

ELDERLY COMMISSION MEETING
REGULAR MEETING: March 28, 2011 at 5:30pm
East Windsor Town Hall Meeting Room

Meeting Minutes of March 28, 2011:

- I. Chairman Badstubner called the meeting to order at 5:31pm.

- II. Attendance:
Present Members: Claire Badstubner (Chairman), Elizabeth Burns (Municipal Agent), Catherine Drouin (Co-Chairman), Trevor Bray, Madeleine Thompson, Deb Donovan
Present Guests: First Selectwoman Denise Menard, Deputy First Selectman Mark Simmons, Selectman John Burnham, EW Police Department Sergeant Stephen Andrusko, Attorney Mimi Peck-Llewellyn from the CT Dept. of Social Services Aging Services Division.

- III. Previous Minutes:
Regular Meeting 1/24/11: Ms. Thompson made the following amendment to the 1/24/11 minutes: The discussion of scheduling six meetings per year and reviewing the meeting budget with regards to the number of meetings was omitted from the 1/24/11 minutes. Said discussion did occur at the 1/24/11 meeting. Brief discussion followed with Ms. Burns suggesting that the commission decide and vote on a meeting schedule at the next regular meeting (following today's presentation of CTriad). **MOTION** made by Ms. Drouin to accept the minutes with the above mentioned amendment. **SECONDED** by Ms. Donovan. **ALL THOSE VOTING: IN FAVOR. MOTION CARRIED.**

- IV. Added Agenda Items:
Ms. Drouin requested an update on the leadership and transportation issues at the Senior Center. Commission began a discussion on these issues as Ms. Burns handed out the Senior Center's March and April calendars.

Ms. Burns stated that she is currently leading the Senior Center on a daily basis and is easily accessible each day (by cell phone) to address any urgent concerns/issues.

With regards to transportation at the Senior Center, Ms. Burns stated that the town is currently looking for a full-time and a part-time driver. Ms. Drouin expressed concern that some people (at housing sites) are aware there are changes occurring with the drivers and she has been asked about this issue. Ms. Burns reassured the commission and guests that, although there are changes occurring, transportation is still prioritizing its schedule with medicals first, then nutrition/lunch drives.

Ms. Menard commented that there were some complaints in January due to the snowstorms and unexpected events. She consulted with transportation and stated that the situations are being addressed. One driver has submitted their resignation, effective 4/15/11. Ms. Drouin will relay the updated information to those who made inquiries with her.

Ms. Menard and Ms. Burns reminded the commission that if the schools are closed, then senior transportation is also closed. General discussion on transportation continued. Ms. Burns added that any cancellations are rescheduled. Ms. Menard also added that people should come to Ms. Burns (or Theresa) with any concerns. Mr. Bray commented that he had heard “non-serious” complaints about social services and heard feedback that using ITN is too expensive.

V. Continuing Business:

CTriad – Ms. Burns introduced Attorney Mimi Peck-Llewellyn from the Aging Services Division of the Department of Social Services.

Attorney Peck-Llewellyn began by stating that her visit today was an unofficial visit relative to starting Triad. She proceeded to explain that the board had put a moratorium on recruitment; however, East Windsor had had this informal, informational session for its commission members scheduled since last November.

Attorney Peck-Llewellyn reviewed the Triad program with commission members and guests. She explained that the initial mailing had gone out to towns’ municipal agents, police departments (local and state) and senior center directors. Attorney Peck-Llewellyn handed out packages that included Goals/Objectives and a current list of towns that have Triad programs (active and inactive). She stated that the biggest concentration of Triad programs is in the SW part of the state. People’s United Bank started up many of the Triads – the Bridgeport area is very active. There are currently seven N. Central towns with active Triad programs (New Britain, Enfield, Ellington, S. Windsor, and Glastonbury). Ms. Drouin added that Manchester is currently in the process of re-activating their Triad. Attny Peck-Llewellyn further commented that a “Train the Trainers” meeting is being planned for the end of April to talk about starting Triad in your town and that they are working on senior safety issues such as an Elder Abuse Program. There will also be a Fall program with speakers and a panel of people who work with the Elderly (i.e. Elder Abuse Panel). This program is done for professionals (social workers, doctors, etc.) and community seniors.

