

# SURREY *News*

DEVON • BROOMALL • HAVERTOWN • MEDIA • BERWYN

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## OUR MISSION

Surrey Services helps older adults to live with independence and dignity and to continue as engaged members of the community.

[SurreyServices.org](http://SurreyServices.org)

## SURREY THE ROARING '20s GALA

### GALA AWARD WINNERS

Each year, the Surrey Gala Committee honors individuals who are examples of positive aging. Two individuals received Surrey awards this year, which were presented at Surrey's Virtual Gala.



#### James E. McErlane

Jim received the **Jeanne Molitor LaRouche Leadership Award**. This award, named for Surrey's founder, celebrates an individual who, through leadership and community service, exemplifies Jeanne's passion for the Surrey philosophy of "Neighbor Helping Neighbor." Jim is a founding member of Lamb, McErlane PC. He has received numerous accolades for his tireless volunteer work on behalf of many organizations in Chester County.



#### John Beilenson

John received the **Sondra Speer Scott Inspiration Award**, given to individuals who inspire other to act by demonstrating an excellent connection to and compassion for older adults and Surrey's mission. John is President of SCP, a firm that provides communications and public relations to a wide range of nonprofit organizations, foundations and public institutions. He has written 18 books including *The Future Me: Authoring the Second Half of Your Life*. John is a longtime volunteer for Surrey, is a member (and former chair) of the Board of Directors.

The Gala ended with an exciting announcement about Surrey's vision for the future. Rick Davis, Surrey Board Chair, unveiled The Beilenson Institute for Innovation in Aging. The Institute has plans for an array of initiatives that will be the realization of Jeanne's dream and John's creativity. Most importantly it will continue the mission of Surrey well into the future.

To view the full Awards' presentation, visit Surrey's YouTube channel.



## Christi's Corner

### A Conversation with Christi

During the Surrey Gala, Surrey's President and CEO held a daytime forum on Zoom open to all community members. Here are a few of the most frequently asked questions.

#### Q: When are the centers opening?

**CHRISTI:** Prioritizing the well-being of our community, Surrey is unlikely to open its doors physically until sometime in 2021. We will reassess this decision at the end of this year. We understand how much everyone longs to return to Surrey in person. We are following guidelines set forth by the CDC, the Departments of Health and of Aging, and community organizations that serve older adults.

Surrey is committed to finding new ways to reach out, listen to, and engage those who enjoy and rely on the important connections, services, programs and support we provide. While the centers will remain closed for now, we offer an incredible array of virtual programs — live and recorded. We've offered more than 180 different programs since mid-March.

#### Q: Can anyone join Virtual Programs or do you have to be a member?

**CHRISTI:** Anyone can join our virtual programs! In fact, I encourage all of you to share the links to our programs, our emails and our website with family and friends.

#### Q: My friend wants to participate in some of the virtual programming but does not have any way to connect.

**CHRISTI:** This is, unfortunately, an obstacle for many individuals. We are aware of it and are actively seeking solutions. We are working on grants to create a Surrey Technology Lending Library that would provide tablets and data plans to those who cannot afford it. We are also working to develop a group of volunteers to assist people in using the technology.

#### Q: Are you still providing any transportation?

**CHRISTI:** We are providing transportation services, including our paid drivers, volunteer drivers and Medical Procedure transportation. We have seen that there is a very large backup of transportation needed to medical appointments that had been postponed for months and we are giving those rides preference. Last month, we had more than 130 rides to medical appointments alone. I want to ensure everyone that we have very strict protocols in place, just like we do for all our services. Drivers answer screening questions, as do riders, and do temperature checks, masks are required, and the vans and cars are cleaned between each ride.

#### Q: My doctor has requested that I do a TeleHealth appointment – Can Surrey help me with that?

**CHRISTI:** We absolutely can. Our home services department has helped many clients with telehealth appointments. Just give them a call at 610-647-9840.

I want to remind everyone about the availability of home care services. We have heard from many individuals who did not want to move their spouse or parent into a community living environment. They have been utilizing our home care services to enable their loved ones to stay at home. All our employees, companions, caregivers, nurses, and everyone are following extremely strict protocols to keep people safe.

#### Q: With centers closed, are there volunteer opportunities available?

**CHRISTI:** Absolutely! Some of the opportunities that come to mind are making friendly phone calls, grocery shopping and writing notes. As I mentioned, we also have a need for volunteers to help our members with technology!

