

NEWBURY

Council On Aging

Est. 1976

F. Ryeburn Lynch Senior Center

Newbury Elementary School

63 Hanover Street, Newbury, MA 01951

978-462-8114

www.townofnewbury.org

email: coa@townofnewbury.org

Office hours: Monday –Thursday, 9 AM – 3 PM

July/August 2015

MISSION STATEMENT

The Newbury Council on Aging will identify, develop, implement, and advocate for programs and services designed to enhance the quality of life and independence of elders in the community and will assist all people with questions relating to aging issues.

DATES TO REMEMBER

July 4 is Independence Day

July 15 - Guest Chef Luncheon @ noon

July 20 – Van trip to the gardens of Stevens-Coolidge Place/N. Andover

July 22 - W.E. Duke will hold a 3-hour watercolor class from 10:00-1:00.

August 20 – Guest Chef Luncheon @ noon.

Newbury Council on Aging Board of Directors is seeking volunteers to join other board members who are interested in working with the Senior Center Staff to provide services to those over age 60 in our community. The current focus is expanding services to include younger members through Web and internet communication programs to help plan for and or enjoy their retirement. We meet on the third Monday of the month for about an hour or so. Call Martie Joe at 978-462-8114 or email at coa@townofnewbury.org if you are interested.

GO WALKING

Walk on your lunch hours.

Walk for 5-10 minutes

whenever you can.

Walk to and from errands.

Find a friend to walk with you.

Talk business or think through a project while walking.

Walk early for extra energy.

Buy new walking shoes for motivation.

Keep walking shoes at work so you're ready any time.



ARTIST, W. E. DUKE, COMING TO THE SENIOR CENTER IN JULY

Local artist, W. E. "Bill" Duke, will hold a **3-hour watercolor class for beginners on Wednesday, July 22nd from 10:00 AM – 1:00 PM** (bring lunch!). **The cost is \$20.00 for materials.** You'll be able to bring your own beautiful painting home with you! Bill travels to many COA's all over the North Shore in Massachusetts. We heard that his classes are so popular that we just had to have him come to our town! **We must have at least 6 participants in the class.** Call the COA @ 978-462-8114 to reserve your spot!

VAN TRIPS

Call for reservations at 978-462-8114 for all of the trips listed below (must have 6 or more to take van):

Stevens-Coolidge Place in North Andover – Monday, July 20, 2015 departing at 10:00 AM. This is the last of our summer garden tours. Enter a world of early 20th-century country elegance at a former farm-turned-estate. The house and gardens boast some of the finest work of Colonial Revival architect, Joseph E. Chandler.

VOLUNTEER CORNER

We would like to thank the following people for their recent donations to our senior center: Connie Bodwitch, Marge Emerson, Marie Lojek, David Ross and Jeanne Thomas.

Thank you to our wonderful Guest Chefs – In May, Sue Wolfendale, prepared a delicious meatloaf dinner with all of the trimmings. In June, we were treated to a lunch prepared by the folks at Brigham Health & Rehab in Newburyport. We thank them for coming to our senior center! Also, a big thank you to our kitchen helpers: Linda Keenan and Barbara Murray.

Volunteer Opportunities

We're always looking for Guest Chefs to cook a meal for 20 to 25 people. Donations are given back to the chef. Call Gail if you are interested – 978-462-8114.

We are in need of **Volunteer Grocery Shoppers** who will grocery shop and pick up prescriptions for homebound seniors. You need an automobile, a pleasant personality and are able to lift small grocery bundles. Please consider helping out your neighbor.

To help cut down the cost of mailing this newsletter, please access it through the townofnewbury.org website. On the home page left side, go to Departments, click on Council on Aging, then under additional links, click on Newbury COA monthly newsletters. You can also email us (coa@townofnewbury.org) your email

address and we can email it to you. Please let us know when we can take you off the postage paid mailing. Thank you.