Attorney Peck-Llewellyn explained that the Triad council involves three parts (1) Seniors – senior network consisting of a Municipal Agent, Senior Center Agent and local senior services, (2) Police Department – also recommend the Fire Department and Emergency Personnel, (3) Community. Attny Peck-Llewellyn also mentioned that aside from sending out information herself, Dee White (head of Senior Medical Patrol) or Cheryl Johnson would send out information to all senior centers or senior medical personnel. For example, they would immediately send out information on any car jackings or amber alerts (“silver alerts”).

Attorney Peck-Llewellyn reminded the group that the Triad is used as assistance for resources and programs and that there is no money provided. The Triad can assist with a variety of program; such as the cell phone return program which will pay you for them or return a working phone to you to distribute to a senior in need. Attny Peck-Llewellyn also touched upon an ID theft program that they are working on. She shared that one of the most prevalent scams in CT now is the “Grandma Scam”. She took a moment to explain scams involving the elderly. One of the main goals is insuring that seniors are safe and don’t fear crime. Triad is available to help with programs and to tailor to your specific community. CTriad utilizes a questionnaire to find out what types of safety issues are in your town – this is to help target programs that may work for your town.

Attorney Peck-Llewellyn commented that having a Triad in your town does not require daily work. It would involve monthly (or every 2 months) meetings to work on programs. Atty Peck-Llewellyn mentioned some of the programs that are done in many of the towns. The Yellow Dot program – a yellow dot is on a senior’s car and if they are involved in an accident, the first responder would know that information can be found in the glove box. She also briefly mentioned that some law enforcement departments have done topics of interest (i.e. Branford “acted” out scams to better explain safety issues). She also told the commission about a town that had done a “Uniform Fashion Show” – all the people who may need to go into someone’s house (Electric, Cable, Phone, etc workers) come dressed in their uniforms and also show what their particular badges look like. Awareness is an important key. The Post Office has also done programs on mail fraud and identity theft. There are also programs related to Alzheimer and “Driving with Dementia”.

Attorney Peck-Llewellyn explained that because many towns need the community’s support, the town will usually do a “kick-off” and invite businesses and the community to participate. Flyers and invitations for training would be included.

Brief discussion regarding Medicare cards and that they no longer have social security numbers on them. Ms. Drouin asked if seniors can get new Medicare cards without their social security card. Attny Peck-Llewellyn said she would check into that. Discussion continued regarding other scams and fraud that are targeted toward the elderly. Attny Peck-Llewellyn took a few moments to explain some of the recent scams her office has seen. She also suggested to all that if you want to verify if something is legitimate, go to the website www.snopes.com.

The discussion was now open to questions from commission members and guests.

Question 1 – First Selectwoman Denise Menard: Do you have a website link to post on our town’s website?

Attorney Peck-Llewellyn responded that the Aging Services Division is currently working on a website at this time. Facebook is currently available as is the Governor’s website and Department of Consumer Protection.

Ms. Menard expressed that it would be nice to have copies of information to give to the senior housing complexes, human services, etc. Attny Peck-Llewellyn responded that the information available is meant more for providers, not consumers. She also added that the Triad logo would be specific to East Windsor’s use (.pdf files) to create handouts, etc.

Question 2 – First Selectwoman Denise Menard: Would the Elderly Commission be a good group to (once a month) have/host some kind of Triad event at the town hall or senior center and to target/promote/plan the programs? For example the yellow dot program, file of life.

Attorney Peck-Llewellyn agreed and reminded the group that a complete Triad training program will be available at the end of April/beginning of May (Norwich area). She will inform East Windsor of the date and location.