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#### There are exciting things happening in Surrey's future. In the meantime,

- Stay connected, join our virtual programs, share our emails and programming schedule with friends and family, join the Surrey activities on Facebook.
- If you aren't already signed up for our "Surrey At Home" Activity emails, you can do so by calling us or emailing [info@surreyservice.org](mailto:info@surreyservice.org)
- Please reach out to me or any of our staff if you have any questions, suggestions for programs or need anything. We are there for you. 610-647-6404 or [info@surreyservices.org](mailto:info@surreyservices.org)
- Let us know if you see a friend or neighbor in need — we can help. We are a community of "neighbor helping neighbor."

#### Be safe and well,

Christi Seidel, President and CEO  
[CSeidel@SurreyServices.org](mailto:CSeidel@SurreyServices.org)

# 2021 Medicare Open Enrollment: Chester County Residents

October 15 through  
December 7, 2020

## This is the time when you can:

- Change from Original Medicare to a Medicare Advantage Plan.
- Change from a Medicare Advantage Plan back to Original Medicare.
- Switch from one Medicare Advantage Plan or Drug Plan to another Medicare Advantage Plan or Drug Plan.
- Join a Medicare prescription Drug Plan.
- Drop Medicare prescription drug coverage.

APPRISE volunteers, who are trained Medicare experts, will offer virtual appointments to help you evaluate your current plan and offer other options to meet your needs. There is no charge for this service, which is provided by trained volunteers.

### Open Enrollment Virtual Counseling

Thursday, October 29 • Thursday, November 12  
Thursday, December 3

Available times are 9 am – 2:30 pm  
by appointment only.

*Please call 610-647-6404 to make an appointment.*

## The **FACTS** on Debt Collection

Debt collection is a huge business that is continuing to grow each year. Many creditors, including doctors and hospitals, are now selling accounts to collection agencies as soon as six months after the first bill has been sent. As a result, more and more seniors are being contacted by debt collectors.

### *Here is some helpful advice:*

#### WHEN AN INCORRECT BILL IS RECEIVED

If a bill appears to be incorrect, call the company right away to have it fixed. Simply ignoring the bill and not paying it will only result in possible collection notices. The longer the bill is wrong, the harder it is to fix.

Pay special attention to medical bills and review them to make sure that Medicare and any supplemental insurance have made payments. Often the bills are not submitted to the correct insurance company, which results in unpaid bills.

#### WHEN A COLLECTION NOTICE IS RECEIVED

Check to make sure that the debt listed on the collection notice is legitimate and that the statute of limitations has not passed. Sometimes debt collection companies will send notices for old debt.

If the debt is a medical bill that should have been paid by insurance and it is within a year of the date of service, the bill can still be submitted to insurance for payment.

Take care in deciding what to say or write to a debt collector because their sole purpose is to get a payment, and information will be used for that purpose. Don't say that you will pay if you have no intention of doing so. Also, don't give out any more contact or personal information than the collector has already obtained.

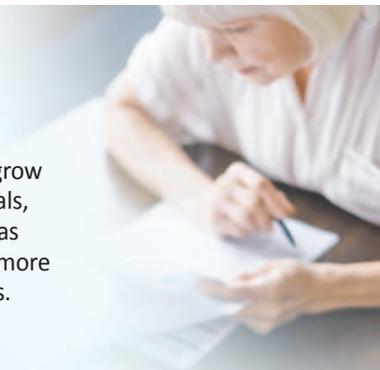
#### WATCH OUT FOR FRAUDULENT DEBT COLLECTION CALLS

Never provide your credit card, bank account number, debit card, social security number or Medicare number to anyone over the telephone.

There are many fraudulent phone scams that use scare tactics to extort money from innocent victims. A sure tip-off that you're being targeted is if the caller's voice is automated or threatens you with arrest.



**If you need help sorting out bills and budgeting payments, contact Jacky Kennedy Sisson, Surrey's Personal Finance Manager at 610-647-9840.**



## APPRISE Counseling

Have questions about your  
medical insurance?

*Call for a virtual appointment.*

Chester County Residents:  
610-647-6404

Delaware County Residents:  
484-494-3769

## SURREY Home Care SERVICES

Personal Care and  
Social Companions

RN Care Management

Medical Procedure  
Transportation

Personal Financial  
Management

Geriatric  
Care Management

Live in Caregivers

610-647-9840  
SurreyHomeCare.org



## How to Create a Morning Routine

### The self care rituals that you practice in the morning can help reduce anxiety and stress

For many, daily routines that were essential to us before the COVID-19 pandemic have evaporated and been replaced by uncertainty and a lack of structure that can contribute to stress, and anxiety. Routines, even simple ones, can be important anchors to maintaining good mental health. Try setting up an easy and enjoyable morning routine and experiment with what works for you. Here are some habits worth incorporating.

