

Meeting the Challenges

Quarterly

JOURNAL

published since 1989 by the **non-profit 501(c)(3)**
Partnership to Preserve Independent Living
for Seniors and Persons with Disabilities
On the Internet @ www.LivingPartnership.org
...and @ www.Vitalco.net **Vital Connections**

WINTER 2005
Volume 13 Number 3

PUBLISHED WITH READER DONATIONS.... THANK YOU !

HOW TO "MAINTAIN YOUR BRAIN™"

- by Chris Lindfelt, Psy.D., Regional Director, Alzheimer's Association for the Inland Empire

To help all Americans live a brain-healthy lifestyle and potentially reduce their risk for Alzheimer's disease, the Alzheimer's Association is offering a new "how-to" brochure and quick guide to "Ten Ways to Maintain Your Brain™."

There are a number of things you can do to help keep your brain healthier as you age. Increasing evidence shows that healthy lifestyle habits, such as being heart smart, eating a brain-healthy diet, staying physically and mentally active, and staying socially involved contribute to healthier aging and may also decrease your risk for Alzheimer's.

There's plenty to think about in the newest research now coming out. It shows that regular exercise and a diet low in saturated fats and rich in anti-oxidants are not only good for your heart: they might

even help to reduce the risk of Alzheimer's disease.

So the Alzheimer's Association encourages you to think small; as in blueberries and other dark-skinned fruits. Think big; as in a long, brisk walk and a big bowl of dark green leafy veggies. And think about your future by visiting the Alzheimer's Association today for more ways to Maintain Your Brain. Thinking ahead today might make all the difference tomorrow.

The Alzheimer's Association is offering a new Maintain Your Brain™ brochure with tips, how-to information and inspiration for getting brain-healthy, as well as "Ten Ways to Maintain Your Brain™." In addition, the Association is launching Maintain Your Brain™ workshops in select areas across the country to help baby boomers and all Americans

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Meeting the Challenges

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EDITOR: Richard Smith

Telephone: 909.697.4697 / Fax: 909.697.4698

E-Mail: rsmith@vitalco.net

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 POSTMASTER: Send address changes to Partnership to Preserve Independent Living for Seniors and Persons with Disabilities, 6296

make brain-healthy lifestyle choices. For a copy of the brochure and “Ten Ways” or to learn more about local workshops, call 800-660-1993 or visit the Association’s Web site at www.alzla.org or visit us at our Regional Office located at 104 E. State St. Suite Q Redlands, CA 92373
 Phone: 909-747-0347

10 ways to maintain your brain™

1. **Head First.** Good health starts with your brain so don’t take it for granted. It’s one of the most important body organs and needs care and maintenance.
2. **Take Brain Health To Heart.** Heart disease, high blood pressure, diabetes and stroke can increase your risk of Alzheimer’s
3. **Your Numbers Count.** Keep your body weight, blood pressure, cholesterol and blood sugar levels within recommended ranges.
4. **Feed Your Brain.** Eat a low-fat, low cholesterol diet that features dark-skinned vegetables and fruits, foods rich in antioxidants, vitamins E and C, B12, foliate and Omega-3 fatty acids.

5. **Work Your Body.** Physical exercise keeps the blood flowing and encourages new brain cells. It’s doesn’t have to be a strenuous activity. Do what you can – walking 30 minutes a day – to keep both body and mind active.
6. **Jog Your Mind.** Keeping your brain active and engaged increases its vitality and builds reserves of brain cells and connections. Read, write, play games, do crossword puzzles.
7. **Connect With Others.** Leisure activities that combine physical, mental and social elements are most likely to prevent dementia. Be social, converse, volunteer, join.
8. **Heads Up! Protect Your Brain.** Take precautions against injuries. Use your car seat belts, unclutter your house to avoid falls, and wear a helmet when cycling.
9. **Use Your Head.** Avoid unhealthy habits. Don’t smoke, drink excessive

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**“Dreams are like feathers –
if you have enough,
you can fly.”**

-- “Will Truman”

Non-Profit 501(c)(3)

Partnership to Preserve Independent Living for Seniors and Persons with Disabilities



Serving older adults and people with disabilities in Riverside County everyday since 1989 –

- ***During the last year, 29,859 volunteer rides and more than 643,000 miles of escorted transportation were provided to doctors' offices and the grocery store for Riverside County residents who otherwise would have remained homebound and unable to meet their basic needs!***
- ***And we distributed over 56,000 free copies of Meeting the Challenges, packed with helpful health and living information .***

(Continued from page 2)

alcohol or use street drugs.

