

# The Senior's Voice

Healthy Generations  
Area Agency on  
Aging

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## 2019 Holiday Closings

January 1 - New Year's Day  
January 21 - Martin Luther King, Jr.  
February 18 - Washington's Birthday  
May 27 - Memorial Day  
July 4 - Independence Day  
September 2 - Labor Day  
October 14 - Columbus Day  
November 11 - Veterans Day  
November 28 - Thanksgiving Day  
December 25 - Christmas Day



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Hours

M - F, 8 am - 4:30 pm

July, Summer 2019

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## Get to know our new Executive Director ... Patricia Holland

On February 4, 2019, Patricia Holland filled the position of Healthy Generations Area Agency on Aging Executive Director. In August of 1992, Pat was hired by then Director, Carol Davis, to fill a one year Indoor Plumbing and Rehab program grant. In addition to providing first time indoor plumbing to many area households, she also worked with the Emergency Home Repair Program and assisted with the Weatherization Program.

She has served as the Director of Client Services, supervisor of the Homemaker Program (assisting frail elderly with house keeping and errand chores), Title V Coordinator (Older Workers Employment Program), and has coordinated many smaller programs for the Agency. In addition to her primary duties, Ms. Holland provides guidance to the Agency's TRIAGE Committee, assessing seniors for all Agency programs and making referrals to various community programs.

Growing up in Connecticut, she has been a Virginia resident since graduating from the University of Mary Washington, Fredericksburg, Virginia in 1985.

Ms. Holland has held affiliation with several boards. These include Mental Health America of Fredericksburg, Partners in Aging, TRIAD, and the Caregiver's Appreciation Luncheon Committee. She was the 2016 recipient of the Dr. Wayland Marks Gratitude Award, which recognizes services to senior citizens in the Fredericksburg area.

Pat's vision for the Agency includes enhanced senior centers that are open and welcoming to area residents several days per week, an active Advisory Council to guide the Agency into the future, a volunteer program that builds the capacity of the Agency and fundraising events that are successful in promoting the Agency community vision as well as providing financial stability.



To enhance the quality of life for all older citizens.

## Helping Ways, Helping Hands

The team at HGAAA would like to send a huge thank you to the Fredericksburg Realtors Foundations. The Agency was the recipient of a \$700.00 grant to restore our rain garden. HGAAA used the opportunity to initiate a team building exercise. The management team really got down and dirty with bringing the vision to life, and it looks amazing.

What's a rain garden you ask? A rain garden is a garden of native shrubs, perennials, and flowers planted in a small depression, which is generally formed on a natural slope. It is designed to temporarily hold and soak in rain water runoff that flows from roofs, driveways, patios or lawns. Our rain garden takes a lot of water from the office's large parking lot and filters it before letting it out into a natural stream. The birds, bees and rabbits will have a nice looking place to hang out too.

The Fredericksburg Area Association of Realtors® (FAAR) represents REALTOR® and affiliate members throughout the Fredericksburg area including the City of Fredericksburg, and the counties of Stafford, Spotsylvania, King George, and Caroline. FAAR provides members with resources to deliver professional and ethical service and advocates for issues impacting real estate.

### Thank You All Again!!!





## GET CONNECTED.....

*Technology has placed texting, emailing, games, and access to medical information right at our fingertips and seniors are taking full advantage of the benefits of a smartphone. Smartphone usage has surged among seniors with over half of adults between the ages of 50 to 64 and 42% of seniors over the age of 65 owning a smartphone.*



### Best Apps for Seniors

#### 4 APPS FOR SENIORS

As today's seniors are more technologically connected than ever, developers have created a plethora of apps designed to bring health and happiness to senior smartphone users. These four apps for seniors can help increase the quality of life for older adults while some even bring peace of mind to family members and friends.

##### 1. LUMOSITY

Lumosity is widely considered the leader of the 'brain training' industry and this app is full of word games, brain twisters, memory games, and puzzles that will give you and your loved one a mental workout. The app designs brain workouts based on age and skill level and adapts to the strengths and weaknesses of each user. The basic subscription is free, and individual plans vary with family rates available.