#### **DRINK WATER.**

As soon as you wake up, hydrate with a glass of plain water. It's healthy and can increase cognitive function and improve energy levels.

#### **WALK OUTSIDE.**

Taking a walk outside is a calming, grounding way to begin the day. Sunlight can provide a dose of vitamin D and the smells and sounds of the environment engage our senses.

#### **PRACTICE GRATITUDE.**

Before you get out of bed start naming everything you're grateful for.

#### **EAT A NOURISHING BREAKFAST.**

Our moods and outlook are highly influenced by what we eat. Take time to prepare a breakfast that contains protein, healthful fats, fiber and complex carbohydrates. A veggie omelet with avocado toast or oatmeal with berries and nut butter are great options. Avoid sugary cereals and sweet baked goods that can lead to a blood sugar spike and crash.

#### **READ A FEW PAGES FROM A BOOK.**

Rather than watching the news or going online, read a few pages from a book that inspires you.

#### **MOVE YOUR BODY.**

As we age, gentle stretching in the morning can help reduce stiffness, improve circulation and increase strength. In addition, morning exercise can boost endorphins which will improve mood.

***An easy way to incorporate movement into your morning routine is by attending Surrey's virtual morning stretch program on Monday, Wednesday and Friday at 10 am via Zoom. Call Connie at 610-566-0505 to sign up.***

## Body Scan for Better Health

**Monday, October 26, 11 am  
Zoom**

Sometimes you can be so caught up in your stress, that you don't realize that the physical discomfort you're experiencing — such as headaches, back and shoulder pain, and tense muscles — is connected to your emotional state.

Body scan meditation is a good way to release tension you might not even realize you're experiencing. Body scanning involves paying attention to parts of the body and bodily sensations in a gradual sequence from feet to head.

***This month, the Body Scan class is being offered via the new phone in option. Give it a try. RSVP to Mary Gengenbach at 610-446-2070.***

## SAFE, RELIABLE CARE IN YOUR HOME

**To protect everyone's health and safety, Surrey caregivers regularly go through a rigorous screening process and follow CDC Protocols to maintain the highest standard of health.**

**Unlike other companies who use contract workers, Surrey caregivers are employees who receive regular training and best practices communications.**



## Why a Flu Shot Is Essential This Year

It's important to have routine preventive care at any age. This year, due to COVID-19, caring for yourself and your loved ones is essential. That includes getting an annual flu shot this fall. Here are some facts about seasonal flu and seniors.

### SENIORS AND CAREGIVERS ARE AT HIGHER RISK FOR FLU

Two of the most at-risk populations are seniors and caregivers. Why? As we age, our immune systems become weaker. In addition, older adults are more likely to have a chronic illness which further suppresses immunity. For caregivers, stress and lack of sleep can suppress your immune system and make you more vulnerable to illness.

### GETTING THE FLU SHOT REDUCES FLU RISK AND SEVERITY

For seniors, the flu can more easily develop into a severe illness. The CDC estimates that 50% to 70% of flu-related hospitalizations happen in people who are age 65 and older. The good news is seniors who got the flu shot reduced their risk of being hospitalized due to the flu by 40% and reduced the risk of being admitted to an intensive care unit with flu by 82%.

With flu and COVID-19 going around this year, the CDC recommends that everyone should get vaccinated by the end of October — especially adults over age 65. Don't wait. Protect yourself and your loved ones.

### Flu Shots at Surrey

Surrey is partnering with Bryn Mawr Hospital Community Health and Equity Department to offer flu shots at Surrey locations.

#### SURREY HAVERTOWN

**Monday, October 12**  
from 9 – 11 am

#### SURREY MEDIA

**Tuesday, October 13**  
from 9:30 – 11

#### SURREY DEVON

**Wednesday, October 28**  
from 2 – 4 pm

You must register in advance for a flu shot. There will not be any walk-ins available.

**Call 1-866-CALL-MLH  
(1-866-225-5654) to register.**

## HAPPY HALLOWEEN HIJINKS!

### Join us **FRIDAY, OCTOBER 30** for **Virtual Costumes & Pumpkin Decorating**

Although we may be social distancing, we can still have fun this Halloween. Surrey has two options for safely showing your spooky creativity. Participate in one or both!

#### **GET YOUR COSTUME READY**

and join the Grab and Go line, staying in your car, for a costume party. Or take a photo of yourself in costume and email it to [info@surreyservices.org](mailto:info@surreyservices.org).

#### **JOIN THE PUMPKIN DECORATING CONTEST**

Create a scary, funny or just plain weird pumpkin and send photos to [info@surreyservices.org](mailto:info@surreyservices.org).

