THE BUZZ Ulster County Office for the Aging

JANUARY 2020



Our mission at the Ulster County Office for the Aging is to assist Ulster County Seniors to be as independent as possible, for as long as possible. This is accomplished through advocacy, development and delivery of person-centered, consumeroriented, and cost-effective policies, programs and services which support and empower the elderly and their families.

We accomplish this in partnership with the network of public and private organizations that serve them.

Are you 60 years old or older and...

... Need a ride for a medical appointment?

...Would benefit from a nutritious homedelivered meal?

...Need help with legal matters or Medicare questions?

Trained staff are available 9:00 A.M. to 5:00 P.M., in person or by phone, to answer questions about available community resources, benefits and entitlements.



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OFA DIRECTOR MESSAGE

Post Holiday Greetings to Ulster County Seniors! I hope everyone made it through the holidays without too much stress or overeating! Winter Weather safety is always important! Read on...

The New York State Office for the Aging reminds older New Yorkers and caregivers to take precautions in winter weather, as cold temperatures and heavy snow can create hazardous conditions for older adults. Some health and safety considerations for older New Yorkers:

• Those with cardiac issues or high blood pressure should always follow doctor's orders about shoveling or performing any strenuous outdoor activity, dress warmly, and take it slowly.

• Take extra precautions to reduce the risk of hypothermia and frostbite. Don't ignore early warnings signs, which include shivering, confusion, memory loss, drowsiness, and slurred speech. Shivering is an important first sign that the body is losing heat and a signal to return indoors.

• To prevent falls, wear shoes with good traction and nonskid soles, and avoid icy walkways. Remove shoes as soon as you return indoors and clean up melted snow.

• To avoid social isolation and combat depression, older adults are encouraged to contact NY Connects at 800-342-9871 or their local area agency on aging to find a senior center in their community.

• If you use a fireplace, wood stove, or portable kerosene heater to stay warm, be sure there is adequate ventilation to the outside. Without enough fresh air, carbon monoxide fumes can build up in your home.

• Never use a natural gas or propane stove/oven to heat your home. If you are using a kerosene heater, use K-1 grade kerosene only. Never substitute with fuel oil, diesel, gasoline or yellow (regular) kerosene.

• Follow all safety precautions when using wood stoves, space heaters, electric heaters, kerosene heaters, and pellet stoves. When adding fuel to a space heater, or wood to a wood stove or fireplace, wear non-flammable gloves. Never add fuel to a space heater when it is hot. The fuel can ignite, burning you and your home. Keep the heater away from objects that can burn, such as furniture, rugs or curtains.

The Home Energy Assistance Program (HEAP) helps lowincome people pay the cost of heating their homes. Eligible individuals may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if they are in danger of running out of fuel or having utility service shut off. The 2019-2020 regular HEAP benefit opened November 12, 2019, and the 2019-2020 emergency benefit will open January 2, 2020. For more information, please visit the HEAP website or call 1-800-342-3009.

COUNTY EXECUTIVE MESSAGE

Dear Ulster County Neighbors,

Happy New Year! I hope you and your families had a wonderful holiday season. I am looking forward to continuing to work for the residents of Ulster County and our seniors in the New Year.

Last month, I signed our 2020 County Budget. Our government is about priorities, and I'm committed to delivering on my "Big Five" while keeping Ulster County affordable with the lowest tax levy in a decade. This budget delivers on our commitment to move Ulster County forward by standing-up the first ever Green Careers Academy to expand opportunities and help grow our economy, by putting real money behind our efforts to combat the opioid epidemic, and by opening up new avenues for residents from throughout the County to engage with County government.

I am excited to let you know that my budget also includes funding for an additional OFA Case Manager and two new Homemaker Aides who will be able to provide more personal care services to our senior citizen population. Additionally, OFA was awarded approximately \$80,000 as part of the Age-Friendly Planning Grant through the NYSOFA in collaboration with the NYS Departments of Health and State. This grant allows us to create another new position, Project Coordinator, who will continue to support our senior community and our senior-related partners.

The additional funding provided for OFA in the 2020 Budget is part of my commitment to ensure Ulster County is always doing all that we can do to listen to and serve our seniors.

Wishing you and your family a happy and safe year ahead!