Happy Birthday to all Volunteers Born in July & August

July 4	Bob Brown
July 8	Marie Lojek
July 12	Anne Hatheway, Gail Kehoe
July 16	Martie Joe
July 19	Connie Bodwitch
July 26	Jane McNeal
July 31	Gerry Heavey
Aug. 6	Choo Whyte
Aug. 13	Andrea Bursaw
Aug. 24	Alba Gouldthorpe
Aug. 29	Russ Peirce
Aug. 31	Marge Emerson, Sheila Schofield

Prescription Advantage

If you have a Medicare Part D or Medicare Advantage plan and do not get Extra Help, you will reach that coverage gap when the total retail cost of your prescription drugs reach \$2960.00. Then you will pay 45% of the cost of brand name drugs and 65% for generics. Think what that means... a \$300 brand name drug will now cost you \$135.00. **Prescription Advantage**, the Massachusetts prescription drug assistance program, can help pay for your prescription drugs when you reach the "donut hole" For further information, call Prescription Advantage at 1-800-AGE-INFO (1-800-243-4636) and Press 2 to learn more. You can also speak with our **SHINE** counselor Mark Sullivan who is available by appointment only. Call 978.462.8114, to see when he is available.

CAREGIVERS PAGE

Tough Conversation / Ten Essential Questions

Your parents and spouses are entitled to privacy and respect regarding their plans and wishes ~ whether financial, independence and living preferences, or end of life. But as a caregiver, there is some information you should have in order to assist should the need arise. These conversations may not be easy, so begin with some simple guidelines to demonstrate your good intentions ~ and be prepared to back off until a better time.

- Be open and candid; do not dance around the issues. Express your feelings.
- Follow the Golden Rule. What if your roles were reversed?
- Emphasize your position as a support person and that you will be with them through thick and thin. Tell them this conversation will help you prepare.
- Allow your loved one to maintain control. The purpose of this conversation is to clarify their wishes, not to push your own agenda.
- Express your own limitations and needs. You may live far away or have family obligations that have to take precedent.
- End the conversation with an action plan. Do not let the conversation trail vaguely off. Have at least one goal that can be acted upon now, perhaps preparing some of the documents listed below or visiting a housing site.

Here are ten essential questions you should ask your parents or spouse.

- Do you have a Durable Power of

Attorney?

- What are your end of life wishes? Do you have a Health Care Proxy and a Do Not Resuscitate order?
- Do you have a Will?
- Do you have Long Term Care Insurance or a financial plan should long term care be required?
- Are all these above documents current?
- Where are these documents stored?
- Do you have a Financial Advisor to help with future plans?
- If you are no longer able to care for yourself, have you thought about where you would prefer to live? This topic must bring up the financial realities.
- Do you visit your doctor on a regular basis? This one can lead to a discussion on general health and well being.
- Do you feel you understand why you are taking the medications you have been prescribed?

Helpful tools: the File of Life is a red magnetized plastic envelope containing medical and emergency contact information; local EMTs will look for the FOL on the refrigerator and take it if transporting to the hospital. Five Wishes is a legally recognized publication of Aging with Dignity which covers all the bases of how you wish to be treated during your final days (music? bright room or dark? visitors or not?). The Yellow File, is a simple sturdy paper file where important papers can be assembled in a single place. The C.O.A. can help you find all of these.

(Thanks to A Place For Mom for some of the above suggestions.)

Continued from page 3

The C.O.A. has a number of walkers, commodes, tub chairs, and crutches available free; if you need medical equipment, call the Office before purchasing anything.

Ever heard of a **Granny Pod**? It is a prefabricated, free standing backyard dwelling; portable, affordable, temporary, alternative housing. The MEDCottage, designed in part by engineering students at Virginia Tech, comes in varying sizes and most include a living room, bedroom, bath, and kitchenette and features to monitor safety and health. Not inexpensive, but less than one year in most assisted living facilities.

Drivers License Reminder: If you have a birthday coming up, check your license renewal date. Remember, the Registry of Motor Vehicles no longer sends out renewal notices. A tip from the Attorney General's Office: if you have not already done so, change your driver's license number from your Social Security number to a randomly selected **"S" number**.

Sleep deprivation and insomnia increase dementia risk. A good night's sleep not only helps with mood and energy levels, it also reduces the risk of cognitive impairment later in life. Aging often causes natural disruptions of Circadian rhythms ~ daily cycles of waking, sleeping, body temperature, and metabolism. Unfortunately as we age, other health issues (arthritis) may disturb sleep and this is especially true for those with any kind of Mild Cognitive Impairment (MCI) and most especially Alzheimer's. So make a good night's

sleep a priority: get physical activity every day, skip the afternoon nap, watch what you eat the couple of hours before bedtime and avoid the late night stimulants such as cigarettes, alcohol, and electronic devices.

