

Caregiver Headlines

When a Loved One Says: "No"

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Caregivers often do not know what to do when their loved one says "No". They do not want to threaten their loved one's self esteem, or their right to make decisions. But what can caregivers do when their loved one says no. The answers vary, of course, based on the severity of a problem and on the individual personalities involved— both caregivers and their loved ones.

Sometimes loved ones do not want anyone coming into the home to help out. It is important to get to the underlying issues. Maybe your loved

one is thinking, *if I accept someone into my home, then my loved one will no longer come by. So I am going to say no to a home care worker.*

More success is found if the issue is framed around the needs of the caregiver. For example, caregivers could assure their loved one that will not happen, but if someone comes to help them out, then they could spend more actual time with their loved one. To aid in the transition to having someone come into the home, caregivers should be present for the first few visits if possible. This is Heartland's recommendation

the first time we set caregivers up with a respite worker. Loved ones can also refuse to go to the doctor. One reason for this may be your loved one realizes that something is wrong, and they do not want their fears confirmed. Still, a diagnosis is important to determine possible treatment. If this is a problem, then caregivers may need to figure out a less threatening reason for their loved one to see a doctor— perhaps to seek treatment for the ache in their knees or to get a flu shot.

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Important Caregiver Survey Being Conducted

Midland Area Agency on Aging is taking part in an important study for the U.S. Administration on Aging. Heartland Human Services provides the Family Caregiver Program through Midland Area Agency on Aging and as part of this study, some of our caregivers were randomly chosen to participate in a national survey about the services you receive.

A telephone interviewer from Westat, acting on behalf of the U.S. Administration on Aging, may call you in the near future to ask about your experiences with our services. Your answers about our services will be combined with answers from other caregivers. The survey results will be included in a report to Congress about how well these services meet the needs of older Americans. Congress will use this information to help them decide on the amount of money they want to dedicate to Federal programs for older persons.

Your participation in the survey is voluntary. Your decision to participate will not affect the services you receive or your future eligibility for services. When the interviewer calls you, I hope that we can count on you to answer the survey questions. If you have any questions about this survey, or questions about your services, please call the Caregiver Advisor at 1.888.560.8805 ext. 1062.

When a Loved One Says: "No"



It is important to get to the underlying reason your loved one is saying "no".

Caregivers often do not know what to do when their loved one says "No". They do not want to threaten their loved one's self esteem, or their right to make decisions. But what can caregivers do when their loved one says no. The answers vary, of course, based on the severity of a problem and on the individual personalities involved— both caregivers and their loved ones.

Sometimes loved ones do not want anyone coming into the home to help out. It is important to get to

the underlying issues.

Maybe your loved one is thinking, *if I accept someone into my home, then my loved one will no longer come by. So I am going to say no to a home care worker.* More success is found if the issue is framed around the needs of the caregiver. For example, caregivers could assure their loved one that will not happen, but if someone comes to help them out, then they could spend more actual time with their loved one. To aid in the transition to having someone come into

the home, caregivers should be present for the first few visits if possible. This is Heartland's recommendation the first time we set caregivers up with a respite worker. Loved ones can also refuse to go to the doctor. One reason for this may be your loved one realizes that something is wrong, and they do not want their fears confirmed. Still, a diagnosis is important to determine possible treatment. If this is a problem, then caregivers may need to figure out a less threatening

Check Your Medicare Prescription Drug Plan Annually!

It will soon be time to choose a Medicare Prescription Drug plan for 2012. **Plans change** and **your medical needs change** from year to year. This is a reminder that you may enroll in your 2012 plan from **October 15 through December 07, 2011**. Here at **Heartland Human Services** we offer assistance with finding a Medicare Prescription Drug plan that best suits your medical and financial needs so you can make a wise selection.

Appointments are necessary. To schedule an appointment or to find a site closer to you call 217.347.7179 or Toll-Free 888.560.8805 and ask for Deb Stone or Ext. 1050.

