

The Tip Jar

◇ Looking for more frequent tips, check us out online:

⇒ Website:

www.areaagencyonagingfivecounty.org/

⇒ Facebook:

www.facebook.com/AgingFiveCountyUtah/

⇒ Pinterest:

www.pinterest.com/fivecountyyaging/

⇒ YouTube:

www.youtube.com/channel/UCDPDA_DPsG4ulp2iczbw5Vw



There are a wide variety of scams in which fraudsters use technology to impersonate official government personnel. These scammers target individuals through various methods, including phone, email, or social media in an attempt to obtain money or personal, medical, or financial information. Scammers may claim they need information to settle a debt, verify medical claims, or to provide grant money. Once these criminals have your personal information, they will use it to steal money from you or commit fraud. Our SMP team would like to remind you to remain vigilant for such scams. Avoid sending money or sharing personal, medical, or financial information with unknown individuals who claim to be government officials. If you believe you have been the target or victim of a scam contact your **local Senior Medicare Patrol at 435-673-3548**.



Each year, the Medicare Open Enrollment Period begins on October 15th. During this period, plans change coverage and costs and new plans become available. For 2021, many Medicare beneficiaries in Southwest Utah will benefit from changing their Part D or Medicare Advantage plans. Part D plans are available with lower monthly premiums than last year and a

new savings program is available for people who use insulin. Many areas will see new Medicare Advantage Plans, some with no monthly premium and others with enhanced benefits like vision, dental, hearing and other supplemental benefits. To have a Medicare Counselor complete a plans comparison with you, **contact Tom at (435)-673-3548 or Amy at (435)867-6020 or schedule an appointment at your local Senior Center.**



Involved Aging: News and Announcements

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Ombudsman is a strange name for an important role. The Long-Term Care Ombudsman Program at the Area Agency on Aging-Five County provides advocacy services to residents of skilled nursing facilities and assisted living facilities throughout the five county area. Our team of local ombudsmen are trained and certified to respond to complaints and help resolve problems on behalf of residents, while upholding strict confidentiality standards. Because we are a resident-driven program, we can only advocate if we have permission from the resident or an authorized representative. We strive to maintain open communication with residents throughout the complaint resolution process to make sure we are upholding their wishes and working toward the goal of making a difference in their everyday life.

In addition to complaint resolution, your local Ombudsman program works to educate residents, facilities, and the public on resident's rights. As you might already know, residents of long-term care facilities have rights. These rights are mandated by the Older Americans Act and include the right to dignity, the right to privacy, the right to information, and many more. A full list can be found in the Resident's Bill of Rights.

While you may not be able to say our program name (and we don't expect you to), we want you to know each of us by name. Your local Ombudsman Team is led by Kristina Raner, who has been with the program for five years and covers all five counties. Susan Swapp has been with the program for ten years and covers Beaver, Garfield, Iron, and Kane counties. Our newest team member, Lisa Anderson, has been with us for nearly two years and covers Washington County. If you or someone you know would like to find out more, please reach out to us via **email ombudsman@fivecounty.utah.gov or call 435-263-0489.**

Volunteers Honored By AARP!

On September 22nd, three of our outstanding volunteers were honored for their service and dedication to our community at a virtual awards ceremony held by AARP. Cheryl Heyborne, Jack Strosnider, and Sarah Jones-Unrien were all recipients of the **AARP Utah's 2020 Outstanding Utah Volunteer Award**. We are very proud of these volunteers and thankful for all they do for us!



Cheryl works with our Telephone Reassurance Program. She contacts an average of 8-10 different people in the Five County area of Utah on a weekly if not daily basis depending upon their desire for conversation. She checks in to make sure that they are doing ok and to just be a friendly voice. Cheryl makes sure that her clients that she is contacting have the support and companionship to make staying in their own home easier. She helps our clients on the telephone reassurance program by reducing their isolation and loneliness with her constant contact. The clients have a friend in Cheryl. Cheryl is a shining example for many others. Her positive attitude and can do spirit are an encouragement to anyone around her. Who would not want to be like Cheryl? She has such a caring heart and understands that our clients just need to talk to someone and know that someone cares.

Join Our Team of Valued Volunteers!

For more information on volunteer opportunities with the Area Agency on Aging- Five County, contact Maria Bailey by email rsvp@fivecounty.utah.gov or call 435-673-3548.



Jack's desire to help himself with a physical issue became a desire to share his talent with others who could benefit. He saw the results of Tai Chi in his own physical situation and wanted to share it with others. He understands how learning this art form can make a difference for someone to gain strength and balance. Along with confidence in their own well being. When someone gains these traits they are able to be in a better situation to choose how they would like to age. Jack has volunteered to teach the art of Tai Chi for Arthritis at the Cedar City Senior Center twice a week until Covid-19 became the new normal. But with his desire to continue to help others and share his talents he is now teaching the class twice a week at the Cedar City Visitor's Center on the outdoor patio.

Every Thursday morning, Sarah brightens up our St. George office! Her experience, talent, and skills enrich our office culture and our lives. She greets everyone with cheerful words and a smile. Sarah goes above and beyond to make sure our community members connect with someone to help them in their time of need. She is also always quick to lend a hand when anyone in the office needs help with a project. We are lucky to have Sarah as one of our volunteer receptionists. Not only does she keep the calls moving, she brings an encouraging light to our office that reaches community and staff members alike. We are grateful to Sarah for choosing to give her time to us and to our community!