**PRIZES WILL BE AWARDED! Don't let the kids have all the fun this Halloween.**

# Surrey Virtual Programming — October 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
<h2 style="color: #FFD700;">HAPPY HALLOWEEN</h2> <p><b>Join us FRIDAY, OCTOBER 30 for Virtual Costumes &amp; Pumpkin Decorating</b></p> <p><b>Celebrating all day. Be sure to send your photos in early for judging!</b></p>			<p>Telephone Bingo, 10 am <span style="float: right;">1</span></p> <p>Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b></p> <p>YogaStretch with Connie, 1 pm <b>(Zoom)</b></p>
<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>EnerChi with Connie, 1 pm <b>(Zoom)</b></p> <p>Telephone Trivia, 3 pm</p> <p style="text-align: right;">5</p>	<p>Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b></p> <p>Caregiver Support Group 2 pm <b>(Zoom)</b></p> <p>Group Crossword Puzzle, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">6</p>	<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Pinochle, 10:30 am <b>(On-line website)</b></p> <p>Memoir Writing Class, 1 pm <b>(Zoom)</b></p> <p>Chair Yoga w Liz, 2 pm <b>(Zoom)</b></p> <p>Surrey Next Act, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">7</p>	<p>Telephone Bingo, 10 am <span style="float: right;">8</span></p> <p>Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b></p> <p>YogaStretch with Connie, 1 pm <b>(Zoom)</b></p>
<p>FLU SHOTS at Havertown, 9 am, call to RSVP <span style="float: right;">12</span></p> <p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Phone-it-in Book Club, 11 am</p> <p>EnerChi with Connie, 1 pm <b>(Zoom)</b></p>	<p>FLU SHOTS at Media, 9:30 am, call to RSVP <span style="float: right;">13</span></p> <p>Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b></p> <p>Group Crossword Puzzle, 3 pm <b>(Zoom)</b></p>	<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Pinochle, 10:30 am <b>(On-line website)</b></p> <p>Memoir Writing Class, 1 pm <b>(Zoom)</b></p> <p>Chair Yoga w Liz, 2 pm <b>(Zoom)</b></p> <p>Surrey Next Act, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">14</p>	<p>Telephone Bingo, 10 am <span style="float: right;">15</span></p> <p>Book Club, 10:30 am <b>(Zoom)</b></p> <p>Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b></p> <p>YogaStretch with Connie, 1 pm <b>(Zoom)</b></p>
<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>EnerChi with Connie, 1 pm <b>(Zoom)</b></p> <p>Telephone Trivia, 3 pm</p> <p style="text-align: right;">19</p>	<p>Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b></p> <p>Dealing with Social Isolation, 11 am <b>(phone)</b></p> <p>Caregiver Support Group 2 pm <b>(Zoom)</b></p> <p>Group Crossword Puzzle, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">20</p>	<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Pinochle, 10:30 am <b>(On-line website)</b></p> <p>Memoir Writing Class, 1 pm <b>(Zoom)</b></p> <p>Chair Yoga w Liz, 2 pm <b>(Zoom)</b></p> <p>Surrey Next Act, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">21</p>	<p>Telephone Bingo, 10 am <span style="float: right;">22</span></p> <p>Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b></p> <p>YogaStretch with Connie, 1 pm <b>(Zoom)</b></p>
<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Relaxation and Body Scan, 11 am <b>(Zoom)</b></p> <p>EnerChi with Connie, 1 pm <b>(Zoom)</b></p> <p style="text-align: right;">26</p>	<p>Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b></p> <p>Group Crossword Puzzle, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">27</p>	<p>Morning Stretch with Connie, 10 am <b>(Zoom)</b></p> <p>Pinochle, 10:30 am <b>(On-line website)</b></p> <p>Grab &amp; Go Crafts Pick-Up</p> <p>FLU SHOTS at Devon, 2 pm</p> <p>Chair Yoga w Liz, 2 pm <b>(Zoom)</b></p> <p>Surrey Next Act, 3 pm <b>(Zoom)</b></p> <p style="text-align: right;">28</p>	<p>Telephone Bingo, 10 am <span style="float: right;">29</span></p> <p>Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b></p> <p>Grab &amp; Go Arts and Crafts, 11 am <b>(Zoom)</b></p> <p>YogaStretch with Connie, 1 pm <b>(Zoom)</b></p>

## FRIDAY

2

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Life After Loss, 10:30 am  
**(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Qigong with Liz Wanner,  
1:30 – 2 pm **(Zoom)**

9

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Life After Loss, 10:30 am **(Zoom)**  
Telephone Relaxation and  
Body Scan, 11 am  
Let's Do Telephone Lunch,  
12 noon  
Qigong with Liz Wanner,  
1:30 – 2 pm **(Zoom)**