Heartland Human Services is located at 1200 N. Fourth St. Effingham, IL 62401

Bring the following items to your appointment:

- List of medications with dosages & number of times the medication is taken (med containers with directions are ok, too);
- Medicare Card (Red, White & Blue);
- Medicare D Plan/ Prescription Drug Card;
- Illinois Cares Rx Card if you have one.

Heartland Human Services is scheduling appointments now for October 15- December 7, 2011!



Library Resource Hours

Fayette County: Evans Public Library
 521 5th Street
 Vandalia, IL

10:00 a.m. — 1:00 p.m. **(by appointment only)**

Next Visits: September 6
 October 4
 November 1



Remember...
 Please call at least one day in advance to schedule your appointment with the Caregiver Advisor during Library Resource Hours toll-free at 1.888.560.8805 ext. 1062.



Effingham County: Helen Matthes Library
 100 Market Street
 Effingham, IL

10:00 a.m. — 1:00 p.m. **(by appointment only)**

Next Visits: September 1
 October 6
 November 3



Marion County: Bryan-Bennett Library
 315 S. Maple Street
 Salem, IL

1:00 p.m. — 3:30 p.m. **(by appointment only)**

Next Visits: September 20
 October 18
 November 15



Jefferson County: CE Brehm Memorial Library
 100 S. 7th Street
 Mt. Vernon, IL

10:00 a.m. — 1:00 p.m. **(by appointment only)**

Next Visits: September 13
 October 11
 November 8



Clay County: Flora Public Library
 216 N. Main Street
 Flora, IL

1:30 p.m. — 3:00 p.m. **(by appointment only)**

Next Visits: September 27
 October 25
 November 22



There are no mistakes, no coincidences. All events are blessings given to us to learn from.—Elizabeth Kubler-Ross
 Schedule your appointment today to meet with the Caregiver Advisor.



Caregiver Connection: Learn, Share, Connect (In Vandalia & Mt. Vernon)

Fayette County & Surrounding Area

September 6

October 4

November 1

3:00 — 4:00 p.m.

Brookstone Estates

1607 W. Fillmore Street

Vandalia, IL

Meets in the Conference Room off of the Dining Room.

Guest Speaker: Charlene Pryor will be speaking about her experiences with Parkinson's Disease.

Jefferson County & Surrounding Area

September 13

October 11

November 8

3:00 — 4:00 p.m.

Lavender Ridge Memory Care

1400 S. 34th Street

Mt. Vernon, IL

Meets in Activity Room
Caregivers will discuss several different Self-Care tips they can apply to their caregiving situations. The seminar will be presented by Trisha Katt, BA Caregiver Advisor at Heartland Human Services.

Caregiver Resource & Support Meetings

Effingham County & Surrounding Area

September 19

October 17

November 21

3:30 — 4:30 p.m.

Heartland Human Services

1200 N. 4th Street

Effingham, IL

Meets in Room 119
Guest Speaker: Ed Boyd will be speaking about Life Support Medical in home alert systems.

New Location

Marion County & Surrounding Area

September 20

October 18

November 15

4:00 — 5:00 p.m.

Bryan-Bennett Library

315 S. Maple St.

Salem, IL

Meets in the Board Room

Clay County & Surrounding Area

September 27— Alzheimer's Association

October 25—Caregiver Resource & Support

November 22— Alzheimer's Association

3:30 — 4:30 p.m.

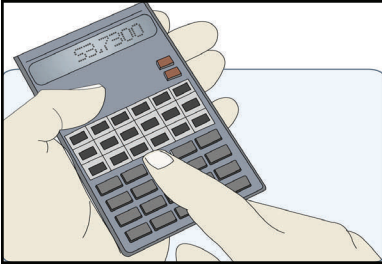
Flora Public Library

216 N. Main Street

Flora, IL

Meets in Community Room

IRS Scams



Consumers should be aware that IRS scams are year round.

