

Council on Aging

In July of 2008 no transitions occurred on the Board, a most unusual circumstance. At the end of the year, it was necessary for Kenneth Guilbault and Eileen Tonelli to step down as members because they had reached their six-year term limit. The members of the Board extended sincere appreciation to these two individuals for their commitment and especially to Mr. Guilbault for serving as the Chair for three years. The members of the Board voted to name Kenneth Guilbault as an Honorary Member. Theresa Roy who had filled in for a vacancy decided not to continue and the members also thanked her for her service.

During Fiscal Year 2009 a minimum of 75,000 units of service were provided to over 3,000 individuals. Two hundred and seventeen new names of those born in 1949 were added to the newsletter mailing list. Almost 11,000 phone calls were recorded. This does not include the number of drop-in clients who need assistance daily.

The Nutrition Program continues to be one of the core services of the Senior Center. During the past year 11,903 congregate meals were served to 613 individuals and 17,964 home delivered meals were provided to 152 individuals. WestMass ElderCare, Inc. granted South Hadley a 3% increase and raised the total amount available through the grant by the same amount. However, it is the community support through donations that enables the continuation of this program.

- ❖ **110,195 units of service were provided for approximately 3,800 seniors**
- ❖ **1,088 units of service were provided to approximately 275 consumers under 60**
- ❖ Transportation: 3,821 units of service were provided for over 100 individuals, a 5% increase from last year.
- ❖ Health Equipment Loan for all residents: 392 units of service for 157 individuals, an increase of almost 100% reflects the decrease in medical authorizations for equipment, especially with shower chairs/seats and transfer benches.
- ❖ The request for a Notary Public continues to be a convenience and 32 residents used this service.
- ❖ AARP Free Tax Assistance: 213 units of service were provided by the AARP Tax Aides.
- ❖ Exercise program numbers continue to grow, especially in the Osteoporosis Exercise. Courtesy of the Cooley Dickinson VNA & Hospice, a free six-week Falls Prevention Program was held in the spring of 2009 and 20 individuals benefited from the sessions. Due to the interest in the program another session is being planned for next year.
- ❖ Community Education: Senior Net provided 2,584 units of computer education.
- ❖ Health Screening services provided approximately 500 units of service to more than 200 individuals.

OUTREACH AND ASSISTANCE:

Fuel Assistance

282 households (247 office visits and 35 home visits, a 10% increase from last year); 3 new furnaces partially subsidized (up to \$2,100 per household); 24 repaired and 20 cleaned, less than last year due to lack of available funds.

Salvation Army Good Neighbor Fuel Assistance

17 applicants received \$3,850

Joe for Oil

47 referrals, a 25% increase from last year. Emergencies, break-downs or out of fuel situations again were serviced by the Greenfield Assistance office (main office) this year as well as those under 60 without mobility or transportation issues.

Electric Company "Lights On" Credits of \$50.00

144 families received assistance - 9 families under 60 and 135 families 60 and over - for a total of \$7,200, all donated from the community.

Prescription Advantage

96 individuals were served, an increase of 25% due to open enrollment throughout the year and the realization by seniors of the possible savings from the "donut hole." Since proof of income is similar to fuel assistance it takes less time to process an application for one receiving fuel assistance. Medicare Part D: 23 applicants and 35 referrals to the SHINE Counselors or other agencies.

The Brown Bag Program under the umbrella of the Western Mass Food Bank provides 1,236 bags (17 new applications this year) to eligible individuals each year. South Hadley is unique because bags are delivered to elder's homes by volunteers or meals on wheels drivers. Elder housing sites also receive approximately 25 bags every month, delivered to the sites by volunteer drivers. The Food Stamp program was busy as 41 residents 60 and over applied and 36 were approved for benefits ranging from \$16.00 to \$168.00 per month. A total of 240 General Referrals were made to other agencies and 47 to other Town Departments.

For another year, over 300 bags of groceries were delivered to 6 "Adopted Seniors" and 1 picks up the bag every week. Again this year almost 100 bags of food inappropriate for the adopted seniors were shared with 4 non-senior households. Gifts of personal care items were shared with 36 households; either delivered by meals on wheels drivers, by Elinor White or picked up at the senior center. South Hadley TRIAD, St. Theresa's Church, the St. Patrick's Ladies Guild and the South Hadley Post Office all contributed to the grocery program.

