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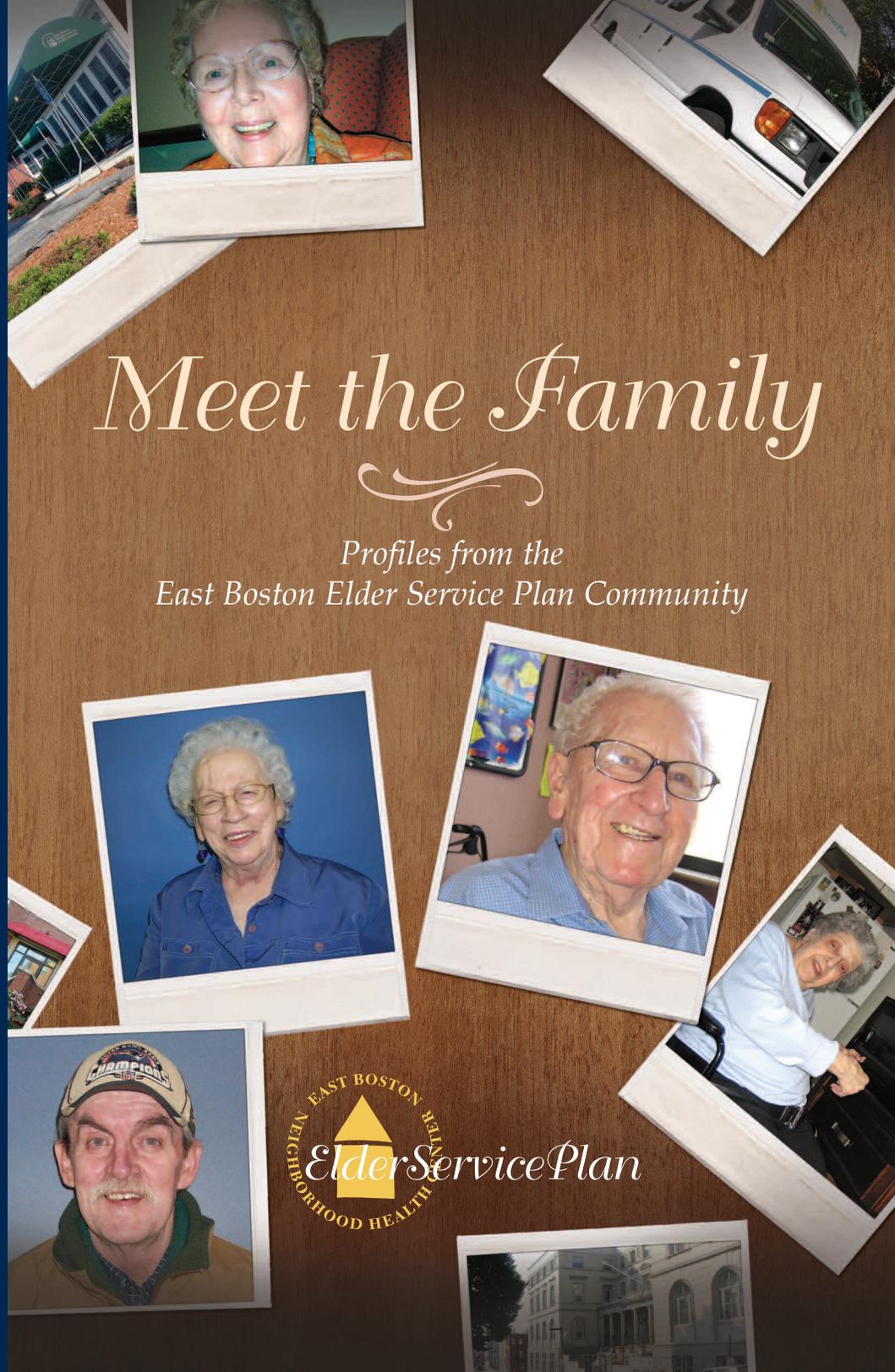
The East Boston Elder Service Plan is comprehensive. Participants of the Elder Service Plan must receive all necessary health care, including primary care and specialist physician services (other than emergency services), from the East Boston Elder Service Plan or from an entity authorized by the East Boston Elder Service Plan. Participants may be fully and personally liable for the costs of unauthorized or out-of-program services. You may request disenrollment from the East Boston

Elder Service Plan at any time. Your effective date of disenrollment will be the first day of the month following receipt of your request. Please be aware that you cannot disenroll from the Elder Service Plan at a Social Security office.

