



April 2019 Newsletter



Special Offer from ElderSource Institute



LGBT Elder Cultural Competency Training is available for FREE! Join us on May 8, 2019.

Are you looking for tools and information on how to confidently and comfortably work with and care for LGBT seniors?

The LGBT Elder Cultural Competency Training is a 90-minute training designed for professionals who work with older adults, helping them to better understand key concepts, vocabulary and the many barriers faced by older adults in the LGBT community.

This class is regularly priced at \$75 (online) and \$350 for in-person training class. CEUs are available for a fee.

The first training will be held on Wednesday, May 8th. The training will be held from 9-10:30am at 10688 Old St. Augustine Rd. Additional training dates are also available.

[Click here for more information and to register](#)

Give Out Day is Thursday, April 18th

Support ElderSource and ElderSource Institute on Thursday, April 18th in honor of Give Out Day 2019



Everyone should have access to safe and friendly community resources; this includes LGBT elders.



Give Out Day 2019 is Thursday, April 18th. It is a national day of giving and awareness dedicated to the LGBT community. Money donated on Give Out Day, goes towards nonprofits that support LGBT efforts in their community.

We hope we can count on you to join ElderSource and ElderSource Institute in our efforts to support LGBT elders in Northeast Florida. Everyone should have access to safe and friendly resources, including LGBT elders.

Our focus is to help provide businesses with the unique tools they need to better serve LGBT elders. By educating businesses on the needs and concerns of the LGBT elder community we

hope more businesses will become trusted and reliable resources to everyone they serve.

Join us on Thursday April 18th and make a donation to help support our LGBT elder efforts for Northeast Florida.

[Click here to learn more](#)

View a special message about Give Out Day below from our CEO, Linda Levin.



Volunteers that SHINE!

April is National Volunteer Month and it is most suitable to shine the spotlight on our hard-working and deserving volunteers of the SHINE program. The SHINE volunteers – Serving Health Insurance Needs of Elders – are a well-trained, dedicated group of individuals who are committed to helping older adults understand their Medicare benefits with the goal of helping them make informed decisions on their health care



coverage.

Throughout the year SHINE volunteers offer free and unbiased counseling on Medicare benefits and appeals, choosing a prescription drug plans, answering questions about Medigap and long-term care insurance options.

The SHINE team currently has over 40 volunteers working in all seven counties in northeast Florida. Last year, alone, SHINE volunteers racked up more than 12,500 client contacts.

"This team is unbelievable in their efforts to help our seniors," said Carrie Gonzalez, SHINE Liaison.

SHINE volunteer Bill Platko (*pictured right*) understands the struggles of applying for Medicare without much guidance. Prior to becoming a SHINE volunteer he applied for Medicare on his own and experienced how complex it can be.

"Knowing what I went through doing Medicare on my own, I'm now glad to use what I know and my experience to help others," said Bill. "Because the information can be overwhelming, making decisions about Medicare coverage can be difficult."

Bill also expressed his surprise that not enough people know about SHINE as a resource. "There are a lot of seniors who aren't aware of resources like SHINE and it's sad when they aren't taking advantage of what's available to them for free."

Jayne O'Donnell (*pictured left*) has been a SHINE volunteer for five years in Volusia County and enjoys the great network of support that SHINE offers both to clients in the community and volunteers. SHINE volunteers have built friendships among each other and all enjoy the experience of helping others.

"You get so much out of it," said Jayne. "It seems you get back more than you give when you see how grateful and appreciative the clients are," she added.

It is with gratitude that we honor and recognize the SHINE volunteers who make a difference every day in the lives of seniors!

Volunteer Coordinator Added to the Team

ElderSource CEO Linda Levin is pleased to announce the appointment of Vanessa Boyer as the agency's new Volunteer Coordinator. Formerly a Contract Manager, Vanessa assumed the role earlier this year and is responsible for recruiting and training advisory council members, SHINE volunteers, student interns and the Benefits Enrollment Center volunteers. She aims to engage volunteers in all seven counties that we serve.

"Adding this position to our team is another important way we can be ambassadors, helpers and advocates for our seniors and the community," Linda said.

