BAY AGING
DIGNITY AT EVERY AGE

www.bayaging.org

Board Notes

February - March 2026

Program activities shown in this publication reflect the Bay Aging strategic plan and indicate staff is meeting their program's strategic goals.

In the spirit of advocacy, please share Board Notes with Boards of Supervisors, the community, civic groups, and others who are interested in community affairs.

Kathy E. Vesley
President & CEO



March is National Senior Nutrition Month, a time to celebrate the vital role that healthy meals and social connection play in supporting the well-being, independence, and dignity of older adults in our community.

March also marks 54 years of progress since the Older Americans Act nutrition program was established, honoring the ongoing efforts to ensure every older adult has access to nutritious food and meaningful connection.

Bon Secours Richmond Donation Already Making a Difference



Pictured above (from left to right): Jimmie Carter, Vice-Chair Bay Aging Foundation Board; Suzanne Shepherd, Housing Support Specialist; Takeia Jones, Coordinated Entry Program Specialist; Teresa Jones, Housing Case Manager; Kenisha Martin, Assistant Director of Planning & Development; Rebekah Smith, Community Action & Housing Case Manager; and Kathy Vesley, Bay Aging President & CEO.

A generous $20,000 gift from Bon Secours Richmond is already transforming lives across our region. In just the first weeks of implementation, funding provided critical support to households facing urgent needs this winter. For many of these families, the assistance meant more than just a repair - it meant safety, warmth, and dignity. (Read more on page 12.)

Advocacy Day at the State Capitol



Pictured above: Mary Arthur, Lead Options Counselor (far left) with Senator Ryan McDougle (center) and Kelsie Houston, Options Counselor (far right).

Bay Aging Options Counselors, Mary Arthur and Kelsie Houston, recently visited the Virginia State Capitol for Advocacy Day, joining Alzheimer's Association volunteers in meeting with state legislators. (Continued on page 9.)

Transportation

Art in Transit - More Than an Art Competition

Art in Transit directly supports key initiatives across the region—including RCC scholarships for Bay Aging frontline employees and their families, Bay Transit's New Freedom transportation program for older adults and individuals with disabilities, and expanded arts programming through the RAL Art Center.

- Now in its sixth year, this vibrant community tradition invites artists ages 16 and older to submit entries April 25–27 at the RAL Art Center. Cash prizes are awarded and the first-place artwork professionally wrapped on the side of a Bay Transit bus. Community sponsors can also play a vital role, gaining visibility on the bus wrap, recognition at the awards reception, and inclusion in event materials.

Scan me

The celebration culminates with the **Awards Reception & Bus Reveal** on Friday, May 29, from 5–7 PM at the RAL Art Center in Kilmarnock—a festive unveiling of this year's winning artwork and a gathering that brings together artists, riders, supporters, and community partners.

Bay Transit Express Expands to New Kent

Starting April 1, Bay Transit Express brings fast, affordable ride-hailing transportation to portions of New Kent County.

- Monday through Friday, 8AM to 4PM
- **$1 Rides**
- Pick ups in as little as 30 minutes
- Schedule and pay for rides in the **BT4U app** or by phone and pay in person. Scan the QR code below to download the BT4U app.
- **Launch promo** - 5 FREE rides when riders book and pay for their first ride through the BT4U app.

BAY TRANSIT EXPRESS



Shaded area denotes the new Bay Transit Express service area.

Scan Me

Transportation

Celebrating Dedication on the Road and Beyond

Bay Transit proudly recognizes the remarkable commitment of team members who reached milestone anniversaries this year. Their years of service represent countless safe rides, dependable support, and unwavering dedication to the communities we serve. This celebration honors the people who keep Bay Transit moving forward every day.