East Boston Neighborhood Health Center
10 Gove Street
East Boston, MA 02128
www.ebnhc.org

Meet the Family

Profiles from the
East Boston Elder Service Plan Community





Welcome

The East Boston Elder Service Plan is an exceptional community. Our participants are independent, full of life, and come from many different backgrounds. We'd like to introduce you to some of these community members. In this booklet, our participants share with you a bit of their life stories and experiences with the Elder Service Plan. We hope you enjoy getting to know these special people as much as we have.

The East Boston Elder Service Plan is a special insurance plan for people who are 55 years of age or older and meet certain criteria. Part of the Program for All-Inclusive Care for the Elderly, or PACE, the Elder Service Plan is a unique, nationally recognized model of care—a partnership between each participant and his or her health care professionals.

While the plan is not for everyone, it may be just right for you! Our mission is to partner with you and your family to provide a wellness care plan offered in a PACE Center to help you stay in your own home and in the community you love, avoiding nursing home placement.

As with any health plan, there are eligibility requirements. Ours include:

- You must be 55 years of age or older.
- You must have medical, social, or physical needs that you need assistance with (such as those that would qualify you for nursing home eligibility in Massachusetts).
- You must live in the community: East Boston, Everett, Chelsea, Revere, or Winthrop.



Our Participants

Some of the benefits of membership are:

- An individual care plan designed just for you, created by you and your team of professionals including doctors, nurses, home health assistants, recreational, physical, and occupational therapists, speech therapists, social workers, and other allied health professionals all dedicated to helping you reach your health-care goals.
- Medications and medication management without co-pays.
- Transportation to PACE Centers and to and from medical appointments.
- Specialty care, dental, podiatry, and vision all in one location.



To learn more about our program, please call us at 617-568-6377 or visit www.ebnhc.org/elderservice.php.

Your friends at the East Boston Elder Service Plan

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Still laughing



The only girl in her family, Elmira LeBlanc grew up playing cowboys and Indians with her three brothers. "They weren't going to play dolls with me, so I had to play guns with them. I was always going to my mother, 'They killed me again!'" Elmira's brothers learned early on that their little sister was hard to keep down. "We had some hard times," Elmira recalls, "but we always laughed a lot."

Laughter has kept Elmira going all her life. Married at 17, and divorced at 27 with two children, she remarried at 28. "He had two children, and I had two, then we had three together, so we had seven children." Their home in Peabody was full and merry. "Even my mother

lived with us. We had a big dining-room table where everybody could fit. Oh, my, how we laughed. But whenever anyone had a problem, we would all talk about it and solve it together. It was a family rule."

Even Gretchen, Elmira's dog, helped keep the house lively. "She had 102 puppies! And I thought I was busy. Whenever she was ready to have her pups, she'd come scratch at my door and I would sit up with her all night. Then the puppies would run around the kitchen until we gave them away. The kids always wanted to keep the puppies. I'd say, 'You've got to be kidding. I've washed this kitchen floor 40 times today.' I think Gretchen was an alcoholic, though. Sometimes in the evening I'd fix myself a Kahlua and milk cocktail, then go and answer the phone. When I came back it would be gone! Took me forever to figure out that it was Gretchen! I couldn't blame her though, with all those puppies."

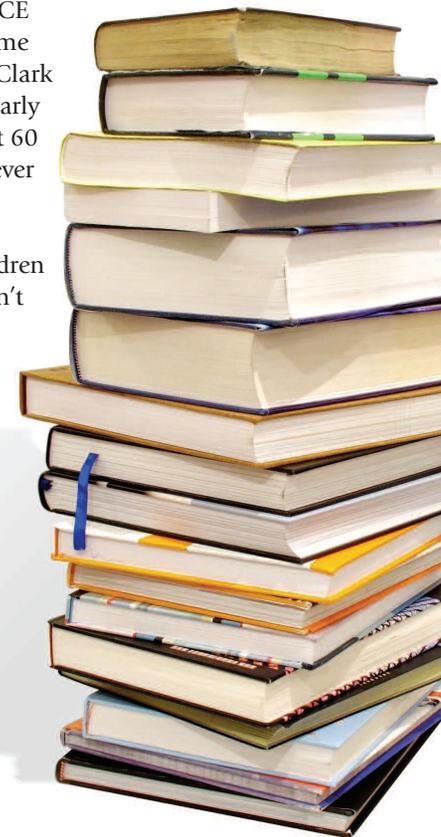
When their children were grown, Elmira's husband, an engineer with GE, was offered a job in Florida. "Of course we went. We had a nice little condo on a lake. It was beautiful." Seven years later, when Elmira was in her late 40s, she got out of bed one morning and fell to the floor. "Nine months later I woke from a coma." She had suffered two aneurysms. "Everybody said I wouldn't survive; most people don't. But I fooled them again." Her husband didn't like the medical care she was receiving in Florida, so he got a van, put a bed in it, and brought her home to Massachusetts.

