

The Aging Network

Area Agency on Aging District 7, Inc.

Serving Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton Counties in Ohio

www.aaa7.org **Helping You Age *Better!***



SUMMER 2012

CMS Awards Funding for Regional Care Transitions Program

A unique multi-county, multi-hospital collaborative effort among five hospitals and three Area Agencies on Aging (AAAs) has been awarded funding for the Medicare Community-Based Care Transitions Program, (CCTP) sponsored by the Centers for Medicare & Medicaid Services (CMS). The program is designed to make the transition from the hospital to another setting as seamless as possible.

Targeting a 26-county region including rural Appalachia, this program will work to further reduce unnecessary readmissions and achieve a reduction in Medicare costs. The target population for this program is Medicare Fee-for-Service patients with a primary diagnosis of Acute Myocardial Infarction, Chronic Obstructive Pulmonary Disease (COPD), Coronary Artery Disease, Heart Failure, or Pneumonia preparing for discharge.

This program focuses directly on improved patient outcomes such as reduced readmission to hospitals; decreased emergency department visits; discharging patients to the most appropriate, cost effective setting; and streamlining access to quality long-term services and support.

“Care Transitions is a concept that was developed by the medical community which has proven to be effective,” commented Pamela K. Matura, Executive Director of the Area Agency

on Aging District 7 (AAA7). “Through trained coaches, we are able to help individuals develop skills that will assist them in managing the preventable causes that can lead them unnecessarily back to the hospital. I have personally experienced the confusion and different understanding of post-discharge instructions and medication management within a family when a loved one leaves the hospital, resulting in a re-admission very soon after discharge. This new program can help to prevent this occurrence. We are excited about the opportunity to partner with the three major health systems in our region to bring this important program to our ten-county area.”

She continued by saying, “Obviously, there is an underlying goal to improve the discharge process to save Medicare dollars by reducing unnecessary hospital readmissions. But more importantly, the program goal is to empower people to be an active part of their healthcare, both in the present and for the future. Care Transitions provides proven supports for individuals to help them heal and be at home – where most people say they would rather be. The Area Agencies on Aging are focused on connecting individuals to key home and community-based care resources.”

The participating Area Agencies on Aging include Buckeye Hills AAA8 – Southeast Ohio (Marietta) as the

lead agency, AAA6 - Central Ohio (Columbus), and AAA7 – Southern Ohio (Rio Grande). The hospital partners include Fairfield Medical Center (Lancaster), Memorial Health Systems (Marietta), Adena Regional Medical Center (Chillicothe), Holzer Medical Center (Gallipolis) and Southern Ohio Medical Center (Portsmouth). The AAA7 is working directly with three of the hospitals including Adena, Holzer and Southern Ohio Medical Center.

“We appreciate the availability of this special funding, which will help to provide patients with tools to help coordinate their care,” said

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Mark Shuter, Adena's President and CEO. "These funds will allow us to provide transition coaches to work with our Medicare patients following their release to make certain they receive follow-up services after discharge. The coaches will help our patients to understand the importance of managing their care."

"Holzer Health System has just completed the integration of its hospitals, clinics and long-term care facilities so our patients will be able to move throughout our continuum of care with greater efficiency," says T. Wayne Munro, MD, Chief Executive Officer of Holzer Health System. "Reconnecting our patients with their primary physicians after they have been discharged from the hospital will be strengthened by the opportunity to work with our local Area Agency on Aging district offices. The Community-Based Care Transitions Program provides our patients and their family members access to healthcare resources that enhance the exceptional care and professionals for which Holzer is already known."

"All of us at Southern Ohio Medical Center are honored and excited by the opportunity the CCTP (Community-Based Care Transition Program) has provided for us and our patients," stated Randy Arnett, CEO of Southern Ohio Medical Center. "We also have great admiration for the Area Agency on Aging, so it means a lot for us to be able to work with them to provide additional assistance for patients returning home from the hospital."

AAA nurses and social workers will provide the evidence-based Care Transition Intervention (CTISM) program developed by Eric A. Coleman, MD, MPH, at the University of Colorado, Denver Health Science Center. This consumer-centered intervention tool is designed to im-

prove quality and contain costs for individuals with complex care needs as they transition across settings specifically from the acute setting back to the home and community.