Vanessa also will be organizing and launching a new initiative this fall, the Telephone Reassurance Program, an opportunity for participants to make friendly calls to seniors checking on their well-being.



One of Vanessa's goals is to ensure that our volunteers feel valued, relevant and

appreciated for all that they contribute to our agency. She believes volunteering helps our agency meet the needs of more clients beyond what our staff could achieve alone. "Volunteers create ways to multiply the efforts of organizations and communities," she said. "Getting people excited about using their talents and time to give back in significant and purposeful ways is a true delight for me," said Vanessa.

To find how you can volunteer, call Vanessa at 904-391-6631 or email her at Vanessa.boyer@myeldersource.org.

Congratulations to Our Employees of the Month



Congratulations to our February and March Employees of the Month. Sherrie B. (*right*) was February's employee of the month. She was nominated for her dedication in working with our clients and going the extra mile to make sure they received resources.

Haley W. (*left*), the March Employee of the Month, was nominated for her professionalism and kindness to both clients and staff. Keep up the great

work! We're glad to have you as a part of the ElderSource team!

The Virtual Caregiver Support Initiative

While friends continue on their daily routines, some caregivers feel alone in their caregiving duties. Likewise, caregivers without support from other caregivers in similar situations may feel as though no one really understands their situation. This can lead to withdrawal from social activities and relationships that they previously enjoyed.



This spring ElderSource is launching a Virtual Caregiver Support Group giving caregivers a safe place to share information, ask questions, voice personal feelings and stories. The support group will make it possible for caregivers to connect face-to-face in real time with other caregivers using today's technology. A skilled moderator will guide the participants through their conversations. The groups will last six to eight weeks (once a week) with each session lasting 60 to 90 minutes.

Program coordinators are inviting any caregiver to sign up; however the group will be focused on those who feel they cannot leave their loved one to attend a support group but would benefit from participating in one.

Caregivers need to have Internet access and some form of technology to participate such as a smart phone, tablet, iPad, desk top computer or laptop computer. A video conferencing app will be used and the facilitator will instruct the caregiver on how to use the app.

The Virtual Caregiver Support Group is funded from the proceeds of the annual ElderSource fundraising event, *A Night with the Stars*.

For more information on how to participate in the Virtual Caregiver Support Group, please email Louise Starmann at

Ways to Give



Donate through Amazon Smile

Amazon Smile is the perfect place to shop all-year long and give back to our agency. It's a great place to save on all your gifts throughout the year. When you shop with Amazon Smile, a percentage of your purchase comes back to ElderSource. It's the gift that keeps giving!

[Click here to shop NOW!](#)



Support Dining with Dignity

Many seniors have difficulty eating for a variety of reasons: tremors from Parkinson's Disease, paralysis or weakness from stroke or pain from arthritis etc. Often, they cannot prepare their own food or feed themselves. Assistive eating devices allow seniors to eat with dignity, thereby increasing their nutritional intake, independence and quality of life. Support a senior through this program!

[Click here to give a donation now!](#)

[General ElderSource Donation](#)

Older Americans Month Preview!

**OLDER
AMERICANS
MONTH**



CONNECT, CREATE, CONTRIBUTE MAY 2019

ElderSource will be celebrating its 45th anniversary this year, a perfect tie-in to the national recognition of May as Older Americans Month. This year's theme is Connect, Create and Contribute.

- **Connect** with friends, family, and services that support participation.
- **Create** by engaging in activities that promote learning, health, and personal enrichment.
- **Contribute** time, talent, and life experience to benefit others.

Communities that encourage the contributions of older adults are stronger! By engaging and supporting all community members, we recognize that older adults play a key role in the vitality of our neighborhoods, networks, and lives.

You're invited to join in the celebration. [Click here for more information on Older Americans Month.](#)

[Visit our website](#)

ElderSource values all people – including but not limited to all nationalities, socio-economic backgrounds, abilities, races, genders, religious perspectives, sexual orientations and gender identities – in everything we do. We welcome the unique insights and perspectives of all persons in our quest to fulfill our mission.

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