10. *Think Ahead - Start Today!* You can do something today to protect your tomorrow.

Dr. Christopher H. Lindfelt became the Regional Director of the Inland Empire for the Alzheimer's Association in October of last year. The Alzheimer's Association is the world leader in Alzheimer research and support. Having awarded more than \$165 million to nearly 1,400 projects, the Alzheimer's Association is the largest private non-governmental funder of Alzheimer research. To sustain the rapid progress being made, the Association calls for \$1 billion in annual federal funding for Alzheimer research.

CURRY SPICE MAY HAVE HEALING POWERS

Curcumin is a component of the spice turmeric. The results of a cooperative study by researchers at two Italian universities and at the New York Medical College suggest that the cooking spice may help prevent or inhibit the progression of a number of diseases, including Alzheimer's Disease.

Previous studies have led to conclusions that curcumin may also be effective in the treatment of inflammatory bowel disease and the reduction of colonic cancers.

Curcumin has been shown to suppress tumor blood vessel growth and that it might be useful in the prevention of alcoholic liver disease.

Still earlier research has shown that curcumin helped to prevent the onset of Multiple Sclerosis in animals.

Clinical trials are necessary to establish the effectiveness and safety of using curcumin to fight Alzheimer's and other diseases, and laboratory and animal studies are also planned to investigate the possible usefulness of curcumin to combat Huntington's disease.

According to the Alzheimer's Society, "It's too soon to say that curcumin could be a potential preventive treatment for Alzheimer's disease, but meanwhile, if you like spicy food, enjoy it."

[SOURCES: News-Medical.net; Stanford.edu; Alzheimers.org.uk]

Curry Dishes Do Not Have to be “Spicy”

The truth is that curry dishes do not have to be “spicy” to be good. In traditional Indian curries, chilies add the heat. In fact, turmeric is very mild on its own. Meats, fish, poultry, eggs, and vegetables can all be seasoned with turmeric.

Mild Vegetable Curry

2 med. zucchini, julienne (cut into 1/8 inch square strips), 2-3 inches long

2 med. carrots, julienne, 2-3 inch strips

2 sweet red peppers, seeds removed, sliced into 2-3 inch strips

3/4 pound green beans, trimmed and cut into 2 inch lengths

(about 6 cups of vegetables in total—other vegetables may be substituted according to taste)

1 tsp. garlic, finely chopped (optional)

1-2 serrano chilies, finely chopped (optional)

1/2 tsp. ground cummin

1 1/2 tsp. ground turmeric

13.5 oz. can thick coconut milk
Salt and pepper, to taste

In a large saucepan, bring to boil enough water to cover one of the vegetables. Boil each separately, long enough to make tender but not mushy. Take out vegetables with slotted spoon and put them in a bowl. Use the same water for all the vegetables,

adding a little more as it boils away.

To the remaining vegetable broth, stir in cummin, turmeric, (garlic, if using), (chilies, if using), and coconut milk. Add salt and pepper to taste. Bring to a boil. Add vegetables, reduce heat and simmer uncovered for about 5 minutes.

Serves about 6 as a main course, either in a soup bowl or over a bed of rice—each topped with two or three generous spoonfuls of the coconut vegetable sauce. Or, serves more as a vegetable side dish with poached fish or other entrées.

[Based on recipe provided by the Indian Foods Company.]

TRAUMA INTERVENTION PROGRAMS

Currently, there are three operating Trauma Intervention Programs, Inc. (TIPs) in Riverside County: one in Corona; another in Southwestern County; and a third in the Coachella Valley.

TIPs is a national non-profit, whose specially trained and carefully screened volunteers provide emotional and practical support to victims and their families in the first few hours following tragedy.

Hospital personnel, police officers, firefighters, and paramedics are able to call for TIP volunteer assistance on a 24-hour, 365-day a year basis.

Volunteers assist family members following natural or unexpected deaths; victims of crime; disoriented or lonely older persons; victims of vehicle accidents; family

members after a suicide; and anyone emotionally traumatized by a crisis event.

Without help, victims of tragic events are often left to fend for themselves and consequently suffer lifelong emotional scars.

TIP offers some general advice for coping effectively with a traumatic event:

1. Accept the fact that you have been a victim and accept the feelings that result
2. Talk about what happened—get the facts
3. Help each other and thank those who help you
4. Return to your “normal” routines as quickly as possible.