The Southern Ohio initiative was one of 23 sites announced by CMS

in March 2012. CCTP currently includes more than 126 acute care hospitals across 30 sites to provide care transitions services for an estimated 223,172 Medicare beneficiaries in 19 states. CCTP was created by the Affordable Care Act and will continue to grow and add sites.



Care Transitions at Adena Medical Center

Pictured, left to right, Joy Polley, RN, AAA7 Care Transitions Coach; Connie Montgomery, RN, AAA7 Care Transitions Coach; Bonnie Dingess, MSW, LISW-S, AAA7 Director of Long-Term Care Programs; and Pamela K. Matura, MHS, LSW, AAA7 Executive Director, all with the Area Agency on Aging District 7 (AAA7); Mark Shuter, President of Adena Health System; and Danielle Flesher, RN, BSN, Nurse Navigator; Diane Morgan, MSSA, LISW-S, ACM, Director of Care Management; Susan DePugh, RN, BSN, Nurse Navigator; and Carrie Hartsaugh, RN, BSN, Nurse Navigator, all from Adena Medical Center.



Care Transitions at Holzer Medical Center

Seated is Pamela K. Matura, Executive Director with the Area Agency on Aging District 7, and T. Wayne Munro, MD, Chief Executive Officer of Holzer Health System. Standing, left to right, are Connie Montgomery, RN, AAA7 Care Transitions Coach; Bonnie Dingess, MSW, LISW-S, AAA7 Director of Long-Term Care Programs; Rhonda Dailey, MSN, RN, Vice President of Patient Care Services with Holzer Health System's Jackson Hospital; and John Cunningham, Executive Vice President and Chief Administrative Officer for Holzer Health System.



Care Transitions at Southern Ohio Medical Center

Seated is Randy Arnett, Chief Executive Officer of Southern Ohio Medical Center. Standing, left to right, are Teresa Bryan, LISW, Administrative Director of Social Work Services with Southern Ohio Medical Center; Connie Montgomery, RN, AAA7 Care Transitions Coach; Bonnie Dingess, MSW, LISW-S, AAA7 Director of Long-Term Care Programs; Linda Green, RN, AAA7 Care Transitions Coach; and Pamela K. Matura, MHS, LSW, Executive Director of the Area Agency on Aging District 7.

AAA7 and VA Medical Center Partnership Marks First VA Medical Center in Ohio to Develop New Service

The Area Agency on Aging District 7, Inc. (AAA7) and the Chillicothe VA Medical Center recently signed an agreement to partner on providing services for local Veterans.

In 2008, the Administration on Aging (now the U.S. Administration on Community Living, including the Administration on Aging as of April 2012), began a close collaboration with the Veterans Health Administration to provide an opportunity for Area Agencies on Aging (AAAs) across the country to serve Veterans of all ages at risk of nursing home placement. The Veteran-Directed Home and

Community-Based Services Program (VD-HCBS) offers a variety of services that the VA purchases from AAAs on behalf of eligible Veterans. The program gives Veterans the opportunity to self-direct their long-term supports and services that enable them to avoid institutionalization and continue living independently in the home. Some service examples a Veteran may self-direct through the program include supervising their own personal care workers and other health maintenance services to remain safe and independent in the home.

Twenty-three states have Veteran-Di-

rected Home and Community-Based Service Programs operating with funding from the Department of Veterans Affairs through partnerships with VA Medical Centers and Area Agencies on Aging. Through the recent partnership here locally, the Chillicothe VA Medical Center recently made its first VD-HCBS referral to the Area Agency on Aging (District 7), making it the first VA Medical Center in Ohio to offer this service. Ohio now serves as the 24th state in the nation to offer this unique program. Locally, the program is called the Veteran-Directed Program.

30th Annual Senior Citizens Art Show Recognizes Talent

The artwork of local seniors was recently showcased at the Area Agency on Aging District 7's (AAA7) 30th Annual Senior Citizens Art Show and Essay/Poetry Contest that was held at the Esther Allen Greer Museum and Gallery, located on the campus of the University of Rio Grande in Rio Grande, Ohio.

This year, a total of 164 art pieces were entered in the Contest with 42 essays/poems. Special Awards were presented to: "Victor Potts Best of Show Award" – Lynda Dunlap (Gallia County – Oak Hill Senior Center); "Mary Peck Friend of Animals Award" – Pat Thompson (Adams County); and "People's Choice Award" – Brenda Kay Miller (Jackson County).