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MALL WALK WITH THE OFA HUDSON VALLEY MALL 1300 Ulster Ave., Kingston, NY Every Tuesday, 10:00 A.M. sharp!

Please join us for a very special walk during which Dr. Brittany Furrow of the Institute for Family Health will be present to answer questions and discuss your health.

Tuesday, January 21

We meet by the Food Court at 9:45 A.M. All are welcome!

If Kingston City School District is on delay or closed, the mall walk is cancelled.

The first Tuesday of each month, staff from the Resource Center for Accessible Living (RCAL) will join us to discuss their services, including an Equipment Loan Closet, Nursing Home Transition & Diversion, Home Care Coordination and Healthy Homes.

MEDICARE

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HIICAP Medicare Counselor Training

Interested in helping your fellow seniors navigate the complexities of Medicare? The OFA Health Insurance Information Counseling and Assistance Program (HIICAP) will be holding a training program this spring for people want to become volunteer HIICAP Medicare Counselors. The course with be held on six consecutive Wednesdays beginning on April 1. Each session will be 2 hours long.

Topics will include Original Medicare, Medicare Advantage Plans, Medigap Plans, Medicare Part D, the Medicare Savings Program, EPIC and Part D Extra Help. If you are interested in taking this training program and in becoming a HIICAP counselor, please contact Bob Meci, HIICAP Coordinator, at 845-340-3579.

Healthy winter weather nutrition

• Dark, leafy green vegetables. Choose antioxidant-rich dark greens such as spinach, broccoli, kale, and chard, and select yellow and orange vegetables including yams, carrots, and squash.

• Citrus fruits. Oranges, lemons, grapefruit and limes are popular vitamin C-packed citrus fruits also rich in flavonoids that promote good HDL cholesterol.

- Protein. Eating protein sources at meals and snacks throughout the day helps with blood sugar and energy levels. Beyond red meat, seniors can vary protein sources with eggs, fish, dairy, and nuts.
- Soups and stews. Adding vegetables, beans and lentils to stews and soups is an easy, inexpensive way to increase fiber and nutrients. Cook a larger pot of a recipe and divide into smaller portions to freeze.
- Vitamin D. With less sunshine in winter, the body needs other sources of vitamin D to help absorb calcium and strengthen muscles. Foods naturally higher in vitamin D include egg yolks, seafood, grains and fortified milk.



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Tai Chi for Arthritis and Fall Prevention

Mondays and Wednesdays 10:30 – 11:30 A.M. Starting January 13, 2020 TWICE a week for eight weeks. Rosendale Recreation Center, 1055 Route 32, Rosendale, NY.

We ask that you be willing to make the commitment to be at this class twice a week for all eight weeks. This is a program that builds on each class.

Space is limited. R.S.V.P. by calling 845-340-3456.





Drop-in Tai Chi at different locations around the County. Every Tuesday from 3:00-4:00 P.M.
Town of Shawangunk Town Hall, Wallkill, 1st Tuesday of each month (3:15-4:15)
OFA Senior Hub, Kingston, 2nd Tuesday of each month
Saugerties Senior Center, 3rd Tuesday of each month
St Francis De Sales Community Hall, Phoenicia, 4th Tuesday of each month

These drop-in Tai Chi classes are intended for seniors who have already attended the 8-week intro class to continue their practice.

Please call the OFA for more information at 845-340-3456.



Living independently and safely in your later years

The majority of older people remain independent well into later life. Most seniors want to remain in their own homes, a goal that's easier to accomplish if they adapt their lives and homes to accommodate their aging bodies. Some tips for independent living include:

- •Redecorate. The average home is riddled with obstacles that older eyes and feet might not be able to maneuver around. Removing slippery throw rugs, using night lights, putting nonskid mats in the bathroom and kitchen, not using high-gloss floor polishes, and installing handrails that extend beyond the bottom stair can all help. You can often fit your bathrooms with items like walk-in showers, grab bars, and higher toilet seats. Ramps, elevators, and other devices can help you handle stairs. Keep often-needed items in the handiest cabinets and use a grasping tool to get things that are out of reach instead of climbing on a chair or ladder.
- •Lifestyle changes. Wearing rubber-soled shoes and getting regular exercise can help keep you upright. Activities like tai chi or yoga especially help since they work on balance and strength, and are not jarring on muscles or bones. Limit your alcohol intake and learn whether any of your medications might cause dizziness or affect your balance.
- •Seek helping hands. Shopping for groceries and other essentials can be accomplished over the phone and via the Internet these days. Meal preparation, transportation, home repair, housecleaning, and help with financial or personal tasks such as paying bills and bathing might be hired out if you can afford it, shared among friends and family, or included in the repertoire of elder services offered in your community or through insurance.
- •Plan for emergencies. Who can check in on you regularly? Whom can you call in an emergency? What would happen if you fell and couldn't reach the phone? Keep emergency numbers near each phone or, better still, on speed dial. Carry a cell phone or consider investing in a personal alarm system, if necessary. Look into companionship services or simple visits and phone checks from a local agency on aging or religious group.