##### 2. WEBMD

WebMD is a free app that gives reliable, doctor-reviewed answers to medical questions. On the app, the user can enter symptoms or search for reliable home remedies. Not to be used as a substitute for medical care, the app can help people understand more about medical conditions, or potential medical conditions while the "Healthy Target" section allows the user to set health goals like weight loss or exercise goals.

##### 3. MEDISAFE MEDICATION REMINDER

MediSafe Medication Reminder is a great app for seniors and caregivers who are managing multiple medical prescriptions. The app reminds the user and specified family members when to take certain medications, will alert caregivers if missed, and can even remind the user to refill a prescription. It also tracks blood glucose levels, blood pressure, weight, heart rate, and temperature. The data can be saved and shared with medical professionals.

##### 4. EPICURIOUS

For seniors who love to cook, Epicurious is a free app featuring thousands of recipes. The app has recipe tips, user reviews and ratings, cook times, a seasonal ingredients finder, and featured recipes. You'll never be bored in the kitchen again!

**Give these apps a try and use your phone for more than just a call!**

## Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman program (LTCOP) works to resolve problems related to the health, safety, welfare, and rights of individuals who live in long-term care facilities, such as nursing homes, board & care and assisted living facilities, and other residential care communities. Program representatives can also provide information about how to find the proper care facility and what is required of quality care. Ombudsman programs promote policies and consumer protections to improve long-term services and support at the facility, local, state and national levels.

The report, *Incidents of Potential Abuse and Neglect at Skilled Nursing Facilities Were Not Always Reported and Investigated*, found that 1 in 5 high-risk hospital emergency room Medicare claims for treatment in 2016 were the result of potential abuse or neglect of residents in a skilled nursing facility.

HGAAA has a great ombudsman program that advocates for seniors living in long term care facilities in our surrounding communities. It is our mission to enhance the quality of life for all older citizens, we are here for you.



## OIG Investigation Reveals Failure to Report Abuse: Consumer Voice Calls for Comprehensive CMS Action

June 17, 2019

A new report from the US Department of Health and Human Services Office of Inspector General (OIG) shows a disturbingly high level of potential abuse and neglect in skilled nursing facilities, and failures at every level of the system designed to protect vulnerable nursing home residents. The report, *Incidents of Potential Abuse and Neglect at Skilled Nursing Facilities Were Not Always Reported and Investigated*, found that 1 in 5 high-risk hospital emergency room Medicare claims for treatment in 2016 were the result of potential abuse or neglect of residents in a skilled nursing facility. Equally disturbing, nursing homes failed to report the majority - 84% - of these claims to state survey agencies as required by federal law and regulation, and state survey agencies failed to report 67 of 69 claims - 97%- to local law enforcement as required. In turn, the Centers for Medicare and Medicaid Services (CMS) did not track these incidents.

What do these failures mean to residents? They mean that the resident who is the target of abuse or neglect continues to suffer and experience harm, sometimes fatally, and many other residents may also be harmed. They mean that incidents of abuse and neglect go uninvestigated, unsanctioned, unprosecuted and undeterred.

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Such a significant breakdown of the system calls for a strong response. Unfortunately, the OIG recommendations to CMS are insufficient. The recommendations include training of nursing home staff; clarification of guidance on definitions of abuse and neglect; requiring state survey agencies to record and track all potential abuse/neglect and referrals to local law enforcement; and monitoring those referrals. Yet, while these steps should certainly be taken, they fall far short of the level of action needed.

Consumer Voice calls on CMS to use its authority to hold nursing homes, the state survey agencies, and itself accountable for doing the job the public entrusts - and pays them - to carry out. For instance, whenever a nursing home fails to report abuse/neglect to the survey agency or law enforcement, the survey agency should assess this violation as seriously endangering or being likely to seriously endanger one or more residents and impose a significant monetary penalty. CMS should also alert the public to the facility's failure to report on Nursing Home Compare.