A faithful volunteer made telephone calls to 2,466 senior residents to wish them a "Happy Birthday".



Bella St. Sauveur receiving Golden Cane Award

The Caregivers, Diabetes and Bereavement Support Groups all continue to draw new participants. Over 1,500 items (a 15% increase from last year) of clothing were received for peek and poke and 1,200 articles were brought home by people using the service. The remaining articles were donated to Good Will. The “Free Table” continues to be busy and as the saying goes: “One person’s junk might be another person’s treasure” and in the tough economic times the seniors truly appreciate the availability of “free” goods. The library is a great reading source due to the donations of current-release hard-cover books. Approximately 169 people 90 and over were invited to the 90+ birthday celebration. Mary Jane Chartier, a 20-year resident of Wingate, at 102 was the oldest in attendance. Bella St. Sauveur at 100 and always a resident of Town received the Golden Cane. Courtesy of the State Legislature the ladies received personal Resolutions. Service Grants provided 33 units of service for shopping, 78 units of service for snow removal and 100 units of companion/escort transportation.

Christmas Baskets

96 households received a holiday bundle. The First Congregational Church continued to provide major support for this program with their donation from the cookie sale in the amount of \$1,065. On behalf of the COA a special note of thanks to Nancy Towne for her many years of service as the Coordinator and welcome to Karen Anderson for taking on this role.

Twenty knitters made 400 pairs of mittens, hats and scarves to be shared with a local child care agency in the fall. Sixteen knitters made 441 hats, 216 blankets, 12 booties and 1 sweater set for preemies at Bay State Neonatal Center, delivered monthly by a volunteer.

South Hadley TRIAD produced the program, “Keep Safe, Stay Warm” in the fall of 2008. Thanks to Justin Letellier the program was on Channel 15. Thanks to Linda Young and Justin, an informational program concerning TRIAD is also on local cable.

During the year two former staff members passed away: Sandra Darcy-Rodzik, Food Service Coordinator and William Bacis, Custodian. In addition three former members of the Board also passed away: Agnes Loder, Mary Ruth Loughlin and Claire Wallace. Sincere sympathy is extended to their families.

It goes without saying that volunteer assistance allows the provision of the many services offered by our Department. Over 250 active volunteers donated 20,000 volunteer hours or the equivalent of 11 full-time employees. Twenty-six new volunteers were added to the program. It is an honor for the staff to host the annual Volunteer Appreciation Event where 124 of the volunteers were present. It is also noteworthy to share that the Friends of the South Hadley Elderly with their independent volunteer program provided \$4,700 to subsidize all of the special events and gifts throughout the year. Their support is greatly appreciated. At the Retired Senior Volunteer Program Annual Volunteer Appreciation event, Dorothy Dupuis and Eunice Mittler were awarded the President’s Lifetime Service Award.

This year was certainly one of many transitions. We had to say farewell to Ann Guenette as the Assistant Director as she pursued her career path to become the Director in Granby as well as Sister Judy Rosenthal, morning Senior Clerk. There surely was a void in the staff. In addition, Dan Gladu, John Friel and Milt Kidder all left their positions as substitute minibuses drivers. We wish all of them the best of luck. But doors close and others open and so we welcomed Lisa Napiorkowski as the Assistant Director; Anne O’Connor as the Activity/Volunteer Coordinator and Kathryn Gallivan as the Senior Clerk. Sal Canata and Albert Guyott joined the staff as sub meals on wheels drivers and Richard Kirby and Al Guyott as sub minibuses drivers.

Accomplishments include: reorganization of the staff area relocating the Town nurse to the lower area and moving the Meals on Wheels Coordinator to the upper area; the purchase of a new COA statistical recording software program, installation of new windows in the oldest part of the building, completion of an energy audit as well as sustaining the period of reduced staffing without giving up any programs, activities or services.

Financial support was provided by the Town of South Hadley, the Executive Office of Elder Affairs, WestMass ElderCare and the generous support of local businesses and the community.