SEASONAL SUGGESTIONS AND TIPS

We are officially into hurricane season and the early predictions are for one or two big storms to hit New England. If a hurricane warning is issued and you are directed by authorities to evacuate the area, **the first rule is to leave when asked.**

- Do you have a "Go Kit" of essential items (medications, cash, insurance cards, addresses, and phone numbers)? If yes, take it and go. If not, assemble one now.
- If you have time, turn off the gas, electricity, and water.
- Disconnect appliances to reduce the likelihood of electrical shock when power is restored. Secure or put away outside flower pots, chairs, and grills.
- Make sure your automobile's emergency kit is also ready (maps, emergency flares, a first aid kit, fire extinguisher, a blanket).
- Follow designated evacuation routes (other roads may be blocked); expect heavy traffic.
- Before a warning is issued, familiarize yourself with Newbury's emergency plans, warning signals, evacuation routes, and the location of emergency shelters (these are in the annual Seabrook calendar you received

JULY 2015


Monday

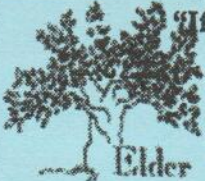
Tuesday

Wednesday

Thursday

Friday




<p><i>Happy 4th of July!</i></p>		<p>1</p>	<p>2</p> <p>12:30 Knitting</p>	<p>3</p> <p>SENIOR CENTER CLOSED</p> <p>TAI CHI At Newbury Town Library 9:00-10:00</p>
<p>6</p> <p>12:45 Bridge</p>	<p>7</p> <p>9:00 Van /Shopping</p> <p>12:30 Cribbage</p> <p>1:00 RN @ Newbury Village</p>	<p>8</p> <p>SHINE- MUST CALL TO MAKE AN APPT.</p> <p>12:30 Knitting</p>	<p>9</p> <p>1:00 Birthday Bingo</p>	<p>10</p> <p>SENIOR CENTER CLOSED</p> <p>TAI CHI At Newbury Town Library 9:00-10:00</p>
<p>13</p> <p>12:45 Bridge</p>	<p>14</p> <p>9:00 Van /Shopping</p> <p>12:30 Cribbage</p> <p>1:00 RN at Quaker Hill</p> <p>2:00 RN at Oak Ridge</p>	<p>15</p> <p>12:00 Guest Chef Luncheon</p>	<p>16</p> <p>12:30 Knitting</p>	<p>17</p> <p>SENIOR CENTER CLOSED</p> <p>TAI CHI At Newbury Town Library 9:00-10:00</p>
<p>20</p> <p>12:45 Bridge</p>	<p>21</p> <p>9:00 Van/Shopping</p> <p>12:30 Cribbage</p>	<p>22</p> <p>SHINE- MUST CALL TO MAKE AN APPT.</p>	<p>23</p> <p>12:30 Knitting</p>	<p>24</p> <p>SENIOR CENTER CLOSED</p> <p>TAI CHI At Newbury Town Library 9:00-10:00</p>
<p>27</p> <p>10:00 Van trip to Stevens-Coolidge Place (gardens) in North Andover</p> <p>12:45 Bridge</p>	<p>28</p> <p>9:00 Van/Shopping</p> <p>12:30 Cribbage</p>	<p>29</p>	<p>30</p> <p>12:30 Knitting</p>	<p>31</p> <p>SENIOR CENTER CLOSED</p> <p>TAI CHI At Newbury Town Library 9:00-10:00</p>



"If you Don't Plan Your Estate, The State will plan it for you."

Margot G. Birke, Attorney at Law

Named Massachusetts NAELA Chapter Member of the year.
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Elder Law Solutions