As Elmira recovered, she got busy in her usual fashion and enrolled in painting and Spanish classes and indulged in her favorite hobby: reading. Three years ago, her husband passed away. Elmira's son heard about the Elder Service Plan, and she enrolled. "It's a wonderful deal," she says. "They take care of everything." She first moved into the assisted living apartments at Prospect House in East Boston. When Elmira fell twice in her apartment, however, she moved to the Elder Service Plan PACE Center in Winthrop. "I have all my medical appointments right here. The staff is very, very nice. They help me put my shoes and socks on, and anything else I need." If she needs to see her doctors at Boston Medical Center, the Elder Service Plan van transports her there. "The driver walks in with me and signs me in and even takes me up the elevator." If she wants to go shopping, "I just sign up and the driver takes me there."

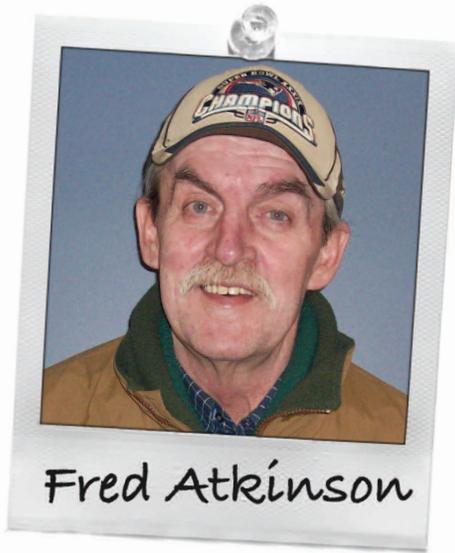
Still laughing and always ready for a joke, Elmira has made new friends at the Winthrop PACE Center, including her companion, the handsome 85-year-old Angelo. "Doesn't he look just like Clark Gable?" She paints almost every day, but particularly relishes the time she has to read. "I have at least 60 books in my room and am reading things I never had time to read before."

Having raised 7 children, and with 29 grandchildren and 14 great-grandchildren, Elmira says, "I didn't think I'd ever move into a place like this. I've always been so busy cooking, working, and taking care of the kids. But I'm getting used to it. Now I can read and paint, and I even get to sleep in. It's a luxury, it really is."

"I have at least 60 books in my room and am reading things I never had time to read before"



Peace of mind



"I'm the problem-solver in my family," says Fred Atkinson, a 61-year-old participant of the East Boston Elder Service Plan. With 6 sisters, 2 brothers, 2 daughters, 2 grandchildren, 18 nieces and nephews, 14 grandnieces and grandnephews, and one 87-year-old father, he's got a lot of family to help out. "I'm the one they call," he says. "My nieces and nephews all text me like crazy."

Born and raised in Hyde Park and Roslindale, Fred graduated from Bentley College and began his career in banking as an auditor. In 1969, he found himself drawn to the new field of computing. "It was exciting as anything," he recalls. Tall, handsome, and accomplished in his field, Fred raised a family and ran his own computer consulting company for 24 years.

Fred's busy life changed in 2002 when his health began to fail. He suffered two strokes in one day, leaving his left side semi-paralyzed. He also developed COPD. Suddenly, Fred needed to put his problem-solving skills to work for himself. In 2006, he moved from his walk-up apartment in South Boston to the Heritage Apartments in East Boston where a first-floor, handicap-ready apartment was available. "I got my independence back with the apartment, but going to medical appointments at Boston Medical Center was difficult. I would walk two blocks, rest to catch my breath, then walk two more. It would take five hours to go to the doctor and back."

In 2010, Fred heard about the Elder Service Plan. "I walked right over and said, 'Sign me up.'" Now Fred has an entire staff of nurses, secretaries, therapists, nutritionists, and physicians coordinating his medical care, transportation, and the help he needs at home to stay independent and as healthy as possible.