Ohio residents age 55 or older were eligible to participate in the Art Show and Essay/Poetry Contest. To learn more about next year's Art Show, which is typically held in May of each year, please call 1-800-582-7277.



Pictured Top Left - Lynda Dunlap of Gallia County (Oak Hill Senior Center) was named the 2012 recipient of the "Victor Potts Best of Show Award." She is pictured with her winning art piece, "Home in the Vines."

Pictured Top Right - Pat Thompson of Adams County received the "Mary Peck Friend of Animals Award." She is pictured with her winning art piece, "Uncle Charlie, Blacksmith."



Pictured Bottom Left - Brenda Kay Miller of Jackson County was named the recipient of the "People's Choice Award." She is pictured with her winning art piece, "Golden Rod and Golden Granny."

Annual Appreciation Brunch Celebrates 40 Years of Service

The Area Agency on Aging District 7's (AAA7) Annual Appreciation Brunch, was held on June 18th at the Southern Ohio Medical Center Friends Center in Portsmouth. This year, the Agency hosted a special "birthday party" for attendees in celebration of the AAA7's 40 years of service that is marked in 2012.

During the special event, several individuals and groups throughout the Agency's 10-county district were recognized for their service and dedication to not only the Agency as a whole, but more importantly, the communities and seniors served by the Agency.

Special awards that were presented at the event to individuals or groups included:

William A. Jenkins Award (Outstanding Contributor to Our Southern Ohio Aging Network)

This year's "William A. Jenkins Award" was presented to Ray Roberts, former Executive Director of the Community Action Committee (CAC) of Pike County. The AAA7 presents the award annually to an outstanding contributor to the southern Ohio aging network.



A native of Southern Ohio, Roberts graduated from Glenwood High School in New Boston, and attended both

the Chillicothe and Athens campuses of Ohio University where he obtained an Associate of Arts degree in Mental Health Technology and a Bachelor of Arts in Psychology.

Roberts began his career as the Children's Program Planner for the Paint

Valley Mental Health and Mental Retardation Board in Chillicothe, and in 1978, left that position to begin his long and remarkable tenure with the CAC of Pike County, starting out as the Administrator for the then single facility Family Health Center. In 1983, he became Deputy Director of the CAC and retained oversight of the Family Health Center, as well as Head Start, daycare, employment and training, social services, public transportation, senior nutrition, and maintenance. In 1988, he became the Executive Director, a position from which he retired earlier this year.

Under his guidance over the years with the CAC of Pike County, the Family Health Center experienced huge growth, leading the way in bringing high quality health care services to some of Ohio's most vulnerable citizens; Rural Public Transit grew from two, 15-passenger vans in Pike County, to a fleet of 11 vehicles; and a new state-of-the art Senior Center with a fully operational commercial kitchen was constructed.

The award is named in memory of William A. Jenkins, a native of Gallia County, who helped build the aging network in southern Ohio through the Area Agency on Aging District 7, Inc.

Advocacy Award

This year's Area Agency on Aging District 7, Inc. "Advocacy Award" was presented to the Ohio Association of Area Agencies on Aging (o4a) Negotiating Team. Accepting the award on behalf of the o4a was Larke Recchie, Executive Director, and former Ohio Department of Aging Director Barbara Riley, who now serves as a consultant for the o4a.

The o4a was recognized for its stellar advocacy work this year surrounding proposals from the state regarding

changes to Medicaid, Medicare and waiver programs for home and community-based consumers. The AAA7, along with other partners throughout the aging network in Ohio, has been busy all year engaging in advocacy ef-



orts for seniors and those with disabilities on a local, state and national level to sustain an aging and long-term care system that is supportive of choices and options for consumers so that they can continue to remain safe and independent at home, if that is what they choose and desire.

Through advocacy efforts organized by the o4a, Ohio's aging network has made progress along the way and engaged in meetings with state officials to discuss the importance of maintaining choices and options for seniors and those with disabilities.

Community Service Award

This year's Area Agency on Aging District 7, Inc. "Community Service Award" was presented to The Ohio State University South Centers for its work with the Senior Farmer's Market Program. Accepting the award on be-



half of OSU South Centers was Christi Welch, Business Development Specialist.