AUGUST 2015


Monday

Tuesday

Wednesday

Thursday

Friday

12:45 Bridge 3	9:00 Van/ Shopping 12:30 Cribbage 1:00 RN @ Newbury Village 4	SHINE- MUST CALL TO MAKE AN APPT. 5	12:30 Knitting 6	SENIOR CENTER CLOSED TAI CHI At Newbury Town Library 9:00-10:00 7
12:45 Bridge 10	9:00 Van /Shopping 12:30 Cribbage 1:00 RN @ Quaker Hill 2:00 RN @ Oak Ridge 11	12:30 Knitting 12	1:00 Birthday Bingo 13	SENIOR CENTER CLOSED TAI CHI At Newbury Town Library 9:00-10:00 14
12:45 Bridge 17	9:00 Van /Shopping 12:30 Cribbage 18	SHINE- MUST CALL TO MAKE AN APPT. 19	12:00 Guest Chef Luncheon 1:00 Knitting 20	SENIOR CENTER CLOSED TAI CHI At Newbury Town Library 9:00-10:00 21
12:45 Bridge 24	9:00 Van/Shopping 12:30 Cribbage 25	26	12:30 Knitting 27	SENIOR CENTER CLOSED TAI CHI At Newbury Town Library 9:00-10:00 28
12:45 Bridge 31		Enjoy your summer!		

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in January). Be aware that emergency shelters cannot accept pets, so have a safety plan for them, too. Your important papers (will, insurance policies, and licenses) should be in a water tight and flame resistant container. Keep emergency phone numbers by your phone (and remember ICE on your cell phone).

- Here are the 2015 Atlantic Tropical Storm names: Ana (already come and gone), Bill, Claudette, Danny, Erika, Fred, Grace, Henri, Ida, Joaquin, Kate, Larry, Mindy, Nicholas, Odette, Peter, Rose, Sam, Teresa, Victor, Wanda.

Drink more water! Every single system in our bodies depends on water to function. If you do not take in enough fluid you will not feel good ~ headaches, tiredness and light headedness, muscle cramps, pain during urination. All fluids count (the only exception is alcohol), not just water; your body filters what you take in to produce what it needs. It is best to keep track of your intake and aim for the recommended eight 8-ounce glasses, but another way to tell if you are drinking enough is the color of your urine. It should be pale yellow (some medications may interfere); if it is dark, you need more water, especially at this hot time of year.

Heat stroke can kill or cause serious injury to the brain. Symptoms will gradually increase from heat exhaustion (slight dizziness and nausea, cramps, headache) to include rapid heartbeat, hot dry skin, lack of sweating, throbbing

headache, rapid shallow breathing, confusion and disorientation. When these latter symptoms occur, call 911 immediately and while awaiting help, apply cold damp towels especially to the neck, back, armpits, and groin as these areas are rich in blood vessels close to the skin.

Gardening is a relaxing and enjoyable form of exercise, but it can pose health risks if you ignore safety precautions.

Be sun smart. Ultraviolet radiation from the sun can begin to burn unprotected skin within minutes. Avoid the hottest period of the day (10:00 to 2:00) and apply sunscreen to uncovered skin. A light long sleeved shirt and a wide brimmed hat are recommended.

Be safe with gardening equipment: buy good tools, do not tamper or remove safety guards, check and clean your tools regularly, and use the right tool for the job. Be especially careful with your power mower: wear proper clothing and covered shoes, long pants to protect your legs from flying debris, and wear appropriate eye protection.

Do not overdo it. Pace yourself by starting and ending with easier tasks. Rotate your tasks to avoid repetitive movements and stop periodically for a back stretch. Avoid marathon sessions, rest periodically, and drink lots of water.

Have you upgraded your **Air Conditioner?** The C.O.A. will pick up your old working a/c to donate to an elder resident in need.

Driving in rain storms. It is the law (as of January 1, 2015) that if your windshield wipers are on, your

headlights must be as well. The law is designed to make all motorists more visible and it states that headlights must be on when unfavorable conditions or insufficient light reduce visibility to less than 500 feet.

To convert Celsius to Fahrenheit:

$$C = (F - 32) / 1.8$$

To convert Fahrenheit to Celsius:

$$F = (C \times 1.8) + 32$$

TELEPHONE REASSURANCE

Whether it's once a week or more, we have Newbury residents who enjoy receiving phone calls from our COA Telephone Reassurance volunteers. These seniors enjoy having a nice conversation about current events or reminiscing about the past. If you'd like a friendly phone call, just call the Newbury Council on Aging at 978.462.8114 and we'll be glad to have a volunteer call you for some conversation.

TRANSPORTATION

Grocery shopping on the COA Van

Every Tuesday morning. We start picking up at 9:15 AM and generally finish up by 12:00 noon. The round trip costs \$3.00. We occasionally use the van for social events. Please review our calendar.