"The program has solved so many problems for me. Everything I need is at Lewis Mall, a block away from my apartment. If I can't get there on my power chair, they send a van to pick me up. Donna, the medical secretary, is the best thing in my life. She coordinates my transportation and medical appointments, and gives me my paperwork a day in advance. If I get a medical bill, I bring it to her. Every month they give me a box with all my medications, and have another ready the next

month. Maria and the other nurses are always on top of it. I don't have to worry about anything."

The Elder Service Plan team helps Fred out at home as well as at the Lewis Mall PACE Center. "I can bathe, cook, dress myself, and do my laundry. I do need help cleaning my apartment, though, because my left leg doesn't work well. So the program does that for me. They even cover the monthly cost of my Lifeline, a big savings for someone on a fixed income. Honestly, if you can swing your legs over

the edge of your bed, you can live on your own with their help." Fred recently had his apartment painted in colors he chose. "I did two walls in 'Spanish Red.' It looks great."

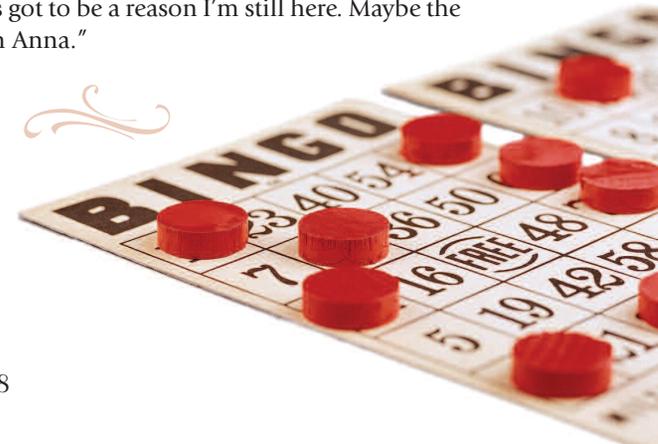
"The program has solved so many problems for me... I don't have to worry about anything."

Four days a week, Fred comes to the Lewis Mall PACE Center simply to socialize. "I like my independence, but I also like having people around me. Plus, they feed me lunch! You don't get that sitting in an apartment. They do bingo, crafts, a lot of things. I participate in them all, and visit with friends who live here. People are at different stages of life. We help each other out. I help my friend

Anna during bingo, because she can't always hear when her number is called. My friend Frank is 92 and we have a great time together."

Now that Fred has the help he needs to stay healthy and independent, he can get back to solving other people's problems. He is putting his computing expertise to work for his fellow participants. "I'm on the Communications Committee for the Elder Service Plan, and attend quarterly meetings with the board. We're working on getting a computer for everyone to use. I'll teach them how to use e-mail and get online. It will open up a whole world for them."

He smiles and says, "There's got to be a reason I'm still here. Maybe the reason is to play bingo with Anna."



Perseverance



Helen McLaughlin is writing Christmas cards and thinking about her many grandchildren on this day in December. Her smile is welcoming and her apartment warm and comfortable. Now 79, Helen has everything she needs, including a home in her community and medical care from the East Boston Elder Service Plan, thanks to her own perseverance and sheer grit.

"I've taken care of myself all these years," she says. "I raised six kids on my own and never asked anyone for anything." A survivor all her life,

Helen grew up in a West End neighborhood. "I stood on my own two feet, even back then." While she was frequently ill with rheumatic fever, she loved the West End. "It was nice there. Everybody knew everybody. We all got along. It was near everything."

Helen moved to East Boston, along with many West End residents, when her children were babies. "East Boston had parades and picnics in those days," she remembers, "and we went to them all." She worked at Logan Airport cleaning planes. "It was a good job. I still have my union card!" Over the years, she lived on Sumner Street, Saratoga Street, and in Winthrop, and made friends in every neighborhood. "Everybody knows me in East Boston."

A few years ago, Helen fell on the stairs at her home in Winthrop. "Oh, I got banged up. Couldn't walk for a while." She joined the Elder Service Plan and lived in the Lewis Mall apartments to receive the all-inclusive care she would need for her recovery. While there, she saw many "old-timers" from her neighborhoods.