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There is much more that CMS can and should do to address not just reporting, but also detecting, investigating and preventing abuse and neglect. Protective measures include:

- Ensuring that people with certain criminal convictions are not hired to work in nursing homes
- Requiring surveyors themselves to report potential abuse/neglect to law enforcement when conducting a survey
- Mandating adequate staffing levels so front-line staff are not stretched so thin that it becomes impossible to provide quality care

CMS should also take action against abuse and neglect perpetrated by corporations – situations where corporations, often with records of poor care, are permitted to take over facilities and then cut budgets to the point where quality and residents suffer.

There is agreement among all stakeholders that there should be zero tolerance of nursing home abuse and neglect, and that no incidents are acceptable. CMS has a major role to play in achieving that goal, and indeed, a duty to do so. Consumer Voice calls on CMS to immediately develop and implement a comprehensive public plan to make the residents' right to be free from abuse and neglect a reality.



# 5 THINGS YOU NEED TO KNOW ABOUT SHINGLES



Shingles is a disease that causes a painful skin rash.

About **1 in 3 people** will get shingles, and your risk increases as you age.

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It comes from the same virus that causes chickenpox. Although there is no cure, shingles can be prevented and treated.



**1**

**Anyone** who has recovered from chickenpox, and even children, can get shingles.



2

**Symptoms** of shingles include burning or shooting pain, tingling or itching, chills, fever, headache, upset stomach, and rashes or blisters that develop on one side of the body, usually on your face or around your waist. **There are medicines that may help.**



3



Healthy adults age 50 and older should talk to their healthcare professional about getting the **shingles vaccine** to reduce their risk.

4

Generally shingles is not contagious, but a person with active shingles can spread the virus when the rash is in the blister phase. It's important to **keep the rash covered.**



5

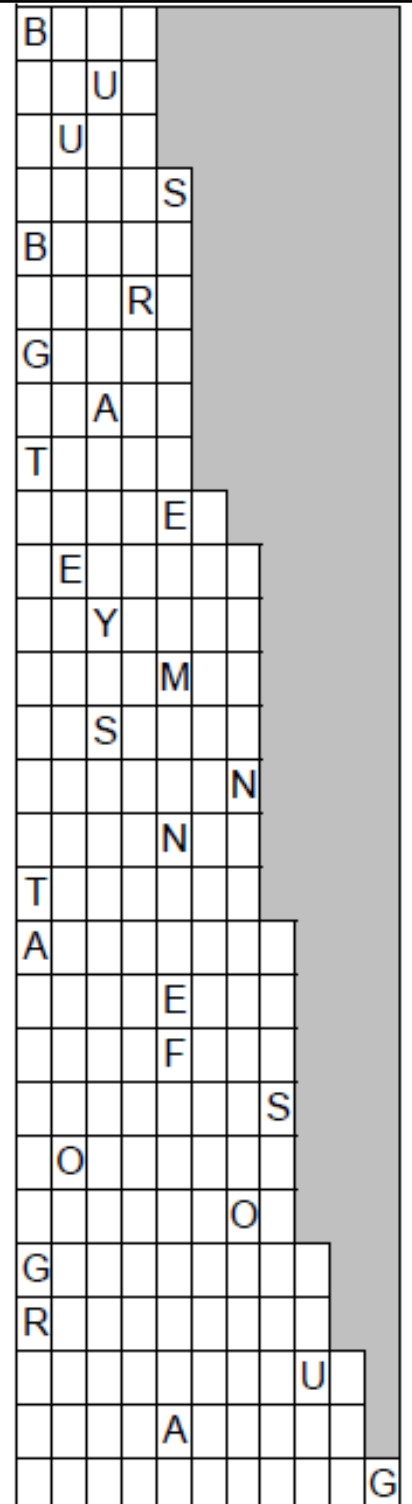


Most cases of shingles **last 3-5 weeks.** Most people get shingles only one time, but, it is possible to have it more than once.