Senior Spotlight



Virginia Soovajian of Woodstock, NY, has been a Volunteer at the Happy Apple Thrift Shop for nine years. Happy Apple is part of the Health Alliance of the Hudson Valley complex in Kingston.

After her retirement, Virginia realized she had time on her hands, so she decided to give that time to the hospital thrift shop. She says, "I love volunteering and I love the people there. I just enjoy going in. I have lots of time to give. It keeps me busy and I'm so happy to be there."

Virginia isn't new to volunteering. When she was just a young teen, she volunteered as a Nurse's Aide at Samaritan Hospital in Troy, NY, during World War Two. It made an impact on her, and still does after all these years. She knew when she retired that she wanted to give back again.

Get the help you need in Ulster County

Health care coordination • Help for sadness, anxiety and stress Case management • Resources and information Older Adult Services Program

(845) 255-2930 x 3169







January 2020 Community Café & Home Delivered Meals Menu

Monday	Tuesday	Wednesday	Thursday	Friday
For Information or Home Delivered Meal Cancellation Call: 331-2496 Community Café Reservations call: 331-2180	Meals Prepared by Gateway Community Industries <i>All soups are home- made.</i> <i>Milk is provided with meals.</i> "Menu Subject to Change"	CLOSED 1 New Year's Day Beef Burgundy Buttered Noodles Mixed Vegetables WW Roll Mandarin Oranges	New Year's 2 Meal Baked Ham & Pineapple Sauce Sweet Potato Cauliflower Fresh Salad WW Roll Apple Crisp	3 Sloppy Joe Brown Rice Green Beans WW Bread Vanilla Pudding
6 Swiss Broccoli Pasta Wax Beans Green Salad WW Bread Pears	7 Turkey Cutlet with Mushroom Gravy Broccoli Cuts Winter Squash WW Roll Fruited Gelatin	8 Chili Con Carne Brown Rice Cauliflower <i>Bean Soup</i> Rye Bread Rice Pudding	9 Herb Crusted Chicken Parsley Potato Carrot Coins WW Roll Pineapple Chunks	10 Goulash Noodles California Mixed Vegetables WW Bread Dutch Apple Cake
13 Chicken Parmesan Roasted Potato Oriental Mixed Veg, WW Bread Peaches	14 Beef & Peppers Brown Rice Pilaf Harvard Beets <i>Pea Soup</i> WW Roll Pears	15 Pork Chop & Gravy Sweet Potato Braised Cabbage Rye Bread Applesauce	16 Lasagna Green Beans Fresh Salad WW Roll Lemon Whip	17 Shepherd's Pie Monaco Vegetables WW Roll Spice Cake
CLOSED 20 MLK DAY Baked Ziti with Meat Sauce California Mix Veg WW Bread Fruit Cocktail	21 Beef Stew Cauliflower WW Roll Chocolate Pudding	Cold 22 Meal Turkey Salad Plate Potato Salad Mixed Greens Vegetable Soup Rye Bread Apricots	23 Red Pepper Quiche Corn French Cut Beans WW Roll Oatmeal Cookie	24 BBQ Pulled Chicken Wax Beans Oven Browned Potato Cole Slaw Rye Bread Fresh Orange
27 Fish with Dill Sauce Rice Pilaf Broccoli WW Bread Tropical Fruit	28 Macaroni & Cheese Stewed Tomatoes 3 Bean Salad WW Roll Fruit Cocktail	29 Roast Turkey & Gravy Mashed Potato Brussels Sprouts Rye Bread Pumpkin Pudding	30 Meatloaf & Gravy Boiled Potato Monaco Mixed Vegetables <i>Lentil Soup</i> WW Roll Fruited Gelatin	31 Spaghetti & Meatballs Parisian Mixed Veg WW Bread Peaches

Made possible by funds provided by New York State Office for the Aging, Ulster County Office for the Aging and your contributions.