Contact the national office for information about establishing a TIP in your community: 1-760-809-TIPI.

DO YOU NEED TO FILE A TAX RETURN THIS YEAR?

This year, you need to have \$7,950 of taxable income before you have to file, \$9,150 if you are over 65—and Social Security doesn't count.

If married, the income figure is \$15,900 when both are under 65. If one is over 65, that number increases to \$16,850 and if both are over 65 then, combined, your taxable income has to be over \$17,800 before you have to file.

If the amount of Social Security that you received for the year is less than

about \$14,000 you probably will not have to file, but if you had taxes withheld for employment of some sort, you must file to get them back.

Still unsure if you need to file a return? Call 1-888-227-7668 and ask for the nearest Tax-Aide site in your zip code. AARP Tax-Aide is a free service, administered through the AARP Foundation in cooperation with the IRS. They will tell you if you have to file and, if you do, they will prepare your tax forms for FREE!

WHERE IS THE DIPSTICK?

Maintaining the correct amount of clean oil in your vehicle is one of the most important things to do to keep it healthy.

For some, who have never before had to think about such things, getting started is probably the hardest part. If you have an owner's manual for your car, it is a good idea to read it.

With the engine turned off, find the dipstick. Open the hood and look at the engine compartment. The dipstick is on one side and to-

wards the front of the engine (closest to you when you stand in front of the car). It has a finger loop at the top.

Pull it out, wipe it off with a clean cloth, reinsert it, pull it out again. The oil level should be between the two marks on the dip stick. If it is low, remove the oil cap and add enough of the appropriate motor oil so that the level is no higher than the top mark ("full") or take it to your service center. Do not overfill, as this can also damage your engine.

COFFEE MAY INCREASE RISK OF HEART DISEASE

More than 3,000 men and women, with no history of heart disease, participated in a study that suggests that drinking as much as 2 cups of coffee per day may be linked to the development of heart disease. Previous studies, about the effect of coffee drinking on the heart, have shown conflicting results.

[SOURCE: American Journal of Nutrition, October 2004]

PLAN TO ATTEND

Wednesday, May 11th

**Health and Wellness
Conference 2005**

**BUILDING BLOCKS
FOR HEALTHY LIVING**

8am to 4pm

**Riverside Convention Center
3443 Orange Street
Riverside, CA 92501**

- Admission is free
- Complimentary continental breakfast and lunch
 - Seating is limited
- Reservations are required

**For more information, contact
Donna Pierce at the Riverside
County Office on Aging**

Dpierce@co.riverside.ca.us

951-697-4697

HOW TO AVOID TELEPHONE CARRIER FRAUD

Two illegal practices to look out for are “slamming” and “cramming”.

“Slamming” is changing a telephone service without the customer’s permission. For many years slamming has been a major headache for consumers but, as telephone companies merge, there are now fewer competitors to try to get us to switch carriers.

The Federal Communication Commission requires companies to obtain clear permission for any change in one of two ways.

A Letter of Agency may be written or electronic and must include:

1. The customer's complete name and address

2. Each telephone number to be included in the change
3. A clear statement that the customer intends to change from this company to that one
4. A statement that the customer is designating the new carrier to act as their agent to make the change
5. A statement of any associated charges for the change of service.

The Letter of Agency must also be completely separate from any promotional materials, such as prizes or entry forms, etc.

If a carrier solicits the change by phone or electronically over the Internet, they are still required to verify authorization for the change. Sometimes they ask the cus-

tomers to call a toll-free number or they may also employ another company to verify the request to change companies.

If slammed, simply call the slamming company and tell them that you will not pay for the first 30 days of long distance service. Then call the authorized company and tell them about the slam. Ask them to reinstate you and tell them that you want all “change of carrier charges” removed from your bill. Then call the FCC at 888.225.5322 for information on filing a complaint.

“Cramming” is the addition of unauthorized, misleading, or deceptive charges on a customer’s phone bill. Local carriers often bill customers for long distance or other services that are provided by other companies.

There are many tricks that are used to try to get consumers to agree to deceptive charges. For example, a contest entry form can include, in very small print, that submitting the entry form enrolls you in a calling card or other service. This charge then begins to appear on the bill, even though you have no need for the service and don’t even

(Continued on page 7)



Vital Connections

.....providing access to County, State and Federal services for seniors, people with disabilities, caregivers, families, service providers, and the general public.....
...on the Internet at.....

www.Vitalco.net

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know that you signed up for it. Or, you might call an 800 number to claim your “prize”—your number is captured and you are automatically enrolled in a service that you never receive, but are billed for on your phone bill!