Nationwide, a growing interest has emerged with the consumption of local produce and support of local farmers. Due to this trend, the US Department of Agriculture began the Senior Farmer's Market Program, whereby older adults can receive vouchers to purchase fresh and locally grown produce at their local farmer's market.

Over the past three years, the AAA7 has had the good fortune to partner with The Ohio State University Extension South Centers in Piketon in offering the Senior Farmer's Market Program in Ross County. Welch, a local grower herself, worked closely with the AAA7 to successfully implement the program. The success of the program is reflected in the support and cooperation of the farmer's market manager and participating growers.

Also recognized was Jodi Riley, Executive Director of the Ross County Committee for the Elderly. The Senior Center in Chillicothe serves as the local sign-up location for seniors who are eligible to receive vouchers for the Senior Farmer's Market Program.

Intergenerational Award

This year's Area Agency on Aging District 7 "Intergenerational Award" was presented to Jackson Middle School.



Before Christmas 2011, Gina Lawson, a Language/Arts teacher at Jackson Middle School, brought forth to the AAA7 a project that her students created to bring cheer for seniors enrolled in AAA7 programs during the Holidays. Her class designed and created 50 goodie boxes that were full of

treats that AAA7 staff delivered to a number of Jackson County consumers before the Holidays. Upon delivery of the special items, consumers were very touched by the generosity and care the students shared during the Holidays.

The AAA7 created the Intergenerational Award to recognize these types of opportunities that bring younger and older generations together.

Law Enforcement Award

This year's Area Agency on Aging District 7's "Law Enforcement Award" was presented to Scott Borden, Chief with the University of Rio Grande Campus Police.



AAA7 Administrative Offices are located on the campus of the University of Rio Grande in Rio Grande, Ohio, whereas the Agency has the opportunity to work with a number of university departments who assist with some of the daily functions of the Agency, such as campus police.

Chief Scott Borden, a former trooper with the Ohio State Highway Patrol, was hired by the University in 2011, and since that time, has provided great support to the AAA7 through his role on campus. Chief Borden has offered help and assistance and presented to office staff about workplace safety, particularly with ways to guard against workplace shootings and other violence. He has presented to the AAA7's three other office sites in Portsmouth, Waverly and West Union, either in person or through video-conferencing, and has offered

the help of himself and his staff to the Agency when needed.

The AAA7 is appreciative of Chief Borden's support of the Agency through his true professionalism and dedication to his job.

Partnership Award

This year's Area Agency on Aging District 7's "Partnership Award" was presented to the AAA7's Healthy Lifestyle Community Coaches.



Through this year's Partnership Award, several community organizations and community members were recognized for their commitment to partnering with the Area Agency on Aging District 7 to bring healthy lifestyle programs into our communities. These programs assist individuals to take control of their lives and manage their health conditions. The programs are "evidenced based," or scientifically proven, community initiatives that provide health benefits and promote disease prevention.

The individuals were recognized for their support and time spent for training to offer specific healthy lifestyle classes in the community. Collectively, they have assisted the Area Agency on Aging District 7 with bringing ten classes (approximately 100 individuals attending) to communities in Gallia, Highland, Jackson, Pike, Ross and Scioto Counties in 2012.

Community Coaches recognized included: Victoria Barkin – Heartland of Chillicothe; Martha Bell – Community

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Older Americans Month County Proclamations in May



Adams County - Left to right, Adams County Commissioner Brian Baldrige; Adams County Commissioner Roger Rhonemus; Barbara Bond, LSW, Clinical Supervisor with the AAA7; and Tina Lightcap, LSW, Assessor/Care Manager at the AAA7.



Brown County - Left to right, Brown County Commissioner William (Bill) R. Geschwind; Sue Lang, Brown County Senior Center; June DeMoya, Assessor with the AAA7; Brown County Commissioner Ralph Jennings; and Tracy Kinney, Care Manager with the AAA7.



Gallia County - Seated is Gallia County Commissioner Harold Montgomery. Standing, left to right, Gallia County Commissioner Lois Snyder; Shirley Doss with the Gallia County Council on Aging; Gary Fenderbosch, Gallia County Representative with the AAA7 Board of Trustees; Pam Matura, Executive Director of the AAA7; Lisa Adams, Clinical Supervisor with the AAA7; and Kay Allbright, Aging and Disability Resource Center Specialist with the AAA7.