COMMUNITY CAFÉS

Do you know that Ulster County and the Office for the Aging sponsor multiple meal sites around the County so that Seniors, age 60 and over, can have a free meal?

Come and enjoy good food and socialization! OFA Community Cafés can be found at five different locations, and depending on which you visit, you can have lunch every weekday.

OFA COMMUNITY CAFÉ LOCATIONS:

Rosendale: Rosendale Recreation Center, Route 32, Rosendale, NY, Monday-Friday

Saugerties: Frank D. Greco Senior Center, 207 Market Street., Saugerties, NY, Monday-Friday

Ellenville: Trudy Farber Building, 50 Center Street, Ellenville, NY, Monday-Friday

New Paltz: New Paltz Community Center, Route 32, New Paltz, NY, Thursdays

Ulster: Ulster County Senior Hub, 5 Development Court, Kingston, NY, Mondays and Wednesdays

Want to try it out? Call Gateway Community Industries at 845-331-2180 for more information.

Reservations for registered participants must be made at least 24 hours in advance. Please remember, this is for Ulster County Seniors age 60 and over.

The recommended voluntary contribution for a Community Café meal is \$3.00 per meal but not mandated. All contributions are voluntary and confidential. No one will be denied a meal if they do not contribute. Meals made possible by funds provided by Ulster County Government, NYSOFA, UCOFA and Private funds. Your contributions help keep Senor programs available. Thank you.



HOME DELIVERED MEALS

Home delivered meals can help Seniors stay independent in their own homes. Are you or someone you know, unable to take care of meal preparation?

The Ulster County Office for Aging Home Delivered Meal Program provides a nutritious hot (or frozen) meal delivered to seniors at NO cost, Monday -Friday. The meals served are planned by a registered dietitian and each meal provides onethird of a senior's daily nutritional needs.



DO YOU KNOW SOMEONE WHO MIGHT BENEFIT FROM HOME DELIVERED MEALS?

Qualified seniors must be:

- 60 years or age or older
- A resident of Ulster County
- Difficulty preparing own meals

For more information, please call Ulster County Office for the Aging at 845-340-3456. For home delivered meal cancellation call 845-331-2496.

The Office for the Aging gratefully accepts voluntary contributions. Your contributions help keep Senior programs available. Thank you.

This program is made possible by funding from Federal, State, County and/or local contributions.

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- Pain management and palliative care
- On-site podiatry, optometry, ophthalmology, orthopedic, dental and hearing aid clinics
- Care of patients requiring hemodialysis and peritoneal dialysis
- · Bariatric, tracheostomy, ostomy, gastric tube and jejunostomy care
- Bladder and spinal stimulation
- Nutritional counseling and support

Residents covered by Medicare can also receive an additional level of personalized care coordination, ongoing preventive care and other valuable benefits by enrolling in ArchCare Advantage, a Medicare Advantage HMO Special Needs Plan designed especially for nursing home residents.

5 tools to help you stand up on your own

The simple act of standing up from a sitting position is one of the most important for independence, especially in the bathroom. But the ability to get up sometimes goes south as we age. It could be because of a medical problem or just too much sitting. "When you sit and bend your knee, the gluteal muscles in the buttocks and the quadriceps in the thighs are lengthened. If you sit all the time, the muscles become overstretched and weak," says Clare Safran-Norton, clinical supervisor of rehabilitation services at Harvard-affiliated Brigham and Women's Hospital.

Exercise can help

If you're able to exercise, try strengthening the "glutes" and quadriceps regularly with exercises you can do around the house. For example, strengthen the quadriceps by stretching your legs out in front of you and squeezing the muscles on the top of your thighs for 10 seconds at a time. Strengthen your gluteal muscles by doing leg lifts, repeatedly raising your leg behind you up toward the ceiling. Or strengthen both the quads and glutes at the same time by doing sit-to-stands, which involve standing up and sitting down 10 times.

If exercise isn't enough, use tools that can help you stand from a sitting position. You'll find them in big box stores, medical supply stores, or on the Internet. Don't start using a tool without first making sure you know how it works and that it's set up properly. Ask a buddy for guidance if you need it.