# #1 IN THE SIXTIES!

**Test your knowledge of the favorite songs of the 1960's**

Sonny & Cher declared "I Got You, \_\_\_" in 1965  
 Paul Mauriat sang that love was this color in 1968  
 Jan & Dean sang about "\_\_\_ City" in 1963  
 Nancy Sinatra declared that these were made for walking in 1966  
 In 1965 Herman's Hermits sang that Mrs. \_\_\_ had a lovely daughter  
 The \_\_\_ sang "Hello, I Love You" in 1968  
 In 1962 The Four Seasons declared "Big \_\_\_ Don't Cry"  
 Jimmy Gilmer & the Fireballs sang about a "Sugar \_\_\_" in 1963  
 Chubby Checker reached #1 in 1960 with this dance craze song  
 The Shangri-Las sang about "The \_\_\_ Of The Pack" in 1964  
 They had six #1s in 1964, including "Love Me Do" & "She Loves You"  
 Paul McCartney wrote this song for Julian Lennon in 1968  
 The Marvelettes were looking for a letter from Mr. \_\_\_ in 1961  
 Aretha Franklin practiced her spelling in this 1967 song  
 Del \_\_\_ sang about a "Runaway" in 1961  
 Simon & Garfunkel sang about "The Sound of \_\_\_" in 1966  
 "My boyfriend's back and you're gonna be in \_\_\_" sung by The Angels  
 The Fifth Dimension sang about the dawning of the age of \_\_\_ in 1969  
 The Monkees third #1 hit was "Daydream \_\_\_" in 1967  
 1963's "He's So Fine" is by The \_\_\_  
 In 1960 The \_\_\_ sang "Save The Last Dance For Me"  
 Elvis asked "Are You \_\_\_ Tonight?" in 1960  
 In 1961 The Shirelles asked "Will You Still Love Me \_\_\_?"  
 In 1968 Marvin Gaye "Heard It Through The \_\_\_"  
 The \_\_\_ Brothers sang "You've Lost That Loving Feeling" in 1965  
 Neil Sedaka declared that this is hard to do in 1962  
 The Beach Boys felt "Good \_\_\_" in December of 1966  
 He was "(Sittin' On) The Dock Of The Bay" in 1968







## SEE WHAT WE'VE BEEN DOING ...

The Agency hosted a parking lot yard sale! All of our senior cafés donated either items or crafts to sell; they were really excited to be apart of the event. The public participation was great, the weather was nice and we were very successful! Thank you to all of the vendors that came out as well. We are looking forward to the next one in the fall.



HGAAA was a vendor at The Art of Aging - Life Begins at 50 Expo in June. All five of our senior cafés participated and learned about the many resources available in the area. It was a great networking event, filled with a wealth of information. We look forward to the Expo annually and our senior really enjoy it as well. Perhaps all the freebies you get make it more enjoyable!

With the roll out of our new *Fitness Hour*, the café managers have partnered with the Virginia Cooperative Extension to learn about LIFT. It's a team building program that promotes physical activity in older adults. Physical activity that promotes balance, flexibility and strength training may improve functional fitness and older adults' ability to age in place.



Your Gift  
Matters

Honor a friend or a loved one with a financial gift to Healthy Generations Area Agency on Aging. Your gift of \$25, \$50, \$150 or an amount of your choosing will make life better for seniors who need help maintaining independence.

Checks may be mailed to:

**Healthy Generations**

**Attn: Donations**

**460 Lendall Lane**

**Fredericksburg, VA 22405**

**Thank you for making a difference in the lives of seniors.**

## **HGAAA Transportation**

The Agency will be receiving one new van this summer. This van will be used primarily for Mobility Options rides. Mobility Options transports individuals to a number of different appointments. Most of these rides will be used for medical appointments. We will also be selling two of our oldest vans. One van is a 2008 and the other is a 2009, each with over 100,000 miles on the van.

Once again, the goal of the Transportation Department is to provide the safest, most dependable and the most comfortable rides to those who choose our services. We will continue to provide the best maintenance on our fleet of vans and give the best service to our participants as possible.

Thank you for putting your trust in HGAAA transportation.

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## **Mobility Options Transportation Program**

Due to the recent and substantial reduction in federal funding, combined with increasing costs for fuel and insurance, it has become necessary for the Mobility Options Transportation Program to increase the minimum co-payment for transportation services.