"They all said, 'Helen, what are you doing here?'" No one expected Helen, of all people, ever to give up the independence of her own home. True to herself, Helen moved to her own place on Orleans Street, around the corner from the Lewis Mall PACE Center, yet close enough to walk over to see friends, pick up her prescriptions, and go to medical appointments. "I won't give up!" she says.



Helen's most important appointment, however, is every Friday when she gets her hair done. "My kids ask, 'Ma, why do you get your hair done? Where are you going?' I say, 'I need to look good!'" And she does.



"I raised six kids on my own and never asked anyone for anything."



Like family



Seated with friends in the sunny main room of the Elder Service Plan's Adult Day PACE Center in Winthrop, Dolores Christoforo introduces her guest all around. "I know everybody," she says. "Coming here is like going to lunch with the girls."

Since she joined the Elder Service Plan in 2002, the staff and other participants of the Winthrop PACE Center have become "like family." Dolores turned to the Elder Service Plan during a health crisis, when she wasn't feeling well and her primary care doctor was on a leave of absence. "I didn't have the energy to find another doctor or even go into Boston," she recalls.

Meeting with clinicians at the East Boston Neighborhood Health Center, Dolores learned that aging is too often accompanied by depression, anxiety, and loneliness. With the integrated support services of the Elder Service Plan, both her medical and emotional needs are cared for



by the Winthrop staff. "You know," Dolores tells her visitor, "every morning they meet to review how each one of us is doing. They know us very well, and are always loving and kind. I used to worry about everything. Then I came here. Now I feel better than I've ever felt in my life."

Dolores lives in her home of 30 years with one of her two

grown sons. Twice a week, the Elder Service Plan van picks her up to bring her to the Winthrop PACE Center to visit with friends, participate in activities, join in meals, and see her doctor or physical therapist. "What more could you ask for?" says Dolores. "They pick you up and bring you home. If you have a medical appointment, they take you to the clinic and bring you back. It's a lot better than standing on a street corner in the freezing cold waiting for the bus!"

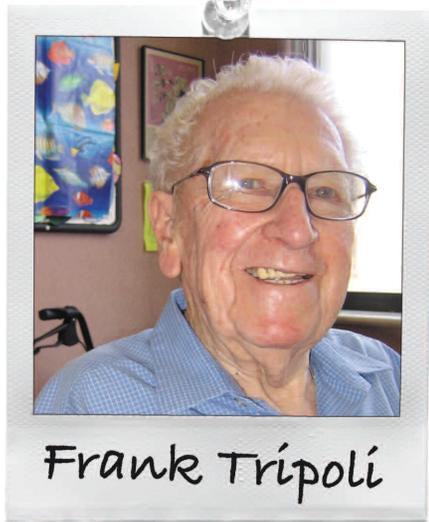
When her companion of many years passed away in 2006, Dolores's friends and staff at Winthrop became all the more important to her. "George and I went everywhere together. We'd go to Foxwoods and Woodman's in Essex. We'd split an order of the fried clams. I saw George every day. Now, because I come here, I have a lot of new friends. It keeps me happy."



*"Coming here is like
going to lunch
with the girls"*



Lifelong resident



If you lived in East Boston in the years before 1980, you probably already know Frank. "Everyone shopped at Frank's National in Maverick Square," he says. "It was the momma and poppa corner grocery store for 20 years."

Frank Tripoli, a lifelong East Boston resident, managed the corner grocery store for First National grocery stores in the '40s and '50s. "When the company decided to close their smaller stores, I got the opportunity to buy my own store. First National moved out on a Monday, and Frank's National opened for business on

Thursday. I had no qualms; I knew I could make it a success. In the first week, we did better than First National did in six months."

Frank's wife, Viola, and their four children were behind him every step of the way. "My children all wanted to help. One ran the cash register, the others helped clean up and stock the shelves. Our friends all pitched in, too."

In Frank's family, helping out has always been their way. "When my father came here from Sicily in 1909, he was met by my mother's father. They knew each other in Italy. My grandfather told him, 'If anything happens to me, I want you to watch over my girls.' In 1915, my father married my mother and took care of the whole family, my mother, her sisters and her brother, all under his roof. In those days, everyone took care of everyone else."

One of five siblings, Frank grew up in the neighborhood but worked downtown. "I met my wife in women's underwear," he says with a grin. He was a stock boy at Gilchrist's Department Store, across from Filene's, and she was a salesgirl in the women's lingerie department. "She lived in Allston Brighton, and I didn't drive, so it was a trolley car courtship." Viola passed on in 2002

"It's been everything I expected and more. I'm very comfortable here."

