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WICKED Aging

The Central Maine
Area Agency on Aging
& The Aging and
Disability Resource
Center



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2020 Year in Review

At Spectrum Generations, we work strategically throughout the year to help serve a community where adults with disabilities and older adults are valued, engaged, and living with dignity. In this first Wicked Aging of the year, we would like to share some of our achievements in FY20 (*services were delivered between 9/1/19 – 8/31/20*).

Spectrum Generations served **59,544 people** throughout our area – many of whom are your friends, family, and neighbors. We are proud of the many people whose lives our services change and that we are able to aid so many in their desire to age in place!

2,261 people received **232,179 meals** through Meals on Wheels, and **1,541 people** enjoyed the socialization and nutrition that congregate dining offers.

We provided **242 people** and their families with caregiver support, training, counseling, and respite. We know the importance of educating caregivers in what can be a difficult role, as well as promoting self-care for the caregiver. This also represents **7,646 hours** of respite care, which provides care for a homebound loved one while the caregiver can leave the home to take care of other matters. In addition, we increased access to needed services and supplies by providing **35 assistive devices** (such as medication dispensers and falls detection devices) to **8 families** in need.

We also provided **15,556 Information and Assistance** contacts to **7,361 people** seeking resources to care for a loved one.

Our Bridges Home Services division provided **25,983 hours** of care to adults with memory diagnoses or intellectually and/or developmentally disabled adults through the Adult Day program.

We are grateful to the many volunteers and supporters who help us fulfill our mission. Thank you for trusting us to provide the care you need!



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When your neighbor has a 100th birthday, You Celebrate!

Victor Lister was born in Augusta, ME on October 24, 1920. He enlisted in the United States Army in 1940 where he received several medals including three (3) Silver Stars (two oak leaf clusters), one (1) Bronze Star, and two (2) Purple Hearts. As part of the 1st Army Division (Big Red One), he participated in the landings/combat in Africa, Sicily, Normandy, and into Germany between 1942-1945.

Victor traveled to many countries and after receiving an honorable discharge he returned to Maine where he taught at Cony Middle and High School.

Victor resides in Augusta and enjoys talking to his friends and neighbors about his time in the Army, years as a teacher, and how wonderful his life experiences have been. He has a great sense of humor and is a kind soul. Thank you for your service and happy 100th birthday Victor!

Who we are



A message from the CEO

Welcome to the Winter Edition of Wicked Aging!

To say 2020 has been challenging for Spectrum Generations would be an understatement. But it has been challenging for each of you as well. And together, I believe we have all been measured and have passed the test. So please congratulate yourself on enduring a difficult and tumultuous year. And with the COVID-19 vaccination on the near horizon, let us jointly welcome in the new year of 2021 and together embark on a brighter future for older and disabled adults in central Maine.

We have a new Mission! To promote and advance the well-being and independence of older and disabled adults, with the support of their care partners, to live in their community of choice. It is an update, developed during our Board's recent strategic planning process, and reflects the evolving and expanding work we are doing in central Maine. I hope it resonates with you!

In this edition of Wicked Aging you will learn how our staff and volunteers (with the support of you, our incredible donors) kept working and serving during the pandemic. Our Meals on Wheels daily meal count jumped from 800 to 1,800 meals served per day. We went virtual on all Healthy Living for ME (HL4ME) evidence-based health and wellness classes; and along with our joint venture partners and network providers, we are serving the entire state virtually. We will continue to offer virtual classes post-pandemic! Why? Because they are proven to be just as effective! After temporarily closing in late March, our adult day service was

the first to reopen in the state. We did this on June 1st, knowing that many essential workers needed a place to safely place their older and disabled loved one while they too served and fought against the virus. Our Aging and Disability Resource Center and or Community Case Management services were seamlessly able to meet the needs of the community by working remotely but came back to the office on September 1st, meeting clients face to face, always putting a priority on safety. We redesigned Muskie Center's and Cohen Center's dining hall so we could prudently and effectively offer social dining again. We were up and running by October 5th! And finally, our Bridges Home Services Personal Support Service operated with minimal fanfare throughout the pandemic, bringing much needed aid, comfort, and respite to people socially isolated in the community!

It was a true team effort, and a collaboration between our federal and state government, municipalities, donors, volunteers, and staff. And it worked! I personally want to thank each person reading this edition. Because of you, we met and continue to meet our Mission...every hour of every day. Thank you for being there for the central Maine communities' aging and disabled when they needed you most.

Happy New Year!

Gerard L. Queally
President & CEO

We Depend on our Volunteers

This has been a challenging year for businesses and families alike. From the shutdown to the ongoing pandemic, this year has been one for the books here at Spectrum Generations. Many of our volunteers are in the high-risk category and stepped back from volunteering for the time being. As the need for our services doubled and gaps began multiplying, a few local businesses and public service departments stepped in to help. We would like to say a special thank you to Summit Natural Gas, MaineGeneral, and the Kennebec Sheriff's Department who all stepped up to lend their staff to assist our Nutrition team with Meals on Wheels at our Muskie Community Center. We couldn't have made it through the spring without them.