Highland County - Seated, left to right, Highland County Commissioners Jeremy Shaffer, Shane Wilkin and Tom Horst. Standing, left to right, are Debbie Rhude, Board of Trustees President with the Highland County Senior Center; Mechell Frost, Director of the Highland County Senior Center; and AAA7 representatives Callie Reed, Kathy Young and Jenni Dovyak-Lewis.



Pike County - Seated, left to right, Pike County Commissioners Teddy West, Harry Rider and Blaine Beekman. Standing, left to right, are Diane Renner and Bertha Scowden with the Pike County Senior Center; Alice Ward, Pike County Representative and President of the AAA7 Board of Trustees; and Kelli Meredith with the AAA7.



Ross County - Left to right, Ross County Commissioner James Caldwell; Jodi Riley, Director of the Ross County Senior Center; Ross County Commissioner R. Douglas Corcoran; and AAA7 representatives Kristal Arrowood and Brady Freeman.



Jackson County - Seated, left to right, Jackson County Commissioners Jerry Hall, Ed Armstrong and Jim Riepenhoff. Standing, left to right, Jenni Dovyak-Lewis, Nina Keller, Aggie Stevenson and Sarah Tobert representing the AAA7; Susan Rogers and Carol Downton representing RSVP of the Ohio Valley; Andy Graham, Jackson County Representative with the AAA7 Board of Trustees; and Susan Morgan, Freda Lowery, Wendy James and Lissa Warrens representing the Jackson County Senior Center.



Lawrence County - Left to right, Carolyn Hopper with the AAA7; Carol Horner with the Ironton-Lawrence Community Action Organization; Chuck Harper, Lawrence County Representative with the AAA7 Board of Trustees; Lawrence County Commissioner Les Bogggs; Debbie Gully with the AAA7; Lawrence County Commissioner Freddie Hayes, Jr.; Lawrence County Commissioner William Pratt; and Darlene Green with the Ironton-Lawrence Community Action Organization.

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Older Americans Month County Proclamations

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Scioto County - Left to right, Scioto County Commissioner Mike Crabtree; Tammy Nelson, Scioto County Representative with the AAA7 Board of Trustees; Renee Ellis with United Scioto Senior Activities (USSA); Scioto County Commissioner Thomas Reiser; and Becky Simon with the AAA7.



Vinton County - Seated, left to right, Vinton County Commissioners Michael M. Bledsoe, Jerry Zinn and Tim Eberts. Standing were, left to right, David Peoples, Assistant Director of the Vinton County Senior Citizens Center; Rhoda Price, Director of the Vinton County Senior Citizens Center; Deanna Tribe, Vinton County Representative with the AAA7 Board of Trustees; and Rachel Champlin, Lisa Burlison, and Jenni Dovyak-Lewis, all staff members with the AAA7.

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Member; Melinda Blaney – Hopeton Terrace NCR; Lynn Bunstine – YMCA of Ross County; Catherine Coburn – Heartland of Riverview; Shandi Davis – Bristol Village; Kathleen Finnegan – Community Member; Cindy Goodman – Hopeton Village NCR; Nancy Gulley – Bristol Court/Bristol Village; Diane Hewitt – Hopeton Terrace Apartments; Calea King – Holzer Medical Center; Debbie Lackey – Heartland of Jackson; Charity McDermott – Holzer Medical Center-Jackson; William Pfeifer – Holzer Medical Center-Jackson; Kelly Ramey – Community Member; Debbie Rhude – Heartland of Hillsboro; JD Stevens – Heartland of Hillsboro; Whit Streicher – YMCA of Ross County; Lisa Tackett – Bristol Court/Bristol Village; Mary Taylor – Community Member; Laura Tennant – Cambridge Home Health Care; Bud Treadway – Community Member; Kim White – Community Member; and Mary Ann Wilburn – Heartland of Chillicothe.

Special recognition was also given at the event to the following groups and individuals:

Regional Long-Term Care Ombudsman Volunteers

Rhonda Bivens, Mary Book, John

Brewer, Deborah Dailey, Sara Jones, Douglas McCoard, Connie Metzler, Lori Michael, Teresa O'Brien, Kevin Sheets, Jerilyn Sheets, Lavon Shields, Carolyn Spurgeon, Jerry Towler and Connie Watkins.



