendees met each other in person for the first time at this special reunion event, since the courses have taken place over Zoom during the last two years. The afternoon’s activities were coordinated by Aging Mastery Program facilitator Teresa Sacks and Education Program Supervisor Alicia Crandall. A game of AMP Guest Trivia Bingo got things off to a fun start, and activities like bocce ball and board games followed lunch. AMP Alumni members received custom mugs as a keepsake of their time together.

One graduate shared, “As a caregiver, I am very careful with my time away. AMP gave me the little nudge I needed to participate in my community again and make those social connections that are so important to well-being.”

Interested in learning and making new connections? The 11-week winter session of AMP will meet on Zoom, beginning January 2023. Visit missoulaagingservices.org for more details! If you would like assistance registering, please call (406)728-7682.



Community Services Director Rob Edwards welcomes attendees at the AMP Alumni reunion.



Evidence-Based Caregiving Class on Zoom

Powerful Tools for Caregivers® is a six-session class designed to help family and community caregivers learn to take better care of themselves and manage their stress while caring for a relative or friend.

Research shows that the classes improve self-care behavior, emotion management, and self-confidence and connect participants to more community resources. All caregivers are welcome to join this course, including caregivers of people living with Alzheimer's and related dementias.

In Fiscal Year 2022, 100% of Missoula caregivers that participated in the class evaluation reported that they felt more positive about their roles as caregivers after taking the class and 83% reported they found more positive ways to cope with the stresses of caregiving.

One graduate said, "The most important thing that I gained was the knowledge that I am not alone in having the emotions I have." They went on to share that it is quite a relief to realize this. Another reports, "Prior to taking the class I felt I had lost myself. I had not fully grasped the importance of taking care of my own health. I learned the value of self-care."

Classes meet on Tuesdays, October 4 to November 8 from 1-3:00 pm on Zoom and are facilitated by MAS and MSU Extension Missoula County staff. There is no cost for Montana residents thanks to the generosity of the Jane S. Heman Foundation and Montana Geriatric Education Center.



Seeley Nonprofits Receive Support

Thank you to everyone who donated through the Change Your Pace Challenge in Seeley Lake this summer, including the Seeley Lake Community Foundation. A check was presented to MAS for over \$2,927 to help provide services to older adults in the Seeley Lake area.



Staff News at MAS

The Agency welcomed six new staff members this summer and celebrated several promotions and position changes internally. Our team at Missoula Aging Services is always striving to better ourselves so we can provide the absolute best to the clients we so proudly serve.

ESTHER COLE joined 406 Financial Services in May. Her background in finance, coupled with a BA in Sociology from the University of Montana, makes her a wonderful addition to the 406 team. As the Payroll Clerk/Accounting Technician, she helps administer payroll for personal caregivers that are providing essential services to our Veterans, helping provide Veterans the option of remaining in their own homes for as long as possible.

DORENE COOK Missoula Aging Services welcomed Dorene in May as a Personal Care Assistant. She brings several years of experience in caregiving for older adults, helping in all areas to give the best care to those in need. Dorene truly has a passion for helping and caring for others in all aspects of life.

AMY GEMMELL joined the Personal Care Assistant team in July. She became interested in the field of caregiving after providing care to her mother who was experiencing dementia. She joins the Agency with three years of previous caregiving experience in Tacoma, Washington, and is glad to be able to provide her experience and expertise for clients in Missoula.

JONATHAN HEDDITCH was welcomed by the Agency as a Customer Service Representative in July following many years of working with AIDS services organizations and other non-profits in Portland, Oregon. He believes it is a privilege to be of service in the community and advocating for the MAS mission is a unique opportunity to do so. Jonathan attended the University of Montana earning degrees in English Literature and Creative Writing.

CHRIS HIGHTOWER joined MAS as a Resource Specialist in August. Chris is a UM Social Work graduate with a minor in Gerontology. He completed his practicum at The Village Health and Rehabilitation in the social services department. He has worked as a Personal Care Assistant under the Veteran Directed Care program where he gained firsthand experience in caregiving. He is passionate about working with older adults and people with disabilities in Missoula County.

ANDY OSTROWSKI The Agency welcomed Andy as a Client Support Specialist in July. Originally from the Chicago area, Andy moved to Montana in 1993 and obtained a bachelor's degree in Social Work from the University of Montana. Andy brings over twenty years of experience serving adults with disabilities and is thrilled to be a part of the Care Management team.

KRISTINA DEGELE transferred from Customer Service Representative to Nutrition Program Coordinator.

MEGAN FOURNIER transferred from Resource Specialist to Care Manager for Memory Care.

HELEN HANSON moved from the Call Center to serve dual roles as the DevCom Assistant and Administrative Assistant.

JEN RYAN HICKES was promoted to Marketing Manager.

JENNIFER SCHULTZ took on the role of HR Coordinator in addition to her position as Communications Coordinator.

CYNTHIA WOOD became the Agency's Facilities Manager from her previous role as Office Manager.

EST. 1982

MISSOULA *aging* SERVICES

WE'RE PROUD *of* OUR YEARS

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MAS Events

VIRTUAL NEW TO MEDICARE WORKSHOP

Wednesday, September 21 from 12-1:30 pm

Thursday, October 27 from 6-7:30 pm

Thursday, November 15 from 12-1:30 pm

Participate online using Zoom. \$20 or 2 for \$35.

No cost and reduced cost tickets available.

Register online: <https://medicaremas.eventbrite.com>

AGING MASTERY PROGRAM®

(11-WEEK SESSION)

Attend the winter session online via Zoom.

Mondays beginning in January.

Register online: <https://agingmasterymas.eventbrite.com>

VIRTUAL CAREGIVER SUPPORT GROUPS

Second Monday of each Month from 4-5 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3a9wn9x>

Third Tuesday of each Month from 1-2 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/2YkyVPU>

VIRTUAL POWERFUL TOOLS FOR CAREGIVERS®

Six Tuesdays beginning October 4 from 1-3 pm

Attend online via Zoom. No cost for Montana residents.

Register online: <https://powerfultoolsmas.eventbrite>

VIRTUAL SUPPORT GROUP FOR RELATIVES RAISING CHILDREN (MT KINSHIP NAVIGATOR)

Third Wednesday of each Month from 12:30-1:30 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3fb2EjU>

VIRTUAL MEMORY LOSS CONVERSATIONS

Thursdays at 10 am. New attendees welcome!

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3ITnAsY>

IMPORTANT DATES

Open Enrollment begins October 15th.

Call to schedule a benefits check-up!

Call (406) 728-7682 to register for classes by phone.

View a full list of events at missoulaagingservices.org