In a new round of scams people are promised they will get money from the government if they will just file new forms with the IRS. People often waste their time and pay a fee. Since summer began, the IRS reports, there has been an uptick in several variations of this ploy. Perhaps leading the list is a ruse targeting Social Security recipients. They are told that by filing a new IRS 1040 form— and paying the preparer a processing fee of \$30 to \$60 they can receive a lump sum of about \$3,000 from Uncle Sam to offset the lack of cost-of-living increase in Social Security benefits over the past two years.

This scam is often pitched in flyers distributed at churches in the South and

Midwest. It also spreads through word of mouth. Some people are sent to store fronts, where they are given authentic tax forms to complete.

And by completing these forms the scammers now have your Social Security number and other personal information. This puts you at risk for identity theft.

There are other variations on this scam that include:

- Get a recovery rebate credit or a \$250 check from the Economic Recovery Credit program. In fact these programs have expired.
- Collect refunds for your “low income” household. This money can supposedly be had by filing new returns,

even if your household has no real documentation of income.

- Get a payout through Treasury Form 1080. The con artists may tell you this form can be used to transfer funds from Social Security Administration to the IRS, enabling a payout to you. In fact, the form has nothing to do with individual taxpayers— it is just a voucher for the movement of assets from one federal agency to another.

These schemes all involve paying a fee for bad tax advice. Keep in mind that in tax filing season you can get good advice for nothing.

Source:

www.aarp.org

Beware of New *Alternative* Retail Electric Supplier in the Area

Consumers should be aware that there is a new Alternative Retail Electric Supplier (ARES) in the area. An ARES or supplier is a business that sells electricity to residential and/or commercial customers in a competitive market. To do business in Illinois an electric supplier must be certified by the ICC. Some of the companies that are offering this service in Illinois in this area are:

BlueStar Energy, Constellation Energy, Nordic Energy, Integrys Energy.

Your electric service is made up of 3 parts:

1. The electricity itself is provided by an electricity generator and is sometimes referred to as electricity supply or generation.
2. The Transmission of that electricity from the generation facility to your local utility,
3. The distribution or delivery of the electricity by the utility over the electric lines that lead to your business or home.

In the past your utility company provided all 3 parts of your electric service. If you have not signed with one of these companies, they still do. You may be contacted by one of these companies wanting you to switch your electric supplier from Ameren Illinois. While these companies are able to supply the electricity to your home, most do not own the delivery lines and still have to use Ameren to deliver electricity to your home. Therefore you would receive in some cases 2 bills and in other cases be billed by the new company on your Ameren bill.

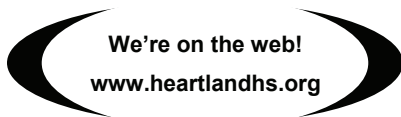
If you are a LIHEAP client your benefits will be in jeopardy if you sign with one on these companies. To learn more, LIHEAP clients can call: CEFS at 217.342.2193 ext. 127 (Clay, Effingham & Fayette Counties); BCMW at 618.532.7388 (Marion County); Crosswalk at 618.937.3581 (Jefferson County).



HEARTLAND
Human Services

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P.O. Box 1047
Effingham, IL 62401

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Fax: 217.342.6716
Email: tkatt@heartlandhs.org



Announcements

- September 7 *Let Them Eat Cake!* Alzheimer's Association Audio Conference from 12:00 p.m.—1:00 p.m.
To register call 309.662.8392
- September 8 **Spa for the Caregiver's Spirit.**
108 N. Third St. (Inside Evergreen Club of Addus HealthCare)
Mt. Vernon, IL
3:00 p.m. to 6:00 p.m.
Free Respite Available on Site. **[Call the Caregiver Advisor to Register. 1.888.560.8805 ext. 1062.](tel:18885608805)**
- October 1 **Walk to Prevent Suicide 2011** Out of the Darkness Community Walk
TREC Trail (Starts & Ends at Effingham Performance Center)
Effingham, IL
12:00 p.m. (noon) to 1:00 p.m.
To register go to **www.outofthedarkness.org**