Pearl Taylor, Essex driver, 19 years with Princess Wise, Regional Supervisor and David Fols, Transit Director



Catherine Hampton, New Kent driver, 18 years with David Fols, Transit Director (left) and James Wininger, Safety Manager (right)



George Tallent, Warsaw New Freedom driver, 17 years with David Fols, Transit Director



Arnita Bryant, Warsaw office scheduler, 16 years with Princess Wise, Regional Supervisor and David Fols, Transit Director



Katharn Cotman-Washington, New Kent Regional Supervisor, 16 years with David Fols, Transit Director



Billy Balderson, Essex driver, 15 years with David Fols, Transit Director

Veteran Directed Care (VDC)

Options Counselors

Welcome to the Team

- Sheronda Baylor
- Rachel Woolard
- Julia Jones

Referrals Received for VDC Enrollment in Jan & Feb

211



Notes of Gratitude for the VDC Team

Good Afternoon-

I want to thank Emy LaVilla, and the Bay Aging team for the wonderful care made possible for my Step Dad, Roger [redacted] at his end of life.
He needed care, and through Bay Aging, he was able to be sustained at home with his wife and family because of the care givers provided by Bay Aging.
Emy was AWESOME and responded quickly to any questions or needs we had.
Our caregivers were paid well and took good care of Roger.
He loved them like family, and that's what it felt like.

We give our utmost thanks to Bay Aging for their excellent service and thoughtful care for our veteran.

Thank you, thank you, thank you.
Because of your services, Roger was able to live out his last days surrounded by the love of his family, in his own home.

With a heart full of gratitude,

Natalie [redacted]

Family of Veteran Wallace

To Holly Gallagher,

"Your guidance with this amazing program for veterans has been such a blessing for us. I honestly do not know what Kim and I would have done without this program. I can only imagine how this program has grown, you have always been there when we needed you, and we are truly thankful. Thank you so very much for everything."

Veteran Directed Care (VDC)

Financial Management Services (FMS)

Team Updates

- The VDC FMS team welcomed Rebecca Jackson as a Customer Service Fiscal Assistant in February.
- We congratulate Brandie Tinker on her transition from the Enrollment Team to the BIT Team, where she has stepped into a Fiscal Assistant role.

Community Outreach

We continue to expand our outreach efforts by connecting with local veteran service organizations and are actively seeking additions to our Wall of Honor to recognize and celebrate program participants for their service.

1,800

Number of Veterans receiving Financial Management Services through VDC

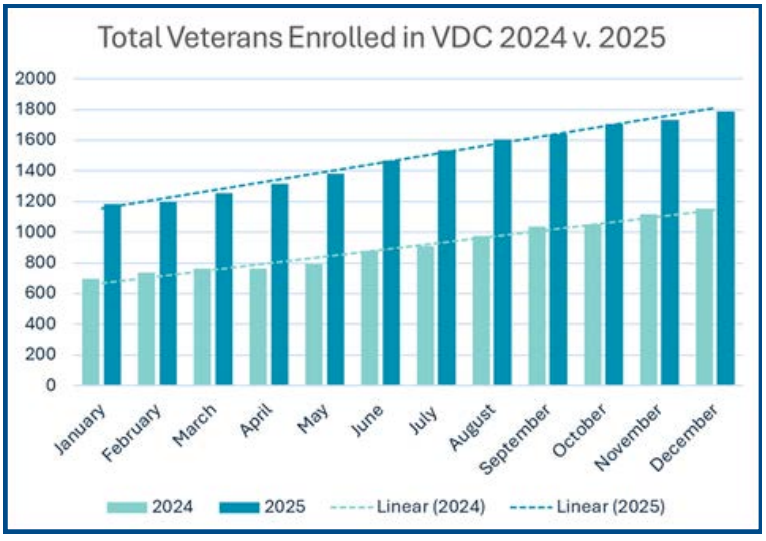
2,000

Number of Employees Processing Through Bi-Weekly Payroll

Serving Veterans in Pennsylvania, Maryland, West Virginia, Virginia, North Carolina, South Carolina, Washington, DC, the US Virgin Islands, and Puerto Rico.

VDC Program Meeting Highlights Growth and Collaboration

- The biannual VDC Program meeting held February 19 was a tremendous success. We welcomed 102 team members from Bay Aging and across our spoke partners who joined either virtually or in person for an engaging day of networking, shared learning, and fellowship over lunch.



- During the meeting, we celebrated the significant growth and expanding reach of the VDC program over the past couple years.
- Leaders from across the program led dynamic presentations, sharing their expertise and insights.
- Discussion topics were selected by the team members and focused on workflow enhancements designed to strengthen consistency, improve efficiency, and support continued program excellence.