16

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Life After Loss, 10:30 am **(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Qigong with Liz Wanner,  
1:30 – 2 pm **(Zoom)**

23

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Life After Loss, 10:30 am  
**(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Qigong with Liz Wanner,  
1:30 – 2 pm **(Zoom)**

30

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Life After Loss, 10:30 am **(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Chinese Medicine with Liz  
Wanner, 1:30 – 2 pm **(Zoom)**  
**HAPPY HALLOWEEN (see top left)**

## The OCTOBER CALENDAR is for ALL CENTERS and contains programs open to all Surrey members.

Our centers are not open for programs. Please contact Kathy with  
questions about virtual programs at 610-566-0505.

### How Can I Participate in a Digital Program?

Each week you'll receive an email with a listing of the week's programs with a link  
to register. Click the link and you'll be ready to go. You can also email  
khenderson@surreyservices.org for more information about a specific program.

## OCTOBER Featured Programs NEW PHONE IN PROGRAMS

Surrey is offering new programs that are available by dialing in to a local phone  
number with your telephone. No need for a computer, tablet or smartphone.

*Give one a try this month.*

**TELEPHONE BINGO! • Thursdays at 10 am**

**TELEPHONE TRIVIA • Mondays, October 5 and 19 at 3 pm**

**TELEPHONE RELAXATION AND BODY SCAN • Friday, October 9 at 11 am**

**NEW! PHONE-IT-IN BOOK CLUB • Monday, October 12 at 11 am**

To participate, please email Mary Gengenbach at mgengenbach@  
surreyservices.org or call 610-466-2070 at least 24 hours before the program  
is scheduled. She will provide the dial in phone number.

### DEALING WITH SOCIAL ISOLATION DURING COVID

**Tuesday, October 20, 11 am • Phone In Program**

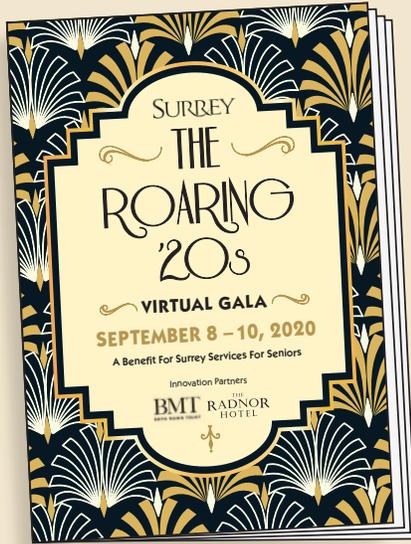
Learn strategies to help stay positive when isolated due to the COVID  
pandemic. This program will be led by Surrey's Krishna Evans who is a  
licensed clinical social worker. To participate, please email Mary Gengenbach  
at mgengenbach@surreyservices.org or call 610-466-2070 at least 24 hours  
before the program is scheduled. She will provide the dial in phone number.

### GRAB AND GO ARTS AND CRAFTS PROJECT

**Wednesday, October 28, Pick-Up • Thursday, October 29, 11 am  
(Zoom, RSVP required)**

Enjoy a festive craft this month. Pick up materials needed in the  
Grab and Go line on Wednesday, October 28 and join the class via Zoom on  
October 29 at 11 am. Please contact Kathy at khenderson@surreyservices.org  
or call 610-566-0505 to RSVP for this program.

We extend our heartfelt gratitude  
to all our **GENEROUS PARTNERS**  
for their support.



Please visit  
[www.SurreyServices.org](http://www.SurreyServices.org)  
and view the Program Guide with links  
to local business partners who provided  
support for Surrey's Virtual Gala.

**SURREY**  
*Services for Seniors*  
60 Surrey Way, Devon, PA 19333

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ADDRESS SERVICES REQUESTED

## SURREY SERVICES FOR SENIORS

### **DEVON**

60 Surrey Way, Devon, PA 19333 • 610-647-6404

### **BROOMALL** (at Trinity Church)

144 Lawrence Road, Broomall, PA 19008 • 215-307-7158

### **HAVERTOWN** (at Annunciation BVM Parish)

401 Brookline Blvd., Havertown, PA 19083 • 610-446-2070

### **MEDIA**

302 S. Jackson Street, Media, PA 19063 • 610-566-0505

### **Consignment Shop**

810 Lancaster Avenue, Berwyn, PA 19312 • 610-647-8632

**SurreyServices.org • info@surreyservices.org**

*Join Surrey's Virtual*  
**HALLOWEEN  
CELEBRATION!**