"after 57 good years together." Frank credits his wife for how their four grown children have turned out. "They're all happy and successful, and have given me two wonderful grandchildren."

After a setback in his health, Frank and his daughters searched for an assisted living facility and found instead the Elder Service Plan's supportive housing option at Lewis Mall, located in Maverick Square, two blocks from where Frank's corner grocery store once stood. "It's been everything I expected, and more," he says. "I'm very comfortable here." His sunny corner apartment has a large kitchen area, a double bed, and a living area with a foldout couch for his family if they stay over. "I make my own breakfast every morning and go down to have dinner with the other residents a couple of times a week."



While Frank enjoys his independence, he appreciates the convenience and support provided by the Elder Service Plan. "I'm doing okay," he says, "but I won't be running in the marathon next year. It's easy here for me to get the help I need. I have a doctor, an oncologist, a foot doctor, a dentist, and an eye doctor, all right here. If I need to go to the Boston Medical Center, I just call my social worker, and she makes all my appointments for me. I don't worry about transportation; I just call THE RIDE. I get all these things just for being a part of the Elder Service Plan."

Family man, businessman, and faithful Red Sox fan, Frank Tripoli has had a wonderful life. "No," he says, "it is a wonderful life."



GOING PLACES



Marie Staffieri's home at the Lewis Mall PACE Center is warm and welcoming. A talented crafter, she has filled her walls and counters with delightful seasonal decorations. On this fall day, yarn-and-fabric scarecrows stand guard on her door and dresser. "I'm always making something in the Day Room here," she says. "The other residents' grandchildren like to come by to see what I've put up on my door."

Before Marie moved into Lewis Mall five years ago, "I wasn't exactly Miss Congeniality," she says. With multiple health conditions and a recent stroke, she needed help for everything. "I was a prisoner in my own home."

Marie never imagined she would become housebound or dependent on others. "I love to go out!" Once, going out meant dancing. "My friends and I would go dancing at the Elks Club in Nahant. Then it burned down, so we got together at a different place every weekend after that. One night there was a hurricane, and we went dancing anyway. The place was leaking like a sieve." After she met her husband, he told his friends whom he was going to marry. They said, "You mean Marie who loves to dance?"

As a mother with young children, going out meant the beach for Marie. "My children and I were out of the house from 10:30 a.m. to 3:30 p.m. I would walk along the beach while they swam along in the waves." Two large shadowboxes on one wall of Marie's apartment at Lewis Mall are filled with shells and coral and other treasures found on her beach walks or sent by friends. Each has a story of a day, a friend, a place, a memory.

Going out, for this East Boston resident, has also meant traveling around the world. "I've been to England, Brussels, Italy, Ireland, South America, and Greece. If anyone asked me if I wanted to go somewhere, I'd say

"YOU CAN GET ALL THE HELP YOU NEED AND STILL HAVE A LIFE"



'SURE!'" To go out today, Marie relies on the transportation services of the Elder Service Plan and the MBTA's THE RIDE to go shopping and to the movies. "I get around," she says. "I still love to go places."

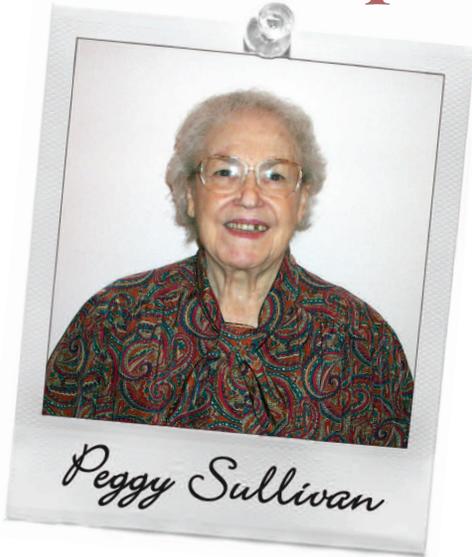
Just when Marie thought her adventures were over, she joined the Elder Service Plan. "I was in a wheelchair when I arrived. They gave me physical therapy appointments five days a week. I went from a wheelchair to a walker in the first year. I told the therapists, 'You got me on my feet!' They said, 'You did the work!'"

