

AGING **best**

Area Agency on Aging

Volunteering Benefits All

Most nonprofit organizations rely heavily on volunteers. An estimated 77 million people volunteer across the United States each year. They range from children to retired adults. The shared connection is a desire to make a difference in the lives of others without the expectation of payment.

Most volunteers, however, say the time they give brings a feeling of contentment stronger than any financial reward they have ever received.

John Crass, age 83, and Betty Arnold, age 77, have been volunteering at Versailles Nutrition Site for several years. "It's just great to get out of the house and see everyone," said Betty, a former home health aide. The two manage the curbside meal check-in table five days a week. After retiring from UMKC, John relocated to the rural area and became a volunteer. "It's rewarding," he said. "I like to keep busy."

In today's world, volunteering does not



Betty Arnold and John Crass volunteer every Monday - Friday at Versailles Nutrition Site

SENIOR NEWS INSIDE THIS ISSUE:

- Volunteering - Cover - 2
 - Callaway Curbside - 2
 - Open Enrollment - 3 - 4
 - Ombudsman - 4
 - Aging Best Staff - 5
 - Activities and Thanks - 6
-

necessarily involve leaving home or having direct contact with others. "We have formalized programs to provide a wider array of volunteer opportunities for those who might have a particular skill, or by choice or necessity want to help in a particular way," said Rebecca Nowlin, CEO of Aging Best. Homebound meal deliveries do not involve contact and are always needed. Making Telephonic Reassurance calls, writing letters or making cards for homebound older adults, and helping with our Friendly Visitor program are just a few of the volunteer activities through Aging Best.

Jewell Lykins and her husband relocated from Kansas City to the lake area when he retired. Jewell was still working for Allstate Insurance but decided the time was right to make the move. She began volunteering at the Eldon Senior Center almost 15 years ago. Her main focus is on the small thrift shop within the center. Her knowledge and creativity has helped the store raise \$65,000 for the center! Jewell turned 95 on October 13th. "I'm blessed to get up and smile at everyone each day," she said. "I just love people, and I love to keep busy."



Jewell Lykins
Eldon Senior Center Volunteer

Aging Best is presently in great need of volunteers. If you are interested in volunteering please call 800-369-5211 or email nwall@agingbest.org

Callaway Curbside Meals

Aging Best has curbside meals available at a new location. Meals can now be picked up at Serve, Inc., 4901 County Road 304 in Fulton from 12:00 - 12:30 Monday - Friday.





Open Enrollment Reminders

- Open enrollment for Medicare Part D will be available October 15th – December 7th. This is the time to review your current enrollment to make sure you are on the most cost-efficient plan.
- Open enrollment for Marketplace-Affordable Care Act will be available November 1st – December 15th. This is the opportunity to find affordable insurance for individuals who are not covered by another insurance plan. This will also be the time to switch plans if you already have it.



Alice Pearce, Information and Assistance Specialist assists a couple with Medicare Part D.

Aging Best's Community Options and Services team members can assist you with open enrollment and answer any questions you may have. Our team is always on the lookout for savings. Asking someone with experience in older adult services can sometimes make a huge difference.



Karen Elwood, Information and Assistance Specialist.

"I recently had a woman call about not receiving her economic impact payment. Her husband had received his. I reviewed their information and saw no reason they should not both receive one. With their permission I filled out the online form through the IRS secure site. Less than two weeks later they informed me the payment was deposited into their account. They were so thankful they had asked for assistance," said Karen Elwood.

There are many types of assistance available to adults ages 60 and over.

Knowing what is available, application deadlines and the specifics of each program is necessary to get the maximum benefits.



Kathleen Humphrey, Information and Assistance Specialist

"I always call all of my Medicare Part D clients during the enrollment period. I remind them it's time to do a plan comparison as a lot of clients forget to check. I had one who had completely forgotten, so I did the comparison for her. I found one of her medications was no longer on the formulary for her current plan. We found another company that had the medicine on its plan and immediately made the change. I was able to save her \$2,000! She also would not have had any coverage on that medicine the coming year. There is no changing plans after the deadline. This is why it is so important to have plan comparisons done every year," said Kathleen Humphrey.

Residents' Rights Month

Residents' Rights Month is an annual event designated by the Consumer Voice and is celebrated in October to honor residents living in all long-term care facilities and consumers receiving services in their home or community. It is a time for celebration and recognition offering an opportunity for every facility to focus on and celebrate awareness of dignity, respect and the value of each individual resident.