One small business owner truly stepped up to go above and beyond, Robin Samalus Getchell of Robin's Nest in Waterville. Robin selflessly gives of her time and skill to help Meals on Wheels continue to run. Though her business is back operating, she is still volunteering her time to assist wherever she's needed.

"Robin jumped in volunteering early on as the pandemic shut Maine down and has been a great asset to our volunteer team. The kitchen is a busy place and Robin takes direction very well, she can handle any task that is given to her with minimal supervision. Just tell her what needs to be done and she gets it done. We deal in volume so a mistake can be costly and time consuming, it's nice to have that comfort and confidence in her."
~Gary Hurtubise, Chef, Muskie Community Center

"Robin is dependable and does a great job. She gets along well with everyone in the kitchen and fits right in with the other wonderful volunteers we have. Her positivity, people-person attitude, along with her awesome work ethic in the kitchen helps us keep Meals on Wheels flying out the door by the thousands."
~Karen Noyes Moody, Assistant Chef, Muskie Community Center



Robin opened her business, Robin's Nest Floral, two years ago and when the pandemic hit, she was forced to temporarily shut her doors. With this newfound free time, which is virtually unheard of for a small business owner and mother, she decided she wanted to volunteer her time and talent. A friend told her about Spectrum Generations and the great need for volunteers. Robin knew this would be the right fit and she immediately submitted her application. Robin jumped right in packing meals for the Meals on Wheel program. Though Robin's business soon reopened, she decided to keep the shop closed on Mondays to reserve her time to continue volunteering with Meals on Wheels. She says, "it's such a small time commitment that makes such a big difference. The rewarding feeling of instantly seeing the fruits of your labor and how it helps those who need it in the community, is beyond compare." Robin encourages everyone, especially businesses, to make volunteering a priority. She says, "find your passion in volunteering and pursue it, make time for it. It will always be worth it." As for Robin's Nest, business continues to boom.

For more information about becoming a volunteer with any of our programs, contact our Volunteer Coordinator at volunteer@spectrumgenerations.org or 207-620-1684.



Adult Day and Community Support Services

COVID-19 has put aging services across the continuum under pressure, with adult day programs in the state remaining closed. Some programs re-opened for a short time and then closed again. Bridges Home Services, Adult Day and Community Support Services (ADCSS) took the extra steps to re-open its doors to provide essential services to its consumers.

Action taken to re-open: A re-opening policy was written and shared with consumers and caregivers. In the weeks prior to opening, all locations were deep cleaned and set up for social distancing. Consumers were contacted and schedules were made to meet the 10 people to a room restriction that was in place at the time.

Opening day: On June 8, while all other Adult Day programs in the state of Maine were closed (except one that never closed), we were the first to re-open our doors with the return of 15 consumers. Activities were altered to ensure we could provide a stimulating activity while maintaining the required social distance.

Action to remain open: In order to remain open, we follow guidelines and guidance set by the CDC and State. The staff continues to be creative and has adjusted to the new way of operating as to maintain a healthy environment.

We have adapted to the virtual world and added telehealth services to our program enabling consumers to participate in activities from home. We are proud of the staff for their ability to be innovative and think outside the box to essentially create a new adult day program. We will continue to adapt to keep our consumers engaged and stimulated while attending our adult day program!



Additional Agency COVID-19 Responses

- Fabric chairs were replaced with sturdy vinyl armed chairs that ensure the chairs can be sanitized between consumers as well as an increase in safety for consumers when sitting and standing due to the chair arms and strong chair base.
- Face shields are available to staff and consumers who may not be able to safely wear a face mask due to health concerns.
- No contact thermometers are available in all locations, so each staff member can safely take the temperature of those they meet in person.
- Facilitated Savvy Caregiver training virtually in order to continue to provide the service to caregivers.
- Continued to facilitate all support groups by utilizing ZOOM.
- Action plans were put in to place for caregivers utilizing the Alzheimer's Respite program which included grocery pickup/delivery, meal delivery, and RX deliveries. Some families are now receiving food from providers such as Misfits and HelloFresh.
- Medicare 101 classes, important for those who are new to Medicare, were completely reworked to make it suitable for a virtual presentation without a facilitator present. The training was recorded, and is available online.
- Volunteers are trained on how to use ZOOM in order to provide Medicare counseling remotely.
- In-home assessments switched to telephonic appointments utilizing ZOOM in order to continue providing a service that allows us to assess our most vulnerable consumers.
- Special protocols were put into place for those who couldn't meet telephonically, and at-home assessments were conducted outside with consumers.

Lessons Learned in Virtual Delivery

The 2020 COVID-19 pandemic has been the delivering force for a myriad of changes across all industries worldwide. It has forced all businesses and organizations—both for and non-profit—to assess their models and reposition themselves to succeed and deliver services amid a continually evolving landscape. The HL4ME network delivers evidence-based and care coordination programming to older and disabled adults throughout the state.