To avoid being crammed, it is necessary to check phone bills every month for unfamiliar charges and unknown companies that are listed on the bill.

Things like “service fee”, “service charge”, “other fees”, “voice mail”, “calling plan”, “membership”, “usage fee” or “monthly fee” may indicate cramming. Also, services provided by your carrier, but not authorized by you, such as beeper or perhaps pager services, are considered cramming. Often times, these recurring monthly fees may be so small and unclear that they are easy to overlook. That is the crammer’s strategy.

The Federal Trade Commission advises:

1. Keep a record of all telephone services you authorize.
2. Read the small print on sweepstakes and contest entry forms.
3. Read your phone bill carefully.

4. Be cautious about calling unfamiliar 800 numbers, especially if asked to leave your name, answer “yes” to prompts, or enter codes of some sort.
5. Be aware that calling a 900 number always costs money, even if calling to claim a “free” prize. (All 900 numbers that cost more than \$2 must give you a brief introductory message about the ser-

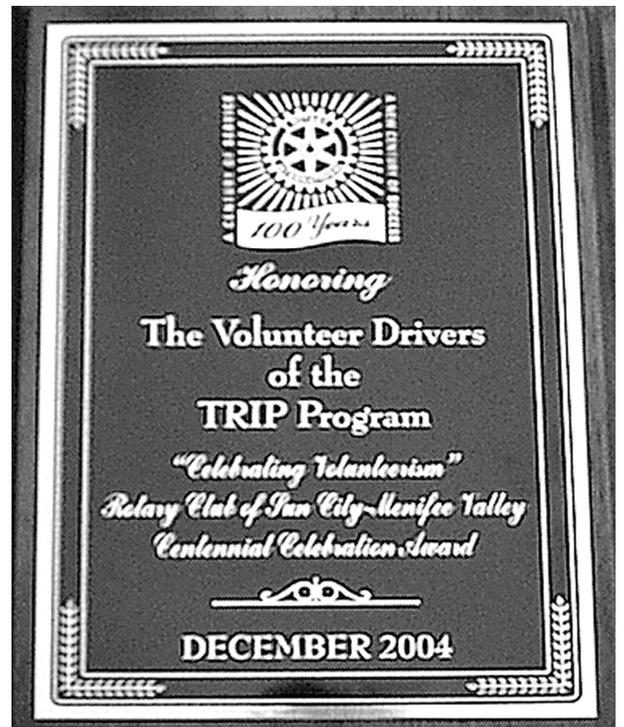
vice, the service provider, and the cost of the call. You have three seconds after the message ends to hang up without being charged.)

6. Do not pay for charges until they are explained and understood.
7. Call the FTC at 877.382.4357 to file a complaint or get more information on consumer fraud issues.

TRIP VOLUNTEERS HONORED

The Rotary Club of Sun City—Menifee Valley selected the Volunteer Drivers of the TRIP Program to honor with their 2004 Centennial Celebration Award. Last year TRIP Volunteers provided 29,859 rides and more than 643,000 miles of escorted transportation to doctors’ offices and grocery stores for Riverside County residents who otherwise would have remained homebound and unable to meet their basic needs.

Congratulations to all of our wonderful TRIP volunteers for this much deserved honor!



Selecting Gifts for the Visually Impaired or Blind

by Sarah Feinbaum M.A., Orientation and Mobility Specialist

Selecting a gift that is just right for a friend or loved one who is visually impaired or blind does require extra thought, but good old common sense is a great guide. Blindness often requires significant adjustments in a person's life, but blindness doesn't define the person—they are still the same person that they were before vision loss.

A person who loved to cook before will still want to try out recipes, have family dinners and continue to entertain friends as they did in the past. This person is an ideal candidate to use adaptive kitchen devices. On the other hand, people who hated to cook before losing their sight aren't likely to start thinking they're Julia Child or Martha Stewart.

The Americans with Disabilities Act (ADA) and other laws have led to greater public awareness and retail stores now offer some products designed for people with vision loss:

- Watches and clocks are among the most popular gifts. Many watches are also attractive jewelry items. There are talking watches

(Spanish and English), Braille watches, and large face print watches.