Veteran Directed Care (VDC)

New Team Initiative: "Take 5" Weekly Huddle

The FMS team launched a new weekly tradition called "Take 5," a focused five-minute huddle centered on five key discussion prompts:

- Safety & Awareness
- Client Impact
- Staffing & Coverage
- Barriers & Support Needed
- Wins or Gratitude



In just a few minutes each week, this structured check-in will foster transparency, strengthen collaboration, and build a deeper sense of community across the team.

Home Care / Care Coordination (NCQA)

Growing Demand and Community Engagement Highlight Department Progress

- The Home Care Department and Gloucester Adult Day Center report increased referrals connected to the GUIDE Model respite services program.

- Efforts are underway at the Gloucester Adult Day Center to expand awareness of available respite services, including developing a new advertisement wrap that will appear on the back of a Bay Transit bus serving Gloucester County.

- Tiffany Robins, Director of Health Services, served as a panelist at the Region 6 Healthcare Collaborative on January 13, underscoring that ***"there's got to be a fundamental partnership between employers, educators, and community leaders"*** as part of the region's work to improve healthcare workforce recruitment, retention, and sustainability.



Panelists at the Region 5 Healthcare Collaborative (from left): Anne Bartron, Policy Consultant at Northern Neck Middlesex Free Health Clinic; Coakley McKinney, HR Director at MPNN Community Service Board; Tiffany Robins, Director of Health Services at Bay Aging; and Jennifer Bowhey, Director at Visiting Angels

VAAACares®/GUIDE Model

Progress Continues on the GUIDE Model Program

The GUIDE Model program combines clinical and social interventions to promote the wellbeing of those individuals living with dementia as well as their caregivers and receive reimbursement for services through Medicare Part B.

- Care Navigators are accepting referrals and completing assessments throughout the region.
- Patients are receiving coordinated care, education, caregiver support, and respite services.
- Bay Aging has partnered with Embrace to provide the GUIDE Model program across the state of Virginia. The development of this statewide initiative is in the early stages, but the progress is productive.

Aligned Patients as of March 18



Homeless Solutions

Homeless Solutions Program Supports 2026 Point-in-Time Counts

Bay Aging's Homeless Solutions Program (HSP) participated in the 2026 Point-in-Time (PIT) Count, working with community partners and volunteers to identify individuals and families experiencing homelessness in our region.

- The annual PIT Count provides essential data that guides planning, funding, and program development at all levels of government.
- HSP staff assisted with outreach, data collection, and coordination to support an accurate count.
- Final results will be released by the Virginia Department of Housing and Community Development (DHCD) in mid-October.



Caregiver Support

Highlights from Our Caregiver Support Team

Bay Aging's Caregiver Support team has been active across the region this winter, hosting wellness events, leading educational presentations, expanding Memory Cafe offerings, and engaging with community partners to connect caregivers with essential resources.

Community Events & Outreach

- First quarterly luncheon for Veteran and First Responder Caregivers at Coastal Church in Gloucester
- Caregiver Health & Wellness event at Revive in Gloucester
- VHS Walter Reed Post Acute Senior Resource Fair at York River Cinemas with over 95 attendees and 13 vendors
- Free community caregiver lunch: *Soup for the Caregiver's Soul*
- Presentations at Christ Church and Warsaw Rotary meeting sharing information on GUIDE and caregiver support programs



Event at York River Cinemas hosted by VHS Walter Reed Post Acute with 95 attendees and 13 vendors.



Monthly Support Groups

- Ongoing support groups, Memory Cafés, caregiver lunches, and walking club
- Launch of the new Essex Memory Café, with strong early participation

Caregiver Education

- GUIDE Information Sessions at the Lancaster and King & Queen Libraries with new clients attending



Caregiver Health & Wellness event at Revive in Gloucester





Caregiver Support

Bay Aging to Present Innovative Approaches to Expanding Caregiver Programs at USAging Conference

Bay Aging will share its groundbreaking strategies for strengthening and expanding caregiver support programs at the USAging 2026 Annual Conference.