Here's our take on some common tools.

- 1. Couch cane. There are two versions of this tool. One is a metal frame that looks like the front half of a chair with low armrests. The seat area fits beneath a couch or seat cushion, and enables you to stand up by pushing off armrests. The other tool is an L-shaped piece of equipment that's cushion-height. The horizontal part of the L sits on the floor, tucked beneath a chair or couch. The vertical part of the L stands in front of the chair, giving you just one support to lean on as you stand. "The single support forces you to put your weight on your shoulders, which could cause an injury. But the tool with armrests allows you to push down and use your leg muscles to do the work, which is better," Safran-Norton notes.
- 2. Car grab bar. This little tool looks like a screwdriver that's bent at the handle. It slips into a door latch and acts as an extra support you can lean on when you exit or enter a car. "You have to hope it stays in and doesn't fall out," points out Safran-Norton. "If you place it into the latch and it's secure and not shaking, it may be safe to use it. And don't use it if the door latch is too low. This isn't a tool you can pull up on."
- 3. Rotating seat cushion. This flat, round cushion swivels so you can swing your legs into position to stand up. It can be used in a car or on a standard chair. "This could be useful if you have a tough time initiating a turn, especially if your spine is stiff. That is, as long as the cushion doesn't fall off the seat. Make sure it's not half on or half off the seat. Getting a cushion that's a contrasting color will help you see if it's placed properly," Safran-Norton says.
- 4. Furniture risers. When you place a couch on risers, you don't have as far to go to stand up. Make sure the furniture is against a wall, so it doesn't tip over if you plop into it, and that the risers will support the weight of your couch or chair with you in it. How high should the risers lift the seat? "When seated, you'll still want to be able to keep your feet flat on the floor," Safran-Norton says.
- 5. Automatic lift chair. The ultimate assistance in getting up from a chair is an automatic electric recliner. At the touch of a button, the chair slowly rises forward until you're in a standing position. "The risk is that you could slide out of it and fall. It's not right for someone with poor balance, or someone who is confused or does not understand technology. I'd much prefer that someone uses their leg muscle strength than use one of those chairs. If you cannot, it may be nice to have a little assistance," Safran-Norton says. You can also find an automatic rising cushion that you place on a couch to help push you up to a standing position. Safran-Norton worries it would be wobbly and cause an accident.



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Great exercise that's easier on the joints

When you're struggling with joint pain, gravity can make exercise an unpleasant experience. But exercising in water, also known as aquatic therapy, can change all that. "It enables you to do many of the same exercises you'd do on land without applying the same force on your joints," says Gayle Olson, a certified athletic trainer at the Sports Performance Center at Harvard-affiliated Massachusetts General Hospital.

Aquatic therapy has many benefits. "One of the things people love about it is the feeling of buoyancy. It takes pressure off your body, and that brings immediate relief to painful areas," explains Olson. Buoyancy is just part of the magic. The water provides resistance to your body, which helps you build muscle and bone strength. And the warmth of the water encourages you to move, which has a helpful side effect: repetitive movement pumps a natural lubricant called synovial fluid into the joints. Another plus of aquatic therapy is that it's a safe exercise: not only is it gentle on arthritic joints, which can help prevent further injury, but it also poses less danger from falls compared to land exercise. "If you fall during aquatic therapy, you just get wet, not hurt," says Olson.

A typical aquatic therapy class takes place in a large pool and lasts for 30 to 60 minutes. If you're disabled or have a balance problem, you'll be encouraged to bring a partner along to help keep you stable in the water. After floating for a few moments to get used to the water, often with the help of a small flotation device (think pool noodle), you'll begin a workout. The types of exercises you can do in the pool can vary as widely as on the land. "You can move your arms to work on improving posture, do combination movements for a good core muscle workout that helps your back, or do balance activities. You can also do an aerobic workout by marching, walking, running, jumping, and swimming,' says Olson. You can also work with special weights that float in the water. If you're interested in taking an aquatic therapy class, Olson recommends looking at the local YMCA, fitness center, senior center, or hospital. But don't expect insurance to pay for it. "Medicare and other insurers rarely cover the costs, although some insurance plans offer a reimbursement if you participate in a fitness activity," says Olson. You may be able to get coverage for aquatic therapy if your doctor prescribes it as physical therapy. And many physical therapy groups offer therapy in a pool. Olson says to look for either a groupbased rate of up to \$15 per class or a personal trainer fee of \$35 to \$60 per half-hour. That can be an expensive way to exercise. So Olson advises that you go and watch a class or training session first, before you jump in.