- Talking-book cassette players and recorders are available. Talking calculators can vary in size from desk size to pocket size. There are also talking scales for calculating food portions to weighing one's self.
- Books can vary from Braille to large print. Cards come in large print and easy to read color contrast. Games, such as backgammon, chess, checkers, Chinese checkers, tic-tac-toe, bingo, etc., come in Braille and large print editions.
- Measuring cups, spoons, splatter guides, knives, food markers, can openers, plastic colored cutting boards and many more items. Many come in different colors to make them easier to use and find on a counter top.
- Sewing aids are an inexpensive useful gift. There are self threading needles, magnetic pin cushions, different colored knitting needles and crocheting hooks.
- Writing aids include slates and styluses, rulers, Dymo

labelers, 20/20 pens, lined paper, signature guides, large print phone books, and checkbook registers all with the intent to make one's life easier to keep track of their personal finances and records.

A good rule to follow when purchasing items for a visually impaired or blind person is not to buy an item based only on their disability—rather look for items that will enhance their abilities to overcome vision loss as an obstacle to enjoying life to the fullest.

Special needs stores carry many of these items. They can be purchased online or call the Braille Institute Desert Center at (760) 321-1111 and ask them to send you a catalog.

Thank you all, individuals and organizations, for sending such generous donations to help defray the expense of publishing *Meeting the Challenges*.

The outpouring or your support for this publication, both in dollars and words, has been heart-warming and encouraging. We will continue to work hard to keep it interesting and helpful.

FREE VETERINARY CARE

Now seniors, on a very fixed income, are able to get needed veterinary care for their companion animals too, thanks to the “Herdina Grant”.

Mary Herdina, the daughter of an Austrian immigrant, retired as a Lieutenant Colonel after 20 years of military service. She had heard stories of seniors who had to “put down” pets because they couldn’t afford the vet bills, and dedicated her life to building this trust of funds to help save the lives of loved animals.

Adult residents of Riverside and San Bernardino

Counties, who are over the age of 65 and receive monthly income of about \$800 for one or about \$1400 for a couple may be eligible.

Most services can be covered, including emergency care, lab work, exams, vaccinations, dental care and unusual procedures or medications, like on-going treatment for diabetes and other things.

For more information, to find out if you qualify, and to receive an application, call toll-free 1-877-447-6726.

PLAN TO ATTEND the Senior Inspiration Awards

**Monday, March 28th
11:30 am at the
Hyatt Grand Champions
in Indian Wells**

**Special Guest
Huell Howser**

Contact Lynda Kerney
at (760) 863-8211
for information
on ticket purchases
and table sponsorships.

This exciting annual event honors outstanding seniors who personify healthy, active and contributing attitudes and lifestyles.

DO YOU KNOW YOUR LIMITS ????????

.....**No One Needs a Ticket !!!!!**



Section 22350: **No faster than reasonable or prudent.**

Section 22349: **No faster than 55 on a two-lane, undivided highway unless posted for a higher speed.**

Section 22349.5: **No faster than 55 on a multilane highway unless it is posted for a higher speed.**

Section 22352: **No faster than 25 on any local road or street, in a business or residential district, unless posted for a higher speed.**

**Vitamin B12
May Help Stop Dementia**

An article, published in the October issue of *Today's Dietitian*, suggests that countering deficiencies in Vitamin B12 may be an inexpensive method for the treatment and prevention of dementia.

A Special Thank You
to the
Grand Terrace Seniors Club
for their donation
to help support
Meeting the Challenges!!

Senior Ombudsman Services.....Riverside (909) 686-4402....Coachella Valley (760) 770-9999

**Are you a TRIP client
or a volunteer driver
for a TRIP client ?**

.....IF YOU ARE,
YOU ARE INVITED
to participate in a special
study of volunteers and riders!

- If selected to participate, you will receive \$20 as a small thank you and a complimentary light lunch
- Tuesday, February 8th
Focus Groups will be held at Jewish Family Service of the Desert in Palm Springs
- Wednesday, February 9th
Focus Groups will be held at Encore Senior Village in the Jurupa area of Riverside
- Thursday, February 10th
Focus Groups will be held at the Beaumont Senior Center

**For more information
or to apply to participate
in this important
and exciting study,
call Gail in the TRIP office at
1-800-510-2020**

HOW TO SLOW CATARACT DEVELOPMENT

Most cataracts are first noticed by people who are over 60 years of age, though they may have had the cataract for several years before it actually becomes bothersome. Cataracts are caused by a “clumping together” or proteins in the lens of the eye.