In delivering evidenced-based programming, HL4ME utilizes local leaders, community organizations, and health systems to deliver workshops to help adults manage chronic health conditions, prevent falls, and foster well-being. Prior to March 13, 2020, all HL4ME workshops had been held in-person—as prescribed by the Self-Management Resource Center (SMRC) or the Tai Chi for Health Institute (TCHI) to maintain evidence-based fidelity and reached over 1,800 participants through over 200 workshops.

Upon the onset of the COVID-19 pandemic, all in-person workshops were suspended. Rather than stop and wait, HL4ME made a calculated choice to research, pursue, and implement remote evidence-based workshops as they became available.

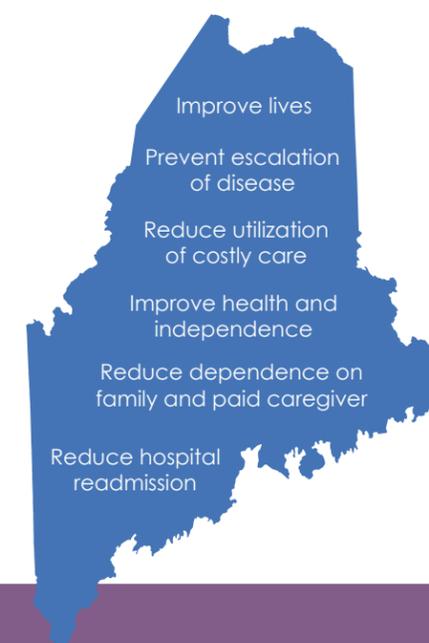
All previous HL4ME workshops were often held in community locations throughout Maine and participants were required to attend in person. As one of the most rural states in the country, this means a great deal of participants are from the same small town or community. This presents a barrier because many of the workshops require participant sharing. The remote workshops removed this barrier. In a remote/virtual tool kit scenario, conversations with facilitators are either one-on-one or in groups spread throughout the state and regional specificity is not a factor. Removing this concern allows for more open dialogue and resulted in increased workshop participation and attendance at subsequent sessions.

With remote options, participants can be hundreds of miles from fellow participants and facilitators and still participate in the workshop, which enables HL4ME to increase participation levels more easily. Additionally, prior to the COVID-19 pandemic, some in-person workshops—in particular Tai Chi for Health and Balance—would meet maximum participant limits, rendering workshops full and other participants waiting for the next class in that region. This has now become a non-issue as any participant can find and enroll in any workshop regardless of their location.

The network has reached participants who previously did not have access to services, streamlined communication, and delivered critical tools to those in need. With much of the future still unknown, HL4ME continues to change as needs of participants and requirements of programming dictate.



Healthy Living for ME Team: Kristin Overton (top left), Jennifer Paquet (top right) Jennifer Fortin (bottom left), and Judy Anderson (bottom right). Seniors Plus missing from photo.



For more information or to register for one of our upcoming programs, please visit www.healthylivingforme.org or call us at 1-800-620-6036.

Volunteers are needed every step of the way!

START

Life of a Meal...
the steps to create a meal
for Meals on Wheels



30 packed meals fit into one banana box. To serve 1,500 people (5 each), you need 250 banana boxes each week

Regulations and requirements are followed.

Menus are planned by our two Chefs



A registered dietitian approves the menu

The Chefs place weekly food orders

Food is delivered or picked up by staff or volunteer

Production schedules are created

Donations are processed

Supplies are ordered weekly

All pots, pans, utensils, and surfaces are cleaned and pre-sanitized.



Over 500 delivery routes per month

Meal counts are calculated for the day and for the week

Delivery bags are sanitized before and after deliveries.

On packing day, 5 volunteers and 2 staff members pack the right consumer meal into the delivery bag to match to the correct route

Meals on Wheels serves 1,500 people 5 meals per week

Each day, 4-8 volunteers are needed in each kitchen to pack food items into meal trays

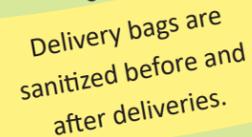
Assembly lines are formed

Labels are created and printed to be attached to each meal

Salads are prepped, breads are bagged, side items are portioned

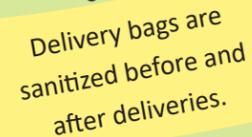
Food items are prepared and cooked

Meals are prepared each day from our two commercial kitchens



On delivery day, 4-5 volunteers and 2 staff pack milk, juice, bread, salad, fruit, and side items

Over 35,000 meals are prepared each month



Delivery route sheets are assigned to each set of meal bags

Adult Day consumers assemble bags of pet food for those that need AniMeals

Meals, milk bags, pet food, and route sheets are ready for volunteer drivers

Volunteer drivers load their bags into their personal vehicles and begin delivering

Meals are packed into delivery vans and driven by a volunteer to another center.

Once all deliveries are made, empty bags are returned to the center

GO BACK to START

FINISH

We have people depending on us, for a basic need, and we deliver!

Providing pet food ensures the Meals on Wheels consumer can provide what is needed for their furry companions and not forfeit their own needed food.