460% **Expansion** of Bay Aging's caregiver support program over the past three years - driven by creative outreach, flexible service models, and strong community partnerships.

To demonstrate this success, Bay Aging will present the session ***"Support to Sustainability: Strategies for Expanding Your Caregiver Program,"*** offering practical insights for agencies seeking to broaden their impact.

- Attendees will gain insight into monitoring growth, adapting during challenging circumstances, and building sustainable solutions.

Advocacy Day at the Virginia State Capitol (Continued from cover.)

Their conversations with lawmakers helped highlight the urgent need for improved dementia services across the Commonwealth. As part of their advocacy, Mary and Kelsie emphasized several key priorities critical to strengthening dementia care statewide, including:

- Renewal of the Virginia Alzheimer's Disease and Related Disorders Committee
- Funding for the Virginia Memory Project
- Establishing Dementia Care Specialists in all 25 AAAs
- Dementia-specific training for first responders



Pictured above (from left): Mary Arthur, Lead Options Counselor; Delegate Hillary Pugh Kent; and Kelsie Houston, Options Counselor.

Virginia Insurance Counseling and Assistance Program (VICAP)

VICAP Community Outreach

- **Attended the 44th Annual Community Forum on Aging** on March 3 as a vendor, sharing information on Medicare and health care fraud.
- **Preparing 2026 outreach,** including Medicare update and fraud-prevention presentations across the region.



Pictured above: Lynette Thurston, Assistant VICAP Coordinator and Lisa Walker, VP - Advocacy Resources

- **Upcoming presentation:** Jean Duggan, VICAP Outreach Specialist will present for the Christopher Newport University's Lifelong Learning Series on March 27 at the Yoder Barn in Newport News.
- **Get Involved:** VICAP is always open to reaching new audiences who can benefit from a presentation. Anyone can help expand outreach by requesting a VICAP presentation. Contact Jean Duggan at 804-694-9623 or jduggan@bayaging.org to schedule.

Heartfelt Thanks to Our Long-Term Care Ombudsman

A recent letter sent to Long-Term Care Ombudsman Willie Alston, who serves the Hampton Roads area, highlights the vital role of our Ombudsman team. The program receives, investigates, and works to resolve concerns related to quality of care, residents' rights, and quality of life in skilled nursing facilities, assisted living facilities, and community-based care settings.

> "I am writing to express my sincere appreciation for your time, expertise, and support throughout my experience communicating with you. Your professionalism, kindness, and consistent accessibility made a meaningful difference for me during what was an emotional and very challenging process.
>
> I am especially grateful for the care and attention you showed, as well as the clarify and insight you provided every step of the way. Your willingness to listen and respond promptly helped me feel supported and confident, and I truly valued your guidance.
>
> Thank you again for your dedication and for the positive impact you had throughout a heartbreaking situation. It was a pleasure speaking wtih you each time, and I remain very appreciative of all that you did to assist me."

Virginia Insurance Counseling and Assistance Program (VICAP)

Survey Results Highlight VICAP's Trusted Guidance

VICAP recently surveyed 281 clients who received Medicare Part D and Medicare Advantage counseling during Open Enrollment. With a strong 41% response rate, the results were overwhelmingly positive:

> **96.5% of respondents said they would recommend the service to others.**

> **95.6% rated VICAP counselors as knowledgeable and objective**

Clients shared heartfelt appreciation for the guidance and support they received. Highlights can be found below:

The counselor was able to explain choices to me in a way I understood exactly what I needed and I was able to make the choice best suitable for me.

This is such a valuable service. Over the years it has saved me several hundred dollars. Highly recommend this service!

"

Lisa Walker was outstanding! So very patient with me and understanding. She went above and beyond for me!

Thanks to Lisa and her assistant who handled my Part D. Her assistant saved me a lot of time and worries and most importantly [from] making a mistake trying to work it out on my own. Thank you both big time.

VICAP
VA Insurance Counseling & Assistance Program
HELPING YOU NAVIGATE MEDICARE

Strong service. If not for VICAP I would spend hours surfing the web and get information overload. I really appreciate your help, really!

I truly don't know what I would do without this service. It has been most helpful.

I could not have done this on my own. Thank you for your patience and so helpful with any questions I had.