COA STAFF:

Director: Joanne K. Trybus
 Assistant Director: Ann M. Guenette (through September 2008); Lisa Napiorkowski
 Social Service Coordinator: Elinor S. White
 Activity/Volunteer Coordinator: Anne O’Connor
 Senior Clerk: Sister Judith Rosenthal (through January 2009); Kathryn Gallivan

Food Service Coordinator: Billy Poe
Assistant Cook: Wayne Walton
Hot Meals on Wheels Coordinator: Liz Methot
Hot Meals on Wheels Drivers: George Perreault
Nancy Blodgett
Francis Cyr

Custodian: Bob Methot
Minibus Driver: Richard Carrigan
Sub Drivers: Fran Wagner, Bob Blodgett, Richard Kirby,
Al Guyott, Sal Canata, Kathy Lamontagne, Roger Duval

Springfield Partners for Community Action sponsored
Senior Aide: Muriel Hunter

Respectfully submitted,

Kenneth Guilbault, Chairperson	Susan Myers
Melide Normand, Vice Chairperson	Dr. Francis Nelen
Shirley Martin, Secretary	Theresa Roy
Sara Bach	Judith Strzempko
Irene Bernstein	Eileen Tonelli
M. Connie Laplante	

Cultural Council

The South Hadley Cultural Council submits the following report for FY 2009.

Twenty-four applications were received requesting over \$16,000. Unfortunately, this year's allocation was \$7,900. Because of previous grants not implemented as well as bypassing using any funds for the local council, \$9,572 was awarded as follows:

- Black Cat Theatre - \$2,000 for a production
- Elton Braithwaite - \$1,000 for woodcarving workshop
- Mosier Elementary School - \$648 for the Soweto Gospel Choir
- Mosier Elementary School - \$1,374 for the Thomas Kubinek program
- Mosier Elementary School - \$400 for a Berkshire Music Academy program
- Mosier Elementary School - \$500 for a Springfield Symphony Orchestra concert
- Pioneer Valley Jewish Film Festival - \$400
- South Hadley Children's Chorus - \$750
- South Hadley Chorale - \$600
- South Hadley High School - \$1,500 for International Day
- South Hadley Public Library - \$200 for an Indian wars program
- South Hadley Public Library - \$200 for a dance class program.

It continues to be a challenge to spread our limited resources in order to offer as much as fiscally possible to our community in these years of very limited resources.

We wish to thank Ruth Kosiorek for her assistance during her time on the council. We welcomed Carol Constant as her replacement.

Likewise, many thanks are extended to outgoing members Kay Holt, Carla Michel and Vickie Wildman. You have been wonderful assets to this council.

Respectfully submitted,

Connie Clancy, Chair	Carol Constant
Carla Michel, Vice Chair	Michael Davis
Kathleen Holt, Secretary	Victoria Wildman
Sue Rusiecki, Treasurer	

Emergency Management

The Emergency Management Department continued to improve our town's ability to prepare for and respond to any type of natural or man-made disaster during the past year. We fortunately escaped any involvement in the December 2008 Ice Storm that hit much of the state. But we closely monitored both the response and the after-action reports in order to review our own procedures for similar weather events.

In January we received a \$750 grant for developing and publishing a town Continuity of Operation Plan (CCOP). This plan established procedures to be used in the event of any disruption in the ability of town offices and agencies to conduct their daily business.

The town also received some equipment to be used in the Emergency Operations Center in the Police Station. This equipment was provided by the Western Region Homeland Security Advisory Council in response to a survey of communities in our area. The equipment consisted of a digital camera to record events, an emergency AM/FM radio for power outages, an easel and pads for presentations, and some large-scale maps for plotting emergency responses.

The Selectboard approved a Local Natural Hazards Mitigation Plan in June. This plan outlines actions we have taken in the past and plan to accomplish in the future in order to minimize damage from natural and man-made emergencies. Adoption of this plan also makes our town eligible for future federal hazard mitigation grants.

At the June 23rd Selectboard Meeting, the board, at the suggestion of Police Chief David LaBrie, named Forrest D. Price Jr. as the town's Emergency Management Director. Chief LaBrie will continue to serve the town as the Assistant Emergency Management Director. This change will allow Mr. Price to work directly with regional,