Art Show and Essay/Poetry Contest Volunteers (Pictured Below)

Helen Arnott, Joan Arrowood, Shelia Arrowood, Rita Baker, Cathy Boyd, Jane Bragg, Phyllis Copley, Martha Deck, Martha Detty-Foster, Diana Evans, Doris Evans, Jeanne Fisher, Jean Gray, Joyce Haag, Jean Isreal, Martha Leach, Carolee Lewis, Rosemary Matthews, Mary Maxson, Rushie McAllis-



ter, Annabelle Miller, Pat Parsons, Bob Powell, Vickie Powell, Pam Reilly, Nancy Shaw, Lavon Shields, Irena Skaggs, Anna Summers, David Summers, Phyllis Taylor, Dawn Walker and Catherine Woodrum.

Also recognized were winners at this year's Contest including Lynda Dunlap of Gallia County (Oak Hill Senior Center) – "Victor Potts Best of Show Award;" Pat Thompson of Adams County – "Mary Peck Friend of Animals Award;" and Brenda Kay Miller of Jackson County – "People's Choice Award."

Outstanding Seniors (As Selected by Each County Senior Center)

Adams County – Harlan Plummer (pictured); Gallia County – Bob Roach and Ina Belle Sibley; Highland County – Eloise Garrison; Jackson County – Marlene Sexton; Lawrence County – Judy Mills (Ironton Site) and Edna Moore (Sybene Site) (pictured); Pike County – Wanda Lawson (pictured); and Ross County – JR Houghland.



State Awardees (District Honorees from the Ohio Department of Aging)

Joined Hearts in Giving – William and Barbara Burke (Scioto County) and Pete and Pauline Coburn (Scioto County).

The Area Agency on Aging District 7 was pleased to host another successful Appreciation Brunch to extend its thankfulness and appreciation to all the individuals and groups who make the district so special.



Area Agency on Aging District 7, Inc.

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Your local Area Agency on Aging District 7, Inc. serves the following counties in Ohio: Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton.

Services are rendered on a non-discriminatory basis. Those interested in learning more about the services provided through the Area Agency on Aging District 7 can call toll-free at 1-800-582-7277. Here, individuals can talk directly with a nurse or social worker who will assist them with information surrounding the programs and services that are available to best serve their needs.

Thank You After the Storm

On June 29th, a horrible storm swept through our district resulting in large damages and widespread power outages. It was a storm nobody was prepared for and one that brought with it a number of issues for many. This storm also brought with it a new term for our vocabulary - "derecho", which is the name of this widespread, long-lived, straight-line windstorm. The storm began in northwestern Indiana and traveled more than 600 miles packing winds averaging 60 miles per hour. If the power outages and damage weren't enough, the unbearable heat and humidity also added to the frustration for many across our communities.

As an Agency that provides home and community-based services for so many across our ten counties, we took very seriously our role in assuring that our consumers were safe and as comfortable as possible in their home during the storm aftermath. Our Care Managers worked diligently to make sure their consumers were safe and healthy. Many have expressed their intense gratitude for the help and support of Personal Care Providers who went above and beyond to check on consumers, even those who were not scheduled for services, updating our Care Managers along the way, in addition to providing help and assistance with contacting consumers who did not have phone service.

Personal Care Aides were helpful through their role of assisting consumers in the home with ways to best stay cool such as walking them outdoors to sit on the porch. In addition, they continued to provide full-service in the consumer's home even though temperatures in the home were uncomfortable for cooking and cleaning. We learned that some meal providers purchased cold cuts and other ready-to-eat foods and delivered them to consumers who did not have power to ensure they had food to eat as frozen meals could not be delivered to homes without power.

All-in-all, it was a very challenging time for many consumers across our district. The heat alone can be unbearable, but throw in storm damage and no or limited power and that brings another level of difficulties that so many experienced.

We owe a HUGE thank you to a great number who assisted us with checks on consumers. Your customer service was outstanding! To all of our service providers – thank you!! To all of our emergency management personnel throughout our ten counties and all of our law enforcement and emergency medical personnel – thank you!! To all of the volunteers who provided countless hours of assistance and help to many who needed it – thank you!! Thank you to ALL who had any hand in the assistance you provided – we are grateful for you and appreciate your dedication and care for the many seniors and those with disabilities who reside in our communities. We are proud of the work you do!