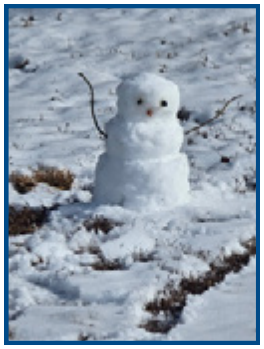
Very thorough and understanding. Received all paperwork on a timely basis. This is an excellent, beneficial and helpful service.

Bon Secours Richmond Donation (Continued from cover.)

Families received critical winter support - reaching households across 10 counties, including Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Richmond County, Northumberland, and Westmoreland.

- Bay Aging's Single-Family Housing (SFH) program used a portion of the $20,000 donation to deliver **$10,126** in emergency home repairs for 5 households—benefiting 11 residents. These repairs helped stabilize homes, address safety issues, and prevent further deterioration during the coldest months of the year.

- At the same time, the Community Action Program (CAP) provided **$9,360.24** in assistance to 8 households with 28 occupants, supporting utility payments, rent assistance, temporary housing, and other essential services.



Mr. Snowman from Tartan Village

Thanks to Bon Secours Richmond, families throughout the Northern Neck and Middle Peninsula received immediate, meaningful relief—strengthening stability, safety, and wellbeing across the region.

Community Action Program (CAP)

CAP Provides Critical Support to Households in Need This Winter

During December 2025 and January 2026, Bay Aging's Community Action Program (CAP) leveraged multiple funding sources—including **Community Services Block Grants (CSBG)** for **Emergency Service (ES)** and **Temporary Assistance for Needy Families (TANF)** and **Board Supplemental Funds** —to provide essential support to households across the region.

- Assistance was delivered throughout Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Richmond County, Northumberland, and Westmoreland counties, reflecting CAP's commitment to meeting community needs across the Middle Peninsula and Northern Neck.

These resources helped stabilize families through utility and rent assistance, temporary emergency housing, car repairs, and other supportive services, ensuring that residents facing economic hardship could meet critical needs during the winter months.

- **CSBG-ES** funding provided **$6,165.68** in assistance to 22 households with 29 people.
- **CSBG-TANF** funding assisted 8 households with 31 people totaling **$3,251.50**.
- **Board Supplemental Funds** provided **$10,072** in assistance to 18 households with 22 people.

Single Family Housing

- December 2025 and January 2026 funding for the **Essential Home and Accessibility Program (EHARP)** and the **Weatherization Program (WX)** assisted families in Lancaster, King George, and Westmoreland counties, supporting contract work, home repairs, and other household needs.

EHARP		Weatherization (WX)	
$10,538	3 Households 6 People	11 Households 12 People	**$67,409**

Older Adults Home Modification Program Now Enrolling

Bay Aging is now enrolling participants for the **Older Adults Home Modification Program**, a valuable initiative funded by the U.S. Department of Housing and Urban Development (HUD). The program helps older adults remain safe, independent, and comfortable in their homes by providing low-cost, high-impact safety improvements.

- Available only to residents within Bay Aging's service area, this program supports aging in place by addressing common hazards and improving overall home functionality. Staff encourage community members to help spread the word so eligible older adults can benefit from these important services.

Eligibility Requirements

- Age 62 or older
- Own their home
- Meet HUD's low-income (80% AMI) guidelines for their county

For older adults seeking to maintain independence and safety at home, this program offers meaningful support at no cost to the homeowner.



Multifamily Housing

HUD to Conduct NSPIRE Inspections at Three Bay Aging Communities

The U.S. Department of Housing and Urban Development (HUD) will conduct onsite National Standards for the Physical Inspection of Real Estate (NSPIRE) reviews this month. These inspections assess common areas and a randomly selected sample of rental units to ensure properties meet federal health and safety standards.

Upcoming NSPIRE Inspections:

- Tartan Village II (March 16)
- Mill Pond Village (March 24)
- Parker Run (March 24)



Hunters for the Hungry Supports Local Residents

Residents of The Meadows, Parker Run, Mill Pond Village, and Tartan Village recently received a generous donation of approximately 80 packages of venison, provided by the local chapter of Hunters for the Hungry. This long-running nonprofit partners with hunters and processors across Virginia to deliver nutritious protein to individuals and families in need. Learn more about their mission at https://h4hungry.org/.

