



Visit [Pinterest.com/fivecountyaging](https://www.pinterest.com/fivecountyaging) for this and other resources, stress busters, quotes, easy meals and more.

### Volunteers Wanted!

RSVP is now actively serving Beaver, Garfield, Iron, Kane, and Washington counties. RSVP Volunteers can help with telephone reassurance or lead workshops in the Five County area. Our goal is to help adults age in place, learn about healthier lifestyles, and manage their health at home. We are currently recruiting new volunteers.

If you are interested in learning more about workshops or volunteer information, contact the RSVP Director.

Maria Bailey

Phone: (435) 673-3548

## Caregiver Skill Builder

**Allow Others to Help.** Care environments are successful when they make the care receiver feel safe, comfortable and understood. Take time to explore the skills and abilities of family, friends and professionals. Everyone has something valuable to offer.

## The Tip Jar

- ◇ Meals on Wheels nutritious midday meals are delivered to frail and isolated older adults. Contact Five County or your local Senior Center for more information.
- ◇ “If you can’t change your fate, change your attitude.”- Amy Tan
- ◇ The Senior Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for Medicare beneficiaries and their families or caregivers.



## Involved Aging: News and Announcements

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[www.areaagencyonagingfivecounty.org](http://www.areaagencyonagingfivecounty.org)

[www.facebook.com/AgingFiveCountyUtah](https://www.facebook.com/AgingFiveCountyUtah)

[www.pinterest.com/fivecountyaging/](https://www.pinterest.com/fivecountyaging/)

### Improving Communication

#### with Care Receivers

Dementia is a disorder of the mental processes caused by brain disease or injury. Symptoms may include memory loss, personality changes, and/or impaired reasoning or step-by-step functioning. A few well known types of dementia are Alzheimer’s, Lewy Body, Frontotemporal Degeneration, and Vascular Dementia. Each type of dementia has a set of symptoms and behaviors which need patience and practiced communication skills. Here are a few insights and tips that will assist in improving dementia communication skills:

- **Simplify.** Speak clearly and slowly, using short sentences without pronouns. “He is...” needs to be changed to “John is coming for dinner” or “your son John is on the phone”.
- **Create Calm.** Communication is always easier with a calm individual. Keep a room clean and simple. For example, too many pictures on the wall of “forgotten family” members may create agitation or even fear (Who’s looking at me?).
- **Be Patient.** Give extra time for the person to speak, find a word, or process a question. Improving Dementia Communication Understanding Behaviors
- **Don’t Interrupt.** Individuals with dementia need time to share emotions, feelings, and fear. They do not always need a solution, just a listening ear.
- **Ask Questions with One Focus.** Does your arm hurt? Would you like coffee? Pointing to the item in question also helps.
- **Model Behavior.** The most powerful dementia communication is non-verbal or show-and-tell. Tasks, such as brushing teeth or eating, could be done together so the individual can see you model the expected behavior.
- **Don’t Argue.** The dementia individuals reality IS their current reality. Keep them safe and calm. You do not have to agree or be right—just listen to understand. If they are fixated on the wrong day, saying “We have to go to the dentist RIGHT NOW.” You can simply reply, “Oh, did I forget to tell you the dentist cancelled, I’m sorry. It’s now next week”. Show a calendar if necessary.



The Senior Medicare Patrol team at Area Agency on Aging-Five County have an important message to share with seniors. These types of scams are actively occurring in our area. Know the red flags to protect yourself.

### **Paying Scammers with Gift Cards- Advice from the FTC**

Gift cards are a popular and convenient way to give someone a gift. They're also a popular way for scammers to steal money from you. That's because gift cards are like cash: if you buy a gift card and someone uses it, you probably cannot get your money back. Gift cards are for gifts, not payments. Anyone who demands payment by gift card is always a scammer.

Many different kinds of imposters ask you to pay with gift cards. Someone might call you and claim to be from the IRS, collecting back taxes or fines. The caller might say he's from tech support, asking for money to fix your computer. The caller might even say she's a family member with an emergency and needs money right now.

But they all have in common an urgent need for you to send money right away. Imposters will sometimes ask you to wire money to them but, increasingly, they tell you to go put money on a gift card. **Here's what happens:** the caller will often tell you to go buy a popular gift card, frequently, iTunes, Google Play, or Amazon. The caller will tell you to get the card at a particular store near you – often Walmart, Target, Walgreens, or CVS. They may even have you buy several cards at several stores. Sometimes, the caller will stay on the phone with you while you go to the store. Once you buy the card, the caller then will demand the gift card number and PIN on the back of the card. Those numbers let them immediately get the money you loaded onto the card. And once they've done that, the scammers and your money are gone, usually without a trace. If anyone tells you to pay by gift card, or by wiring money – for any reason – that's a sure sign of a scam. Every time.

### **What if you paid a scammer with a gift card?**

If you paid a scammer with a gift card, tell the company that issued the card right away. When you contact the company, tell them the gift card was used in a scam. Ask them if money is still on the card, and if they can refund your money. If you act quickly enough, the company might be able to get your money back. Be aware that some companies will not return any money even if the gift card hasn't been used. Remember to keep the gift card itself, and keep the gift card receipt. Also, tell the store where you bought the gift card as soon as possible.

# **THERE'S NO PLACE LIKE HOME**

## **18TH ANNUAL SENIORS CONFERENCE**

**August 28, 2020**

**1:00-3:00 PM**


**Held virtually on Zoom**

### **Conference Includes:**

 **Keynote Speaker Rob Ence, Utah Commission on Aging**

 **Speakers Traci Barney, Utah Dept. of Health and Kate Nance, Adult Protective Services**

 **Fun and interactive games**

 **Special Guest appearances by the Wicked Witch of the West and Glinda the Good Witch**

**To register, follow the Yellow Brick Road to**  
**[www.areaagencyonagingfivecounty.org](http://www.areaagencyonagingfivecounty.org)**