Northern Essex Elder Transport

N.E.E.T. drivers are volunteers who use their own cars to bring clients to medical appointments. We ask that you give 48 hours' notice to secure a driver. Clients are asked to make a donation based on .43 cents per mile. This is a curb-to-curb transport service and you must be

ambulatory, or if not, bring a companion to assist you. The driver is not required to assist.

Ring & Ride is a curb-to-curb transportation service provided by the Merrimack Valley Regional Transit Authority. You can use the service in a variety of ways. Whether you are commuting to and from work, going shopping, visiting friends, or going to a medical appointment, Ring & Ride is there for you. This service allows residents of Boxford, Georgetown, Groveland, Newbury/Byfield and West Newbury to commute anywhere in Amesbury, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Methuen, Newbury/Byfield, Newburyport, North Andover and West Newbury, as well as the Rowley Train Station and Market Basket in Rowley. This service will allow you to connect to the MVRTA fixed route bus system. For reservations, please call 978-469-6878 option #3 between 8:00 AM & 4:30 PM Monday through Friday, at least one day prior to service. Trips may be reserved up to two weeks in advance. The cost is \$2.00 one way.

Senior MassParks Pass Fee

Senior MassParks Passes are available for purchase (\$10.00 one time fee) at all parks that charge a parking fee. Most parks and beaches charge parking fees from mid May through early September, some charge through early October, and several charge parking fees year-round. Typically, Senior MassParks Passes will be available for sale at the contact stations. Please keep in mind that most parks can only accept cash or check made payable to the Commonwealth of

Massachusetts and cannot accept credit cards. A copy of your MA driver's license or other official proof of MA residency and age will be required. Senior MassParks Passes can also be obtained by writing to: DCR MassParks, 251 Causeway Street, Boston, MA 02114, Attn: Senior MassParks Pass Coordinator. Please submit a copy of your MA driver's license or other official proof of MA residency and age with a check made payable to the Commonwealth of Massachusetts. The Senior MassParks Pass is not valid at campgrounds and its use is subject to available parking. The Senior MassParks Pass is available to Massachusetts residents 62 years of age or older and is valid for the lifetime of the passholder. The pass covers day use parking fees for vehicles occupied by the pass holder, whether as a driver or passenger.

National Parks Senior Pass

\$10 Lifetime pass

For U.S. citizens or permanent residents age 62 or over. May be obtained in person at a federal recreations site or through the mail using the application form on the website. The cost of obtaining a Senior Pass through the mail is \$20.00. (\$10.00) for the Senior Pass and (\$10.00) for processing the application. Applicants must provide documentation of age and residency or citizenship. The pass may provide a 50% discount on some amenity fees charges for facilities and services such as camping, swimming, boat launch, and specialized interpretive services. It generally does NOT cover or reduce special recreation permit fees or fees charged by concessioners.

The Silent Call Procedure

The Silent Call procedure is a unique program in the Massachusetts Enhanced 9-1-1 system that allows a caller who is unable to verbally communicate their emergency over the phone to receive the appropriate response. If you need to call 911 and you are unable to speak for any reason, such as a physical disability, domestic violence or home invasion, follow these simple steps using a touch tone wireline telephone or cell phone: **FIRST, DIAL 911- once the call is answered;** indicate your need by pressing the appropriate number on your telephone.

- If you need POLICE – PRESS 1
- If you need FIRE – PRESS 2
- If you need an AMBULANCE – PRESS 3

The 911 Dispatcher may ask questions that require 'yes' or 'no' answers.

- PRESS 4 for YES
- PRESS 5 for NO

IDENTITY THEFT

What would you do if YOU or SOMEONE YOU KNOW is a victim of Identity Theft?

Step One: Place a fraud alert on your credit reports. (this helps prevent an identity thief from opening more accounts in your name. **Step Two:** Order free copies of credit reports to review by calling one of the following:

TransUnion 1-800-680-7289

Experian 1-888-397-3742

Equifax 1-800-525-6285

Report Identity Theft to the following authorities:

Newbury Police (business line 978-462-4440)

Social Security 1-800-269-0271

Federal Trade Commission 1-877-438-4338

Personal Credit Card Companies

THINGS TO DO

Sedgwick Gardens at Long Hill –

located at 572 Essex St. in Beverly – free admission.