Creative Expression Blooms at Tartan Village

Tartan Village residents participated in a four-week art class where they created acrylic paintings with Juli Schuszler from RAL Art Center in Kilmarnock.





Multifamily Housing

Healthy Harvest Food Farmacy Helps Residents Build Better Nutrition Habits

Residents of Mill Pond Village and Parker Run participated in the 6 week **Healthy Harvest Food Farmacy program** from January 19 through February 24, gaining hands-on experience in preparing healthier meals and making informed food choices. Throughout the series, participants learned about food safety, food preservation, and how to read nutrition labels to support smarter grocery decisions.

The program also emphasized simple ways to turn familiar dishes into healthier options through small, practical adjustments. Each week, residents prepared a nutritious recipe in class and received ingredients to recreate the meal at home. When they returned the following week, participants shared what they made, discussed any creative modifications, and celebrated their progress toward healthier eating.





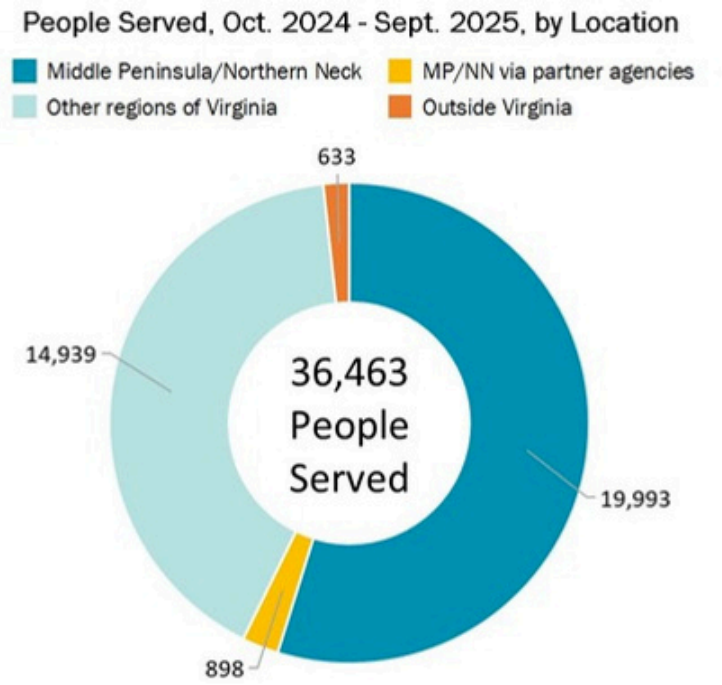


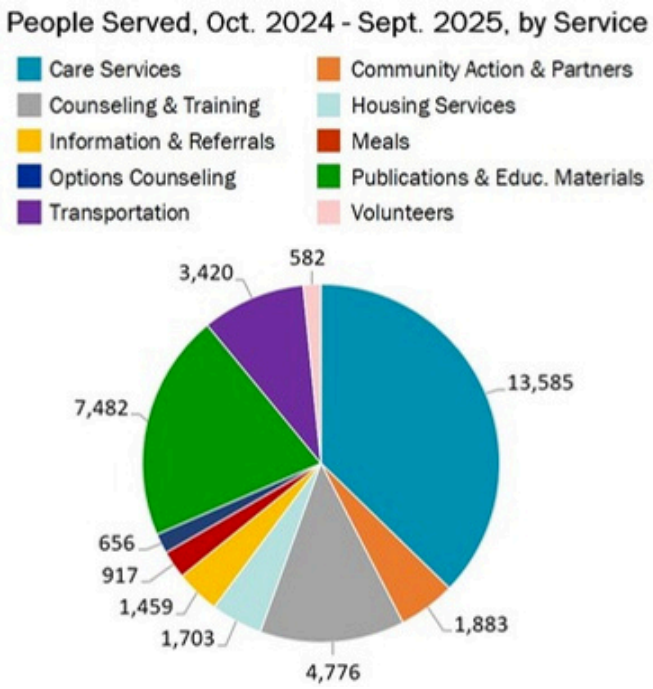


Statistics

Bay Aging **served 36,463 people during FY2025, up 1% from the previous year**. Within the Middle Peninsula and Northern Neck, Bay Aging's Caregiver Support, Homeless Solutions, and Community Chaplain programs saw considerable increases in people served. Expansion of Transitional Care Support was the primary driver for growth in other regions of Virginia, while Veteran Directed Care propelled growth in other states.