People are at more risk for cataract development if they have diabetes, if they smoke or drink alcohol, if they have been exposed to some types of radiation, if they have used steroids, if they have suffered an eye injury, or had prior eye surgery.

The common symptoms of a developing cataract include:

- Cloudy or blurred vision
- Increased sensitivity to headlights, or sunlight
- More difficulty seeing at night
- Seeing a “halo” around lights
- Double vision

These may also be symptoms of other eye problems, so it is important to see a doctor if any of these symptoms are noticed.

During the early stages of cataract development,

changes in the prescriptions of glasses and various aids, such as magnifying glasses, are of assistance in controlling the effects of the disease. When these measures are no longer effective, surgery to remove the damaged lens and replace it with an artificial lens is necessary.

Cataract removal is one of the most common surgeries performed in the United States and more than 90% of those procedures result in improved vision for the patient.

To help protect against or slow cataract development, the National Eye Institute recommends:

1. Wearing sunglasses and wide brimmed hats to protect the eyes from ultraviolet light
2. STOP SMOKING
3. Eat lots of green leafy vegetables, and fruits rich in antioxidants
4. Have regular eye exams— if over 60, have a comprehensive exam, including dilation, at least every two years.

[SOURCE: The website of the National Eye Institute—easily accessible in the Health and Medical section of VITAL CONNECTIONS <<http://www.vitalco.net>>]

LOW-COST AND NO-COST SPECIALIZED TRANSPORTATION

In previous issues, we have talked about bus services and Dial-A-Ride services that are available to the residents of Riverside County. Many religious groups, medical facilities, some senior centers, grocery stores, living facilities, and service organizations operate or pay for transportation services for their members, customers or clients. Some of these include:

- Care-a-Van / Hemet / 951-791-3572
- Care Connexus / Riverside area / 951-509-2500
- Desert Health Car / Palm Springs area / 760-320-7137
- MoVan / Moreno Valley residents / 951-358-9202
- Inland Aids Project / Riverside County / 800-583-7433
- Medivan / Hemet / 951-654-8400
- Special Care Transportation / San Jacinto / 951-654-3995

But, if you are unable to get needed transportation from any other service, you may qualify for special "TRIP" assistance to help you secure a volunteer escort-driver. To find out if this service can help you (in Riverside County) call 1-800-510-2020 and tell the HelpLink Services Specialist that you need help with transportation.

You will be asked a few questions and, if appropriate, will be referred to TRIP. Once you have completed the necessary application procedures, and if you are determined to be

eligible for TRIP assistance, you will receive monthly cash mileage reimbursements for your volunteer. Arrangements for travel are made between you and your volunteer driver, as mutually convenient. Records of travel are sent to TRIP each month to validate your completed travel. TRIP is a very user friendly and convenient service.

Current TRIP program participants tell us things like "I could not go to the doctors without it", "One of the best things that ever happened to a person with a disability", "Without it I would be housebound", "TRIP helps me get to my doctor in another county", and "Because of the TRIP program I feel someone is there to help me and care". If you need volunteer assisted transportation too, please call TRIP at 1-800-510-2020.



If you live in Riverside County and need volunteer assisted transportation, call 1-800-510-2020 to apply for TRIP.....

A FEW TIPS FOR ATTITUDE ADJUSTMENT

- | | |
|---|---|
| <ul style="list-style-type: none"> • <u>Focus on possibilities.</u> Really work to believe that nothing is impossible. • <u>Be positive.</u> Choose to see the good side of things. Dream and refuse to be stopped. • <u>Believe in yourself.</u> Who you believe you are is the way others will see you too. • <u>Find reasons to be happy.</u> Be thankful for what you have. | <ul style="list-style-type: none"> • <u>Look for good in all things</u>—others, yourself, the world. • <u>Always aim high.</u> Failure is part of trying, but the more you try to do the more you will do. • <u>Do not dwell on limitations and weaknesses.</u> • <u>Be prepared for opportunities.</u> Learn, practice and anticipate good things happening. CE: From "Attitude Adjustment" by Wayne Allen Root] |
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LIVING IN A NURSING FACILITY

by Denise Underwood, Program Director, Long-Term Care Ombudsman Program

Living in a nursing facility, even temporarily, is not on anyone's top ten list of things they hope to do. However, 15% of us will spend time in a nursing home for at least a limited period sometime in our life.