Just about anyone can take an aquatic therapy class. It's helpful to people who have chronic pain from arthritic joints or fibromyalgia and for people who are disabled. It's also considered safe for people who have balance problems or disability from multiple sclerosis, Parkinson's disease, or stroke. Can't swim? Usually that's not a problem; you can wear a life vest. Olson also recommends the therapy for people who are recovering from surgery, once wounds have healed. But aquatic therapy isn't right for people with open wounds, infectious disease, seizure disorders, or incontinence.



Garden tips for January

- •If the perfect combination of not-too-deep snow but stillfrozen or at least not-muddy soil occurs on a sunny day, get out and prune.
- •Keep feet on mulch, stone or gravel paths - off the lawns and out of beds - if January thaws prove warm enough to soften the ground. Mucking around in mud wrecks the soil.
- •Be on the lookout for dead, damaged, diseased wood in trees and shrubs and prune them out as discovered. This is especially important in winter, with its harsher, windy weather, where weaknesses left in place invite bark tearing and unnecessary extra damage.
- •Tender ornamental plants in the cellar, garage, shed need a check, too - and perhaps water in some cases, or culling of any bulbs that have started to soften and may taint the rest.
- •Treat yourself to some new catalogs (or their online counterparts), and maybe a new garden notebook or journal, too.



January is a month of extremes - It is the coldest month in the northern hemisphere and the hottest month in the southern hemisphere.

Making a New Year's resolution to eat better, exercise, watch your weight or quit smoking can help us become healthier and feel better for years to come. Here are a few ideas:

1) Healthy Food Choices:

Consume at least 5 servings of fruits and vegetables a day. Choose fiber-rich whole grain breads, brown rice and whole grain pasta.

Less fatty meats like chicken or turkey.

Try having a Heart-Healthy fish at least 2 times a week.

Help keep your bones strong include 2 servings of dairy like low-fat yogurt or cheese.

2) Get enough sleep:

Older adults still require 7-8 hours of sleep a night.

Try to avoid those daytime naps, which do keep you up later in the evening.

3) Get active:

Exercise is great: walking, water aerobics and stretching can improve your balance, mood and posture.

Check with your doctor and make sure it is safe for you to exercise and go!

4) See you physician regularly!

Schedule you regular wellness visit around your birthday to review health screenings and any test he/she may require.

This is the time to discuss your medications- are they still necessary? Are there any new immunizations/shots you should be considering?

5) Consider a Multivitamin:

Consult with your physician and your dietitian about any nutritional concerns.

Your health care team may suggest over the counter vitamins or nutritional supplements.

From the desk of the OFA Registered Dietitian: Juanita Bryant, RDN, CDE

VOLUNTEER

VOLUNTEERS NEEDED!

Volunteer drivers help seniors get to medical appointments through the Neighbor to Neighbor Program. We offer a generous mileage reimbursement, and this flexible opportunity allows you to do as much or as little transportation as suits your schedule.

If you'd like to help a senior in need, contact Patrick McDonough at the OFA Volunteer Program: 845-802-7935 or pmcd@co.ulster.ny.us.

The Volunteer Program at the Office for the Aging is putting together a new Friendly Visitor Program. We would like to offer this service to some of our most vulnerable seniors who are shut in and isolated. We have been trying out a pilot program that has been very successful. We are now ready to expand the program and make it "official." If you are interested, the OFA will identify someone in your area that would benefit from a friendly visitor. We will hold an informational meeting soon, and we will share more details about the program. Please email pmcd@co.ulster.ny.us. or call me 845-802-7935 for more information.



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The Ulster County Office for the Aging is always looking for ways to improve our services and resources to all seniors across the County. Please do not hesitate to contact us if you have feedback, ideas or need additional information regarding our services.



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Appointments available at the Ulster County Office for the Aging.

Call (845) 340-3456 to make an appointment.

The Alzheimer's Association helpline is available 24/7 by calling (800) 272-3900.

