



OCES 2018 Annual Report



GIVING BACK HELPS OTHERS AND YOU



FY18 Board of Directors

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FY18 Money Management Advisory Council

Birtuka Amakelew, Nichole Anderson, Lawrence Fernandes, Edward Flynn, Aquinaldo Fonseca, Patrick Hamilton, Teresa Kourtz, Joseph Mitchell, Elizabeth Nassef, Paula Schlosser, Dan Trout, Susan Willis

FY18 RSVP Community Advisory Council

Arnaa Alcon, Denise L. Giblin, Christine McLaren, Kristin Vokey Muratore, Andrea Priest, Ronald Spring

Nicole M. Long, Chief Executive Officer

The mission of OCES is to support the independence and dignity of elders and individuals with disabilities by providing essential information and services that promote healthy and safe living.

Celebrating 44 Years

Volunteer Center Opens

The OCES Volunteer Center is located in our Plymouth office at 204 South Meadow Road. The Center is a designated space for volunteers to work together on specific projects, such as Letter Writing to Troops for National Days of Service and Remembrance. It is also a place for prospective volunteers to talk one-on-one with Volunteer Program staff who can assist them in their search for volunteer opportunities that fit their skills and interests. The Center has full service capabilities including computers, phones, brochures and other literature from organizations seeking volunteers.

Included in OCES' volunteer initiatives is the Retired and Senior Volunteer Program (RSVP) of Plymouth County, which is part of the Senior Corps network under the Corporation for National and Community Service, the federal agency for volunteering, service and civic engagement. OCES recruits people of all ages to volunteer for OCES as well as for other nonprofits, government agencies, schools and other organizations throughout Plymouth County.



Volunteer Center is open Tuesday mornings and Wednesday afternoons.



Meals on Wheels Driver, Don MacPhail, Honored

A connection to the community through Meals on Wheels reduces isolation and is also a safety check to make sure our older citizens are okay. While on one of his multiple volunteer driving routes, Don noticed that a consumer did not come to the door, which was unusual. He was able to see that she had fallen. Through his quick action in calling 911, the consumer was able to get the help she needed.

Community Programs

Cultural Competency – The term culture reaches beyond race and ethnicity. It can refer to characteristics such as age, gender, sexual orientation, disability, religion, income level and education. It is important to be sensitive and respectful of cultural differences and work together towards a more inclusive and tolerant world. OCES aspires to welcome everyone without exception! Whether you are looking for help or are interested in helping others, we are here to support you!

Nutrition – OCES received high marks in a statewide elder nutrition survey. This survey assessed the impact and quality of services provided by the Meals on Wheels Program. Meals are planned by OCES' nutritionist with a focus on significant nutrition, health and wellness benefits. With the help of 350 volunteers, the meals are delivered to homebound seniors, individuals with disabilities, and to Community Dining Sites in greater Brockton and Plymouth County. Special meals are often offered at these sites; Haitian/Cape Verdean meals is one example.

Healthy Living Workshops held throughout the community

Eating Healthy On A Budget - Shopping At The Dollar Store

Participants learned how to eat healthy while shopping on a budget. Topics included: Label Reading, Carbohydrates, Sugar, Menu Planning, Shopping List for two, Choose My Plate and Portion Control.

Chronic Disease Self-Management – This program helps people manage or prevent chronic conditions such as diabetes, arthritis, COPD and hypertension. The ultimate goal is to improve their quality of life.

Matter of Balance – This is an evidence-based program that emphasizes practical strategies to help improve balance and mobility.

Honoring Choices - OCES presented this seminar, a comprehensive overview of Health Care Proxy, Power of Attorney and other essential documents necessary to older adults, to our board and staff encouraging all to complete these essential documents.



**OCES delivers
1,600 meals a day**



Community Programs - continued

Employee Wellness Program –

The OCES Wellness Program provided the following programs to our employees:

- Bimonthly farmers market (for example, fresh strawberries, hummus with fresh vegetables, cherries);
- 6-8 week wellness challenges (for example, walking challenge);
- Monthly wellness challenges (for example, Air 1,000 - exercise outside for 1,000 minutes in 30 days); and
- The OCES Wellness Fair (chair massages, flexibility screening, blood pressure screening, skin screening, caricature drawings, coloring table, and yoga demonstration were provided for employees).

Wellness bulletin boards have been placed at all three sites and are updated regularly. A quarterly OCES Wellness Newsletter was created with submissions from wellness team members and employees.

The focus of the Wellness Program is on nutrition, fitness and relaxation. Through a grant from MA Working on Wellness, OCES was able to offer these programs to staff.