In Riverside County there are approximately 14,000 people living in licensed long term care facilities. As you are reading this article, there are State Certified Long Term Care Ombudsman volunteers visiting these licensed care facilities—advocating for their residents. Knowing a little about the Long Term Care Ombudsman Program now may help, should you or one of your family members require a nursing home stay sometime in the future.

Each Skilled Nursing Facility (SNF) provides medical care and supervision to approximately one hundred individuals. These individuals have a variety of medical conditions. They are people, just like you and me, all with different backgrounds, preferences and personalities. The SNF's challenge is to provide individualized care to all these people in a timely, cost effective manner. In practical

terms, that may mean all one hundred individuals will get the same basic breakfast, at 7:30 a.m., every morning. Or it might mean, every one gets a shower on Tuesday and Friday afternoons. Or everyone attends Bingo on Wednesday mornings. But what if you don't like what's being served for breakfast? What if you haven't had breakfast before 9:00 a.m. for the past twenty years? What if you'd rather play Poker? What if you'd rather have a shower in the morning? According to federal and state regulations, SNF's must make **reasonable** accommodations of personal preferences. Furthermore, nursing home residents have the right to make choices regarding their daily schedules.

Did you know there are Federal and State rights for nursing home residents? What if you do not want to take the medications the facility is suggesting to your physician? Maybe the facility is recommending hospice care for your spouse or discontinuing physical therapy and you don't agree. The law says you have the right to refuse and the right to appeal. The representatives of the

Long Term Care Ombudsman Program are trained extensively on Resident Rights and use this knowledge to mediate resolution to the resident's concerns.

One of these rights is the right to file a grievance against the facility without fear of retaliation. The Long Term Care Ombudsman Program has been investigating complaints made by or on behalf nursing home residents since its inception by the Older Americans Act in 1975. Their goal is to resolve these complaints at the lowest level possible thereby improving the quality of care and quality of life for the resident involved. This service is free and confidential. The Program never releases the identity of the resident nor the complainant without their permission. Representatives of the program typically work discretely behind the scenes. By using the resident's expressed wishes and the law, the Program representatives work with all parties involved to achieve a resolution that empowers the nursing home residents, enhances their dignity and improves their lives.

The Long Term Care Ombudsman Program of Riverside County is part of the non-profit

agency, The Volunteer Center of Riverside County. The Program is volunteer-driven.

Because the Program serves the residents of approximately 400 assisted living facilities and 54 skilled nursing facilities, volunteers are always needed. The Program interviews interested individuals and selects those qualified to receive the State approved 36 hour training. On completion of the training, individuals must pass a final exam and mentor with a seasoned ombudsman in the field before being recommended for certification by the Program Director.

Once certified, each Ombudsman will be assigned licensed care facilities to visit. The visits are focused work that require the assigned ombudsman to build trust and rapport with the residents, document accurate, factual observations of the facility, investigate complaints and create professional working relationships with facility staff. The Program asks for a time commitment of twenty hours per month for a year. Interested parties or anyone with a concern regarding a nursing home resident may contact the ombudsman Program at 1-800-464-1123.

ESSENTIAL TELEPHONE NUMBERS FOR SAN BERNARDINO COUNTY RESIDENTS

<i>Aging and Adult Services</i>	877.565.2020
<i>Arrowhead Regional Medical Center</i>	909.580.1000
<i>Behavioral Health</i>	909.421.9340
<i>Board and Care Facility Complaints</i>	866.299.0284
<i>Bus Schedules (Omnitrans)</i>	909.383.5283
<i>CHP Highway Conditions</i>	909.888.6501
<i>Child Abuse Hotline</i>	800.827.8724
<i>Child Support Services</i>	909.799.1790
<i>Children's Services</i>	909.383.9800
<i>Chronic Disease Program</i>	909.387.9146
<i>Community Resources</i>	909.383.3440
<i>Conservatorships</i>	909.387.2536
<i>DMV</i>	800.777.0133
<i>Elder Abuse Hotline</i>	800.565.2020
<i>Fair Housing</i>	800.321.0911
<i>Family Caregiver Support Program</i>	877.510.2020
<i>Food Stamp Program</i>	909.388.0245
<i>Foster and Adoption Services</i>	909.383.9800
<i>Health Insurance Counseling/Advocacy Program</i>	800.434.0222
<i>In-Home Support Services</i>	909.891.3900
<i>Meals on Wheels</i>	909.891.3932
<i>Medical Program</i>	909.388.0245
<i>Mental Health</i>	909.387.7053
<i>Ombudsman</i>	866.299.0284
<i>Senior Employment</i>	909.891.3900
<i>Senior Information and Assistance</i>	800.510.2020
<i>Senior Housing, Nutrition and other services</i>	800.510.2020
<i>Transportation Information</i>	909.383.5283
<i>Veterans Services</i>	909.387.5516
<i>Welfare Information</i>	909.388.0245

OUR LOVE AFFAIR WITH SODA IS DANGEROUS.....