NEWBURY TOWN LIBRARY – 0 Lunt Street, Byfield

Tong Ren Healing – Tuesdays starting at 7:00 PM.

Tai Chi – Fridays from 9:00 AM to 10:15 AM.

NEWBURYPORT LIBRARY

Movie Matinee – Every Wednesday afternoon at 2:30 PM (free).

Way Back Wednesdays – Every Wednesday evening at 7:00 PM, the library shows movies that are oldies, but goodies. In July, "Airplane", "Dirty Dancing", "Jurassic Park", "Ghostbusters" and "Jaws". In August, "Grease", "Raiders of the Lost Ark", "Top Gun" and "The Goonies".

FARMERS' MARKETS:

Amesbury – Point Shore Farmer's Market on Saturdays from 10:00 AM to 2:00 PM located at 350 Main Street. Runs from June through October.

Haverhill – Saturdays from 9:00 AM to 1:00 PM located at 40 Bailey Blvd. (next to police station).

Ipswich – Wednesdays from 3:30 PM to 6:30 PM located on the Center Green adjacent to the Hall Haskell House and Visitor Center in downtown, historic Ipswich. Runs from June 24th to October 7th.

Newburyport – Sundays from 9:00 AM to 1:00 PM located at The Tannery, 50 Water Street.

Rowley – Sundays from 8:00 AM to 1:00 PM located on the Rowley Common. Runs from July 12 through September.

Elder Services Becomes the Administrator of the Merrimack Valley Nutrition Program

Elder Services of the Merrimack Valley is excited to announce that as of Wednesday, July 1st they will be the administrator of the Nutrition Program. With the change comes a new food provider, Lindley Food Service, which has been selected as the caterer. As the new administrator Elder Services aims to keep the program as whole as possible, welcoming current staff members and volunteers to join the program. Along with long standing employees and volunteers, a new Nutrition Director, Derek Anderson, has been hired to oversee the program.

Our focus is to provide great meals to elders through Lindley, supporting the staff to deliver excellent customer service and assisting our consumers with their needs! If you have any questions or concerns please, call us at 1-800-892-0890 and ask for the Nutrition Program Staff.

FREE FUN FRIDAYS

70 Museums & Cultural Venues

10 Weeks of Fun this Summer

7 Sites open for Free each Friday

Here are a few around our area:

Boston Children's Museum, Old Manse Trustees Reservations, Edward Kennedy Institute, New England Historic

Genealogy, Museum of Fine Arts, Sports Museum, Larz Anderson Auto Museum, Arnold Arboretum, USS Constitution

Museum, Freedom Trail Foundation. For more information, go to

www.highlandstreet.org/freeefunfridays

COUNCIL ON AGING
63 Hanover Street
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COUNCIL ON AGING
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Emeritus : Jean Doyle, Russell Peirce
 Gene Smith

C.O.A. Staff

Martie Joe.....*Director*
Gail Kehoe.....*Program Coordinator*
Gage Kelly.....*Meals on Wheels Driver*
Alix McArdle.....*Outreach Worker*
Nina Meader.....*Outreach Nurse*
Choo Whyte.....*Van Driver*

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Nurses Corner, by Nina Meader
Don't Ignore a "Minor" Stroke

Get prompt treatment to avoid further damage to the brain and prevent a major stroke. Nearly 40 percent of people who have a transient ischemic attack (TIA) or minor ischemic stroke may experience cognitive impairment, according to a study presented at the American Stroke Association's International Stroke Conference. An ischemic stroke – the most common type – is caused by a disruption in the flow of blood and oxygen in the brain, usually due to plaque or a blood clot. A TIA affects brain function temporarily, for up to 24 hours. By contrast, in a "small" or minor ischemic stroke, deficits usually persist for more than 24 hours and there is permanent damage to the

brain, although the damage does not cause serious disability.

Stroke Heroes act **FAST**. Is it a stroke? Check these signs first:

Face - does the face look uneven? Ask them to smile.

Arm – does one arm drift down? Ask them to raise both hands.

Speech – does their speech sound strange? Ask them to repeat a phrase

Time – Every second brain cells die. Call 9-1-1 at any sign of stroke.

Other signs include:

- Visual disturbances in one or both eyes.

- Trouble walking, dizziness, loss of balance.

- Sudden, severe headache.

More Information, call 1-800-487-1119
or email heart.stroke@state.ma.us