Care Services comprises the largest segment by service, with 13,585 people served. Care Services includes Home Care, Veteran Directed Care, Transitional Care Support, Adult Day Center, and Apartment Support Services.





Human Resources

Annual Performance Review Process Concludes

- Departments completed annual performance reviews for staff hired before October 1, 2025, with all meetings scheduled between January 6–March 10 through Paycom.

Human Resources

Recruitment

Recruitment efforts are ongoing as we welcome new team members. We are currently recruiting for 16 positions across the organization.

- Since January 1, we have hired 7 new employees and had 5 internal transfers

TOTAL EMPLOYEES

338

as of Mar 6

Training & Workforce Development

New Employee General Orientation

- 12 Employees attended the first new employee orientation for 2026 on Feb 23

2026 Department Information Sharing Sessions



- Departments and Divisions are signing up for dates in 2026 to share information on their programs and services.
- All employees receive invites to attend the sessions via Zoom. Sessions are recorded to share with those unable to attend.

Leadership Institute 2.0 Training Collaborative

Launched in February with 14 participants, this six-month management training program is designed to provide both foundational and refresher training to strengthen core management skills, reinforce key policies, and support staff success.

- **Topics** covered in two February classes include:
  - Recruitment, Selection, and Onboarding
  - Equal Employment Opportunity
  - Performance Management: Coaching, Evaluations, Discipline, Performance Action Plans, and Termination
- **Training Methods:** information review/discussion, guest speakers, online course assignments, and case-study/role play activities.
- **February guest speakers:** Stephanie Hudgins, Director of Administration & Operations and Tiffany Robins, Director of Health Services

Development

Bay Aging Selected to Present at USAging 2026 National Conference



Stephanie Hudgins, Director of Administration & Operations, and MaDena DuChemin, Director of Human Resources, will lead a workshop titled ***"Elevating Managers: Two Proven Models for Building Competence and Confidence."***

They will be presenting alongside Kyle Sanchez from Lewis-Mason-Thurston Area Agency on Aging (AAA).

Bonus Awarded for Campaign Efforts and Continued Commitment

Bay Aging received a special Jessie Ball duPont Fund **bonus** recognizing the success and persistence shown during the November–December 2025 campaign.

- The award **includes $1,086 in matching funds** from the dollars raised during the campaign, **plus a $5,000 bonus** awarded for sustained commitment and strong participation in the program.

This combined support provides a meaningful boost to fundraising efforts and helps strengthen essential services across the region.

Information Technology (IT)

IT Advances Security Upgrades and HITRUST Alignment

Work is nearly complete on the firewall migration and policy updates needed to support HITRUST Alliance certification guidelines.

- Final stages of the FortiGate-to-SilverSky firewall migration are underway.
- Policy and procedure updates are being completed to align with HITRUST Alliance certification documentation and review requirements, keeping the project on track for June completion.

Development

Leadership Institute 1.0 Attends Community Forum on Aging

Participants in Leadership Institute 1.0 had the opportunity to attend the 44th Annual Community Forum on Aging on March 3.

The team represented Bay Aging with enthusiasm and engagement throughout the day—strengthening their knowledge, expanding their professional networks, and deepening their understanding of the trends affecting the communities we serve.



Pictured (front to back, left to right): Cameron Pratt, Stephanie Hudgins, Katherine Angove, Olivia Englehart, Suzanne Shepherd, Rebekah "Becky" Smith, Kimberly "Kim" Billips-Swann, Ashley Benefield, Lauren Hutchens, Sabrina Newsome, Melissa Blake, Jennifer White, Deanna Jackson, Stephanie Rowe , William "Gary" Arnest, Danielle Burcher, and David Fols. (Not pictured: Robin Middleton, Sabrina Wikle, and Bengie Candelario-Trujilo)

Community Chaplain

Spiritual Support and Community Engagement

- Guided by her Community Chaplain Advisory Group, seven clergy representing diverse denominations, Chaplain Mary launched ***Chaplain Connect***, a newsletter designed to strengthen communication and collaboration among local clergy and community leaders across Lancaster County.