This year's theme is "Connection Matters." The theme emphasizes connections – to family, friends, and the community – as essential components of good health and quality of life for residents. The months of restrictions on visitation in long-term care facilities and the inability of residents, families, and friends to be together during the coronavirus pandemic has emphasized the importance of connection, of relationships, and the impact they have on all of our well-being. During this crisis, many creative ways of staying connected were shared that can be replicated and built upon in all communities. For more information call 800-309-3282.



Getting to Know Aging Best's Team Members



Keymorah Shaw

Payroll/Accounts Receivable Clerk

How long have you been with Aging Best?

I've been with Aging Best for four months.

What kinds of services do you provide?

I provide payroll services to our employees and work closely with the HR department. I make sure timesheets are correct and that each employee gets their correct wages. I also deposit checks remotely that we receive for donations, refunds, grants and insurance payments.

What is your favorite part of your job, and do you find it to be a challenging position?

My favorite part is my co-workers. It is challenging only because I am new to the role. I have a great team that goes the extra mile to assist me in any way they can, though.

Tell us a little about yourself:

moved from St. Louis to Columbia a

little over a year ago. I love it here. I love couponing, cooking, meeting and helping people. I've been married for three years and have four sons, three grandsons and even a male dog. I am thankful to God for everything I have and feel blessed.



Fern Robertson

Center Administrator/Head Cook

How long have you been with Aging Best?

I am the Center Administrator in Vienna. I started as an assistant cook in 1982.

What kinds of services do you provide?

We provide curbside meals and activities.

What is your favorite part of your job, and do you find it to be a challenging position?

My favorite part of my job is cooking.

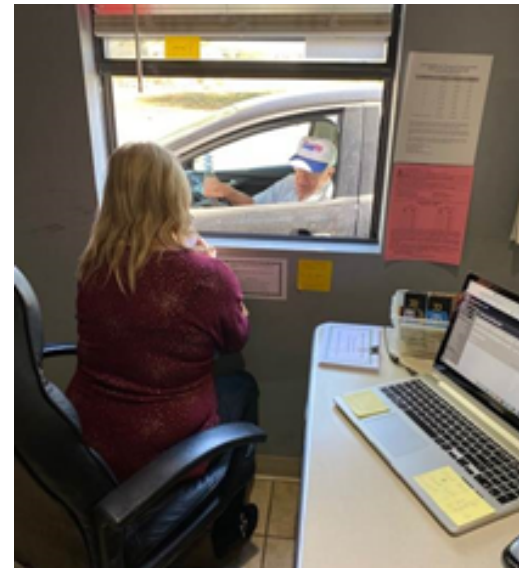
Tell us a little about yourself:

I am from Dixon. I have a son, daughter-in-law and two grandsons. I also have a dog and a few cows. I enjoy being outside. I believe in hard work and feel blessed to still be working.

Aging Best Activities



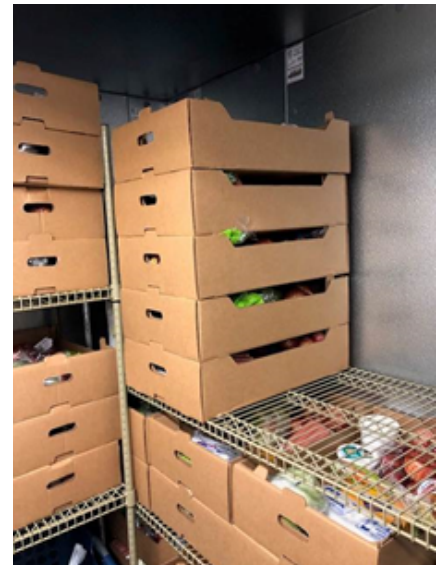
Special thanks to Community Foundation of the Lake for a \$2,000 grant presented to Osage Beach Senior Center.



Special thanks to Serve, Inc., for welcoming Aging Best to distribute our curbside meals at their facility. We appreciate the partnership.



Jeffrey Bellamy, Dental Hygienist, conducted a dental health screening for California-area seniors. Data collected was used for the State Office of Dental Health. It will assist the State in developing programs to help older adults in Missouri.



Thank you to The Food Bank for Central & Northeast MO for the special delivery of boxes to Miller County.



Myles Proctor was happy to pick up the "special frog" he won at the Tipton Nutrition Center's raffle.