Reaching Goals | Living Well | Finding Balance

Music & Memory Pilot Program

OCES is now certified as a provider of Music & Memory. This exciting new program is for family caregivers of a loved one with Alzheimer's or dementia. Many older adults with related dementias respond positively to music. Music helps them to feel good and has a calming affect, which in turn helps their caregivers.

OCES' **Family Caregiver Support Program** (FCSP) works with family caregivers to develop playlists and provide an iPod shuffle with a minimum of 100 songs, headsets, and training on how to use the iPod.

OCES' Music & Memory program is funded by a grant, that enabled the purchase of necessary equipment and to train staff. OCES is offering this program on a limited basis to caregivers of adults of any age with Alzheimer's disease or related dementias.

FCSP's goal is to reassure families that they are not alone and that resources are available to assist them in their caregiving journey.

An Outreach and Education specialist from FCSP meets one on one with the caregiver to assess the situation and identify possible options and solutions. Information is provided and discussed to equip the caregiver with knowledge, which enables the caregiver to provide better care for a longer period. Numerous services and additional programs and resources in the community are introduced and the caregiver is encouraged to access them to help ease the stress of caregiving. FCSP also assists the caregiver in developing a self-care plan. Caregivers must remember to take care of themselves so that they can give their loved one the best possible attention.



“Moving Heels for Meals on Wheels” 5K

Runners and walkers participated in the Third Annual 5K fundraising event. The event began and ended at Silver Lake Regional Middle School in Kingston. More than \$11,000 was raised to support OCES’ vital Meals on Wheels program that serves older adults and individuals with disabilities throughout 23 communities in greater Plymouth County.

Participants received healthy snacks and a swag bag filled with useful items. “We are so grateful to all our sponsors, volunteers, and participants for supporting our 5K and Meals on Wheels,” said Christine McLaren, OCES’ Community Programs Director.

The overall winner of the race was 13 year old Cole Guiliani. Jenny Raymond had the best time for a female runner. A special prize was offered at this family-friendly event to a child who came dressed to best represent the Meals on Wheels Program.

We look forward to seeing you next year for our 4th Annual 5K on April 28, 2019.



Cole Guiliani on the course;
*photo by South South Shore
Race Management*

What Consumers Are Writing To Us

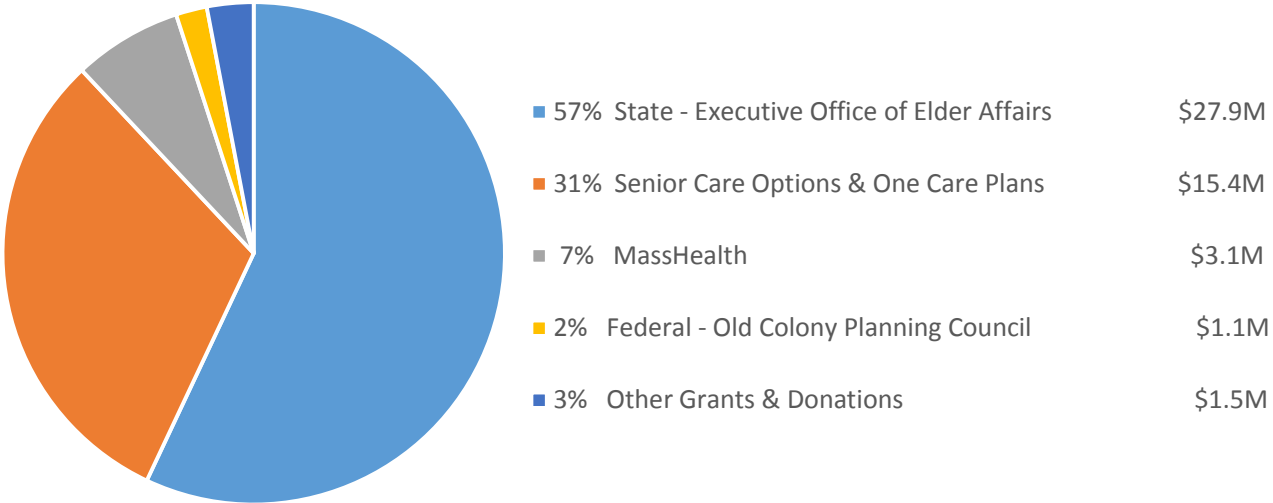
I want to praise two of your staff. My care manager went above and beyond to get free transportation to the VA. This is something I was told could not be done. My consumer advocate is a superstar, amazing, always professional and has a sense of humor.