Attorney Peck-Llewellyn took a moment to review one of her handouts with the group – “8 Tips for Starting a Triad”. She commented that East Windsor is already off to a good start having achieved items 1 and 2 and are already working on item 3.

Question 3 – Elderly Commission member Trevor Bray: Have towns’ seniors and administrative personnel asked the state to help seniors in this manner? He expressed that he does not understand why the state is stating that a town can not do this independently – it’s acting like a bureaucracy.

Attorney Peck-Llewellyn responded that there is no requirement that towns must do this and that there is no funding for it. She explained her role as an advocate of seniors and their safety – addressing issues of abuse and exploitation. The Triad is done more as awareness for your community – any town can start it. Attny Peck-Llewellyn explained that her department’s role is as a “consultant” to help guide and answer questions along the way. They do not want it to be a bureaucracy – the Triad department will only help if you want assistance.

Question 4 – Selectman John Burnham: What is the cost and how many people in East Windsor participate?

Attorney Peck-Llewellyn replied that the only cost would be possibly any food that is brought in to meetings – of which many times a company would donate. She stated that at some Senior Medicare Patrol Programs items are brought in as “give-aways”. In this case it was a neck wallets and whistles.

Ms. Burns added that the number of people attending the programs would depend on the level of interest on a particular program. A program could have anywhere from 10-50 people depending on transportation, time of day and the amount of publicity the program was given. Ms. Burns suggested that the Elderly Commission possibly host a program with the Post Office to start out. She added that the town does already do the file of life, cell phones and the guiding light (through the veterans). Ms. Burns did add that she would like to get more information from Attny Peck-Llewellyn about the cell phone turn-in program – this could be good for Community Day.

Ms. Menard added that the Rotary Club is always looking for programs to do or assist with. Atty. Peck-Llewellyn added that some towns have recruited their local theater to assist with programs or teenagers at the high school.

Attorney Peck-Llewellyn reiterated that some businesses are sometimes willing to co-sponsor an event and possibly provide refreshments, etc. She also added that a lot of caregivers attend programs.

In conclusion, Attorney Peck-Llewellyn reminded the commission and guests that the town does not need a Triad to do such senior safety issues/programs, but it is almost like a “PR tool” and the town can benefit by what the Triad sends out. She is very happy to come back with official Triad board members. She reiterated that she will be inviting East Windsor to the Eastern board training (at United Way in the Norwich area in late April/early May).

Attorney Peck-Llewellyn briefly explained how earlier towns began Triad and that applications will be available at a later date now that the programs are moving forward.

Attorney Peck-Llewellyn added that the Elderly Commission can contact her personally at any time to do a program at the Senior Center on issues such as advanced directives and power of attorney. She also recommended linking with a nursing home to take advantage

of PR programs. She recommended utilizing PATCH to broadcast events online. Triad can also assist with press release materials for any events that EW does, such as providing .pdf signs with town logo to describe what the town is doing.

Attorney Peck-Llewellyn thanked the commission and selectmen for their time and interest in the Triad program.

VI. New Business

None

VII. General Discussion

Sergeant Andrusko spoke about the Yellow Dot Program and the File of Life Program from a first responder's point of view. He gave an example of a senior being pulled over (or other mishap) who may be unable to drive from that point and that it is good to have information to contact a family member to come and pick up the senior's car rather than have the expense of a tow truck.

Ms. Burns stated that this (CTriad) would be the commission's outreach.

Ms. Menard added that the commission may want to consider a "safety fair" at the Town Hall or Scout Hall to go beyond the Senior Center. The boy scouts and high school students need projects.

The idea of educating seniors regarding ICE on cell phones – what it means and how to program the phones is another safety day issue to consider.

Discussion to be continued at April's regular meeting.

VIII. Public Input – comments only (5 minute maximum)

None

IX. Adjournment

MOTION made by Ms. Drouin to adjourn meeting at 6:50pm. **SECONDED BY** Ms. Drouin.

Respectfully Submitted,
Christine Pellegrini
Recording Secretary – East Windsor Elderly Commission