Marie says all the staff members at the Lewis Mall PACE Center make a difference. "We have everything you need here: physical therapists, a podiatrist, doctors, nurses, dentists." As active as she is, Marie needs help preparing for her day every morning. If she were to fall, she would need help getting up. At Lewis

Mall, Marie says, "You can get the help you need and still have a life. I couldn't imagine a better place to be."



Independence



Growing up in Chelsea, Peggy Sullivan and her brothers were surrounded by large families. "Our neighbors, the Smiths, had 19 children, the Nelsons had 21, and the Bradleys had 10. There was always somebody to play with." While life in lower Chelsea could be hard, Peggy smiles at the memories. "We were one big family. We didn't eat at each other's homes because no one could afford extra mouths, but everything else we did together. Thank God I was born in Chelsea."

Forthright and outspoken, Peggy learned independence early on. She began working at Woolworth's on Broadway at the age of 14 during every school vacation.

After graduating from high school, she went to work in business, although her spunk taught her to avoid certain positions. "Can you imagine me as a receptionist?" she asks. "Buddy, he doesn't want to see you!" Through all those years, Peggy kept up with her friends from the neighborhood, going into Boston to see shows and traveling together. "We had a good crowd. I still see some of them."

Eventually, Peggy gave up working to care for her elderly mother and older brother fulltime. "We lost my other brother, John, on D-Day on Normandy Beach. He was one of the first on the beach, in the Tank Corps." Now with her mother and brother gone as well, Peggy lives with her cat Ree-Ree in a spacious one-bedroom apartment at the Elder Service Plan's newly renovated Joseph Barnes School affordable housing for older adults. Her



niece Marie calls every week and comes to see her often. "She's always thinking of me." Peggy enjoys the other residents at Barnes as well. Like her neighbors in Chelsea, "Everybody helps out everybody here."

Despite fracturing her hip two years ago, Peggy is still as independent—and outspoken—as ever. Working with the onsite physical therapists at Barnes, Peggy recovered quickly and has adapted well to using a walker. "I'm completely healed. God must have been tired of hearing me moan and groan." The Elder Service Plan staff at the Barnes PACE Center, however, is all ears. "If you need something, all you have to do is ask and, boom, it's done. The people here are fantastic! All my life I had to speak up to get something done. Here, they listen."

"All my life I had to speak up to get something done. Here, they listen."



Friends & neighbors



For Auntie Bee-Bee, it's all about family. With 75 nieces and nephews, including four great-great nieces, Betty DiPerri's calendar is packed with weddings, baby showers, christenings, and other family gatherings. Her pretty apartment is full of photographs of her late husband, brothers, sisters, and mother. "We were always close," she says. "When my husband proposed, I said, 'You want to marry me? You're going to have to marry my whole family!'"

The next generation of DiPerris is just as close. "We've got a nice family. They take me out on Sundays shopping and to dinner, take care of all my paperwork. I don't need to worry about anything!" Since moving to the Barnes School two and a half years ago, and joining the Elder Service Plan several years before that, Betty has all the help she needs, even when her extended family can't be there.

Thirty percent of residents of the newly renovated Joseph Barnes School apartments are enrolled in the Barnes PACE Center, part of the Elder Service Plan family. Like Betty, they enjoy the convenience of having all their services under one roof. "Everything I need is right here," says Betty. "Doctors, nurses, physical therapists, podiatrists, social workers—they all see me here. They even come up to my apartment every day to help me take my pills in the morning and at suppertime. If

I need to go to Boston Medical Center, they take me there." Betty appreciates the conveniences, but says the best part about the staff at Barnes is that "they're very nice to you!"

In addition to medical care and help with daily tasks, Elder Service Plan participants at Barnes are socially active. When she's not visiting her family, Betty visits with friends and neighbors in the first-floor Elder Service Plan PACE Day Center. "We're always doing something down there: exercises, painting, parties." While she's made a lot of new friends at Barnes, Betty has found old friends, too. "One of my neighbors here used to be our neighbor when I was little. She was my babysitter!"



Living at the Barnes School brings back memories for Betty everywhere she looks. Like many of the residents, Betty was a student at the Barnes School 70 years ago. Full of light and space, the former high school has been transformed into a gracious new home for residents age 62 and up. With a large activities area, new medical offices, a rehabilitation gym, and a scenic rooftop deck for cookouts and sunbathing, the building offers one-bedroom apartments with full baths and kitchenettes. Like all the apartments, Betty's features high ceilings and enormous windows. "I love it. It's full of light and very quiet." With all that space, she adds, "I drive my family crazy re-arranging my furniture."