I cannot say enough about your fantastic staff that helps my father. Thank God for them because I would not know what to do about Dad if it wasn't for OCES.

Our family appreciates all of the meals provided to our Dad during his declining health. We are most grateful for your attentiveness on that Friday morning that he did not answer the door. That allowed us to all have an extra 12 days to be with him.

I just finished the Diabetes Management Workshop and it far exceeded my expectations. I found that both the content and workshop leaders helped me to put all the information I had acquired into meaningful practice. The guide is excellent and I will continue to use it in my quest to keep my diabetes at the "pre" stage. I would recommend this workshop to all who have a chronic illness or those who are seeking information about preventing it.

Sources of Revenue for FY18
Total \$49 Million



OCES' 237 staff members served more than 21,918 consumers in FY18

OCES acknowledges all who gave so generously

The following is the most inclusive list compiled, we apologize for any omissions or errors.

From Individuals, Businesses, Groups and Clubs

Joseph Albanese
American Pennies for Hunger
Anodyne Homemaker Services Corp.
Sabner Anosier
Attentive Home Care
John Barry
Barbara Bartone
Joelle Bellotti
Best of Care, Inc.
Boston Medical Center Healthnet Plan
Brockton Rotary Club
Brenda Carrens
Lorraine Carrozza
Millard & Eileen Cassidy
Amanda Chiem
Citrin Cooperman & Company, LLP
Marcia Clarke
Alex & Marilyn Cockey
Carl Coke
Rose Etta Conlon
Robert Coolidge
Patti Crossman

Kevin Cummings
Mary Dawley
Anna Dee
Glenda DeVincentis
Diana DiGiorgi
Claire Douglas
Eastern Bank Charitable Foundation
Randolph Ellis
R.M. Fitzpatrick
Miguel Fontes, Jr.
Donna-Marie Forand
Barbara Garvey
Ayli and Edward Gates
Jeremy Goldberg
Greater Boston Home Health Care Services
Barbara Griggs
James Habeeb
Patrick Hamilton
HarborOne Bank
Maureen Hennessy
Ray Henningson
Maria Janvier

Janice Johnson
Korin Kane
Josephine Kotkowski
Teresa Kourtz
Angela and Todd Lang
Ted Lang
Law Office of Paula M. P. Schlosser
Geraldyn LeBlanc
Jacques and Christina Lemieux
Kathleen Leonard
Lindley Acquisition Corp.
d/b/a Lindley Food Service
Nicole Long
Barbara MacEachern
Kathleen Mahoney
Jill Marciello
Gene Mazzella
Helen McCabe
Karen McCabe
Eleanor McGourty
Chris McLaren
Erin Meany

OCES acknowledges all who gave so generously (continued)

The following is the most inclusive list compiled, we apologize for any omissions or errors.

From Individuals, Businesses, Groups and Clubs

The Mentor Network	Pilgrim Foundation	Madeline Smith
Priscilla Menzies	Ruth Pilkuhn	South Shore Bank
Ann Merriman	Plymouth County District Attorney Office	South Shore Community Action Council, Inc.
James Mileski	Plymouth Police Relief Association	Rochelle Sugarman
Trudy Millman	Rosemary Porter	Sheila Sullivan-Jardim
Jess Miner	Priscilla Jesse Trust of 2008	Deborah Thompson
Lisa Mullin	Rachel Regan	Charles and Barbara Tower
MountainOne Bank	Lauren Renaud	Ashlyn Tuffy
MountainOne Cares	Richard Rodrigues	Timothy Valentine
Eileen Murphy	Robert Roth	Lena Van
Patricia Mustacaros	Rudy Enterprises/Comfort Keepers	Maribeth Waldron
National Grid	S. Bryant Tire Company	Cheryl Walker
Old Colony Hospice	Gloria Santiago	Ann Whaley-Tobin
Rosanna O'Brien	Paula Schlosser	Hilda Wheeler
Bobbie O'Reilly	Jillian Schrems	C. Whitney
Howard Parsons	Senior Whole Health	Roger and Susan Willis
Helen Parvey	Nancy and Robert Shave	Carol Yanofsky
Beverly Pavasaris	Robert Shea	Kerry Zingaro
Leo Peloquin	Helen Smith	Joanne Zygmunt

In memory of Eva Gallant, Sara Marie Gasset, Jeanne Gilmore, Dorothy E. Halunen, Margaret A. Kline, Francis McCabe, Paul Newton, Joe O'Reilly

In honor of Shirley R. Hoxie, Joan Thompson-Stein



Old Colony Elder Services

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