- Soda drinking provides huge amounts of “empty” calories, contributing to obesity and the replacement of nutritious foods.
- To break a dependency on soda, don't keep cans of soda in the house—instead of soda, drink juices, without added sugar, or water. Save soda drinking for special occasions, like parties.

*[Information provided by Melodee Lopez, R.D.—
San Bernardino Department of Public Health, Nutrition]*

24 Hour—7 Day Information and Resources.....www.vitalco.net - Vital Connections!

Superando Nuestros Retos.....

Actúe Rápido Frente a los Síntomas de un Ataque al Corazón

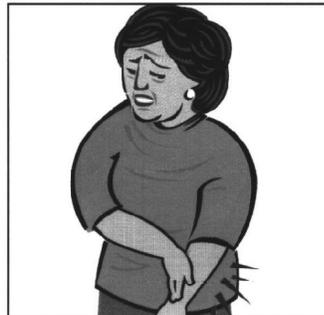
Aprenda qué se siente cuando se esta teniendo un ataque al corazón. Actúe rápido. Llame al 9-1-1. Eso podría salvarle la vida.

- ▲ Los tratamientos pueden detener un ataque al corazón mientras está ocurriendo.
- ▲ Tienen más efecto si se administran durante la primera hora de haber comenzado los signos del ataque.
- ▲ Si cree que está sufriendo un ataque al corazón, llame al 9-1-1 de inmediato.

Conozca los síntomas de un ataque al corazón:



Siente presión o dolor en el pecho.



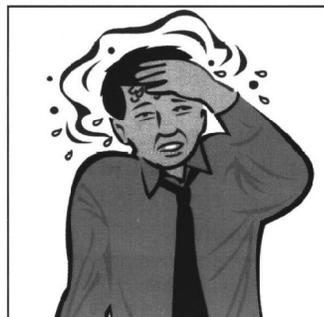
Puede que le duela uno o los dos brazos, la espalda o el estómago.



Puede que sienta dolor en el cuello o la mandíbula.



Siente que no puede respirar.



Puede que se sienta mareado o que comience a sudar frío.



Puede que sienta náusea o malestar en el estómago.



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
National Institutes of Health
National Heart, Lung, and Blood Institute
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.....**Superando Nuestros Retos**

Tal vez no está seguro de que sea un ataque al corazón.



Un ataque al corazón no siempre se presenta como algo repentino y muy doloroso. Es posible que usted no sepa qué le está pasando. Pero es importante que se haga ver de inmediato.

Actúe rápido. Llame al 9-1-1.



No espere más de 5 minutos para llamar al 9-1-1.
No maneje su auto para llegar al hospital.



Cuando usted llama al 9-1-1, un vehículo de emergencia llega en seguida, y el tratamiento puede comenzar de inmediato.

Para sobrevivir un ataque al corazón, tome estas medidas:

- 1.** Aprenda los síntomas de un ataque al corazón, y actúe rápido si los siente.
- 2.** Hable con su familia y amigos sobre los síntomas y la necesidad de llamar al 9-1-1 de inmediato.
- 3.** Pregunte a su médico sobre su riesgo de tener un ataque al corazón y cómo reducirlo.

Recursos Para Personas Mayores.....AYUDA CONEXION...1-800-510-2020

SURVEY: A SAMPLE OF WHAT SOME READERS SAID ABOUT CHALLENGES.....

“Just don’t know how you manage to provide so much useful, informative and much needed information...” / “Your journal contains something from every phase of my interests plus stuff I want to have my daughter aware of since she may have to take care of me someday...” / “It is priority reading for me. Yes, I read it from cover to cover....I save every issue for references.” / “I am 85 years old and really enjoy and read every word of ‘Meeting the Challenges’...” / “I certainly would recommend ‘Meeting the Challenges’ – Everything is made so clear and easy to understand and cover so many areas that are a serious concern to me.”
— **Thanks to all who sent us their thoughts and comments.**

WINTER 2005



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