"One of my neighbors here used to be our neighbor when I was little."



Part of the community



Anne Bossi would love to still be at her job as a bookkeeper, still be helping her neighbors with their shopping, and still be visiting her brother and sisters in their homes. "I was always on the go," she says. When she developed lower back pain at the age of 55, she assumed it was from doing too much. Her neighbors urged her to see a doctor, who diagnosed spinal stenosis.

While Anne requires a wheelchair now, she's still on the go and hasn't stopped helping her neighbors. As a younger resident of the newly renovated Joseph Barnes School

apartments and a member of the Barnes PACE Center, part of the East Boston Elder Service Plan, Anne has the help she needs to help others.

"Before joining the plan," she says, "I was living at home on the third floor. My therapist suggested I look into the Elder Service Plan, even though I was only 55. I've lived in East Boston all my life and never knew that this service was available in East Boston! From day one, I thought it was the greatest program, and should be in every state and town for the elderly or for people like me."

Anne originally took a studio in the Elder Service Plan's Lyman School apartments. "I went to the Adult Day Center at Lewis Mall then, and enjoyed doing the crafts, the entertainment, and the parties, even though I am younger than most." When the Barnes School opened up, she applied by lottery for a one-bedroom handicapped-accessible apartment. Like at the Lyman, at the Barnes School Anne can have most of her



physical therapy and medical appointments right there in the building. "They make it so easy to fill my prescriptions and get to my appointments," she says. "They keep on top of everything."

It is the Barnes School, however, that drew her. "This building is so bright and cheery," she says. "My windows are so big; when the sun is out I don't need to turn on the lights. We have a rooftop terrace with tables and umbrellas. In the summertime we sit up there and can see all of East Boston, the airport, harbor, and downtown. Or we sit out front on the sidewalk, like we did growing up."

Her neighbors appreciate having Anne there as much as she enjoys the space and their company. "Anne is always offering to help," says Peggy Sullivan, another resident of Barnes. "She even looks after my cat!" Anne says, "It's nice here. If your neighbors don't see you, they will tap on the door to say, 'Everything okay, Anne?' I have neighbors here who have known me since I was born. I have a 96-year-old friend here who, God love her, goes to bingo every week. We all look out for each other."

The community that Anne found at Barnes has become part of her family, and her family has become a part of the community. "My brother Joe, he's a big guy, 6'5". Every year, he's the official Santa Claus for the Barnes School Christmas party for the residents' grandchildren." Her whole family gathers for holidays in her spacious apartment. "It's nice to be able to have the relatives here," Anne says. "We haven't found a stair-lift yet that will let me visit them at their homes. Here we can all get together."



*"Here we
can all get
together"*



The right support



Viola Ferullo lives in her own apartment at the Lewis Mall supportive housing facility. Her sister-in-law, Josephine, lives across the hall. Viola's apartment is wide, with windows overlooking East Boston's Maverick Square. A comfortable bed, a full kitchenette with a refrigerator boasting photos of grandchildren, and a large table leave plenty of space for her to move about in her chair.

Viola moved to the Lewis Mall PACE Center in 2003, after her husband passed away. "We were living in Winthrop with my daughter," she says. "She stayed with me night and

day. Now that I live here, my daughter has a chance to live a life of her own."

At Lewis Mall, each resident receives the right support. Viola appreciates help in the morning to get dressed, and assistance whenever she needs to transfer from her chair. That help gives the independence she relishes to prepare her own meals, plan her activities, and visit with friends and family. "I've learned to do a lot on my own here," she says. "It feels good."

The Elder Service Plan's physical therapists receive high marks from Viola. "I used to be afraid of falling when I needed to move out of my chair," she recalls. Weekly physical therapy sessions have strengthened her arms and back, and taught her how to push out of her chair safely to transfer to a car or for



bathing. "I'm not afraid of anything now," she says.

Moving to Lewis Mall hasn't put an end to the family gatherings Viola loves to host. "When we get the whole family together, with my grandchildren and great-grandchildren, we have 12 people for dinner. We all eat in here and some go across to Josie's apartment. The little ones run up and down the hall. No one minds." With help from the Elder Service Plan, Viola is enjoying her elder years. "Here, I have a fulfilled life."



"Now that I live here, my daughter has a chance to live a life of her own."