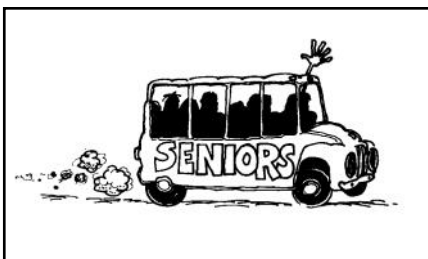
**EFFECTIVE JULY 1, 2019**

**ONE WAY TRIP: \$5.00**

**ROUND TRIP: \$10.00**

We regret that we must take this step; however, even with the increase in cost the Mobility Options Program is still without question the least expensive option in the region next to FREDericksburg Regional Transit. If available, we encourage the usage of FREDericksburg Regional Transit for any and all area residents. FRED offers half-price fares (\$.60 per boarding) for seniors (65 years of age older) and persons with disabilities, as well as route deviation services.

In addition, Healthy Generations, Mobility Options offers FRED Travel Training services for interested parties.



For more information, or questions regarding the necessary rate change, please contact our office.

We are available Monday – Friday 8:00 AM – 4:30 PM.

Thank you for your continued support.

Board Chairman  
James Howard

Advisory Council Chairman  
Vacant

Executive Director  
Patricia Holland

Executive Assistant  
Patty Vitas

Finance Director  
Susan Lucas

Director of Community Health  
& Wellness  
Amber Couch

Director of Operations  
Angela Snyder

LTC Ombudsman/VICAP  
Counselor  
Nicole Farmer

Client Services Coordinator  
Kim Dickinson

Title V Coordinator  
Mary Edwards

Care Coordinator  
Krystal Jones

Transportation Coordinator  
Boyd Elliott

Mobility Manager  
Jennifer Falknor

Mobility Options Scheduling  
Assistant

Joan Hammond

Travel Trainer  
Claudia Soper





Healthy Generations Area Agency on Aging  
460 Lendall Lane  
Fredericksburg, VA 22405

## Interested in volunteering?

Many opportunities are  
available. Contact us for  
more information:

[www.healthygenerations.org](http://www.healthygenerations.org)

TO:



Bay Transit offers transportation that picks up in King George and travels to FRED Central and other Fredericksburg locations on Tuesday and Thursday

Doctor's Appointments



Shopping Trips



Fredericksburg Regional Transit is offering **FREE** training on using their transit system for **MORE** opportunities to visit your favorite Fredericksburg places.

#### Depart Colonial Beach to Fredericksburg 8:30 am

8:45 am - King George YMCA  
9:20 am - FRED CENTRAL with Connections to Greater Fredericksburg  
9:30 am - Mary Washington Hospital, Medical Offices & VA Clinic  
10:00 am - Central Park Walmart  
10:20 am - Spotsylvania Mall  
(Spotsylvania Hospital & Medical Offices by Appointment Only)

#### Depart Fredericksburg to Colonial Beach

2:00 pm - Spotsylvania Mall  
2:10 pm - Central Park Walmart  
2:30 pm - Mary Washington Hospital, Medical Offices & VA Clinic  
2:45 pm - FRED CENTRAL  
3:15 pm - King George YMCA  
4:15 pm - Arrive at Colonial Beach

Call Bay Transit at 804-250-2011 to schedule your trip.

## MOBILITY OPTIONS VOLUNTEER DRIVER PROGRAM

Mobility Options, a transportation service of the Rappahannock Area Agency on Aging, is recruiting area residents for their Volunteer Driver Program. Volunteers will have the opportunity to provide much needed transportation to riders for a variety of trips including medical appointments, places of employment, schools, shopping, recreational outings, and social engagements.

### BENEFITS TO VOLUNTEERING

Besides the satisfaction of knowing that they are helping, they also receive a stipend of 25 cents per miles for miles traveled while the rider is in the volunteer's car.

### HOW TO APPLY

Persons interested in becoming a volunteer driver should contact Mobility Options at 540-656-2985 for additional information about the program and application forms.