- Chaplain Ligon was **nominated to serve** on the **Clergy Care Committee for the Mid-Atlantic region of the Cooperative Baptist Fellowship**. As a Board-Certified Chaplain, she maintains her ecclesiastical endorsement through the Cooperative Baptist Fellowship, a denomination recognized by the Department of Veterans Affairs.



Chaplain Mary Ligon delivering the Lenton message, **"Glimpses of Glory,"** at the Lancaster County Ministerial Association's community service on February 25.

Community Impact

Shaping the Future of Aging: Highlights from Forum on Aging

The Annual Community Forum on Aging, hosted by the Peninsula Agency on Aging, brought together leaders, caregivers, and community members dedicated to strengthening the future of aging services in our region.

- The event opened with a Welcome Session, ***"Progress & Possibility—The Future of Aging in Our Communities,"*** featuring Bay Aging President & CEO Kathy Vesley alongside Melissa Andrews of LeadingAge Virginia, and Kiersten Ware of DARS. The panel explored opportunities and challenges in aging services, including the need to better integrate social and health supports, address capacity and affordability gaps, support aging in place, and recognize caregiver burnout.

- A key takeaway from the conversation was that **advocacy isn't just the responsibility of organizations—community members play a vital role as well.** Individuals can make a meaningful impact by sharing caregiving stories, engaging elected officials, supporting local initiatives, and uplifting the voices of older adults. These everyday actions help strengthen the systems that so many rely on.

- The panel also highlighted the **importance of shifting the narrative around aging by elevating the real experiences** of caregivers, CNAs, and older adults—stories that reflect the heart of our mission and why this work matters so deeply.

We extend our thanks to the Peninsula Agency on Aging for hosting such a meaningful event. With continued community and agency advocacy, we move closer to building a future where aging is supported, valued, and celebrated.



Pictured above: Kathy Vesley, President & CEO of Bay Aging; Melissa Andrews, President & CEO of LeadingAge Virginia; and Kiersten Ware, Deputy Commissioner of Virginia Department for Aging and Rehabilitative Services (DARS).

Community Impact

Where Passion Meets Purpose: ALCs Attend the Forum on Aging

Our Lancaster and Gloucester ALC participants showed up with enthusiasm at this year's Community Forum on Aging - engaging, learning, and representing Bay Aging with pride, thanks to Bay Transit's support.



Program Testimonial

Meals on Wheels Brings Comfort When It's Needed Most

One of our GUIDE clients recently shared heartfelt appreciation for the hot and frozen meals delivered from the Montross office. Caring for a husband in the final stage of dementia leaves little time or energy for daily tasks, and the arrival of a warm meal provided both nourishment and relief.



Grant Brings Comfort to Veterans Through Therapeutic Hand Massages



Thanks to a new grant awarded to Heart Felt Touch in Gloucester, veterans at the Gloucester Adult Day Center are now receiving soothing therapeutic hand massages twice a month.

These small moments of comfort and connection mean a great deal, and we're grateful to Heart Felt Touch for bringing this meaningful support to our veterans.

Healthy Habits Take Center Stage at the Mathews ALC

The Mathews Active Lifestyle Center recently hosted Liz Hayes from Virginia Cooperative Extension's Eat Smart, Move More program for an engaging wellness class focused on reducing added sugars and sodium.

Participants learned practical tips for reading nutrition labels, making healthier food swaps, and supporting overall heart and brain health. Thank you to Liz and to everyone who joined.







Liz Hayes (pictured to left) from Virginia Cooperative Extension presents Eat Smart, Move More program at Mathews ALC

Love, laughter, and community were in full swing as our ALC participants hosted a Birthday celebration and enjoyed Valentine's Day festivities. Enjoy these heartwarming photos from our Gloucester ALC, Westmoreland ALC, and Gloucester Adult Day Center.















