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5 ways to show grandparents and other seniors how much they're appreciated



Grandparents and seniors can share wisdom and a lifetime of experience with the young people in their lives. Expressing gratitude for such lessons is a great way to show the seniors in your life, whether it's a grandparent, mentor or family friend, how much they're appreciated.

Some seniors live alone, while others may be living with their adult children and grandchildren, offering care and support to help make the household function. Whether grandparents, aunts and uncles or older friends live close by or elsewhere, there are many ways for their loved ones to show them how much they're appreciated.

1. Become pen pals. Seniors may have limited mobility or opportunities to get out of the house. Receiving mail is one way to connect with the outside world. Regularly send letters to a grandparent or other senior, sharing tales of daily life and key moments that will bring them

joy. Chances are they'll return the favor with a letter of their own.

2. Explore technology together. Younger generations can introduce seniors to available technology that can bring them closer. This may include digital assistants that enable them to share videos, tablets to send email or access so-

cial media, mobile phones for calling and texting, and anything else families can customize to their needs.

3. Offer companionship. Spending time with younger generations can motivate seniors to stay active and engaged. Have games and activities at the ready or simply provide a listening ear.

4. Shop and run errands. Help aging loved ones perform the tasks that they may not be able to tackle on their own. This can include picking up groceries or prescriptions or taking them to appointments. Simple work around the house, like doing laundry or light clean-up, also can be a big help.

5. Start a hobby together. Develop a hobby that seniors and young people can enjoy together. Watching classic movies, painting ceramics, going to sporting events, or gardening are just a few of the many hobbies that seniors can enjoy with their young loved

ones. There are many ways to bridge the generation gap and spend meaningful time with aging loved ones.

(Metro Creative)



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Slam the scam – Protect yourself against fraud

Know how to recognize a scam

There are many fraud types, including new ones invented daily.

Taxpayers should be vigilant when they receive, either by telephone, mail, text message or email, a fraudulent communication that claims to be from the Canada Revenue Agency (CRA) requesting personal information such as a social insurance number, credit card number, bank account number, or passport number.

These scams may insist that this personal information is needed so that the taxpayer can receive a refund or a benefit payment. Cases of fraudulent communication could also involve threatening or coercive language to scare individuals into paying fictitious debt to the CRA. Other communications urge taxpayers to visit a fake CRA website where the taxpayer is then asked to verify their identity by entering personal information. These are scams and taxpayers should never respond to these fraudulent communications or click on any of the links provided.

To identify legitimate communications from the CRA, be aware of these guidelines and know what to expect when the CRA contacts you.

By phone

The CRA may:

- verify your identity by asking for personal information such as your full name, date of birth, address and account, or social insurance number
- ask for details about your account, in the case of a business enquiry
- call you to begin an audit process

The CRA will never

- ask for information about your passport, health card, or driver's license
- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others

- use aggressive language or threaten you with arrest or sending the police
- leave voicemails that are threatening or give personal or financial information

By email

The CRA may:

- notify you by email when a new message or a document, such as a notice of assessment or reassessment, is available for you to view in secure CRA portals such as My Account, My Business Account, or Represent a Client

- email you a link to a CRA webpage,

form, or publication that you ask for during a telephone call or a meeting with an agent (this is the only case where the CRA will send an email containing links)

The CRA will never

- give or ask for personal or financial information by email and ask you to click on a link

- email you a link asking you to fill in an online form with personal or financial details

- send you an email with a link to your refund

- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others

- threaten you with arrest or a prison sentence

By mail

The CRA may:

- ask for financial information such as the name of your bank and its location

- send you a notice of assessment or reassessment

- ask you to pay an amount you owe through any of the CRA's payment options

- take legal action to recover the money you owe, if you refuse to pay your debt

- write to you to begin an audit process

The CRA will never

- set up a meeting with you in a public place to take a payment

- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others

- threaten you with arrest or a prison sentence

By text messages/instant messaging

The CRA never uses text messages or instant messaging such as Facebook Messenger or WhatsApp to communicate with taxpayers under any circumstance. If a taxpayer receives text or instant messages claiming to be from the

CRA, they are scams!

When in doubt, ask yourself

Why is the caller pressuring me to act immediately? Am I certain the caller is a CRA employee?

Did I file my tax return on time? Have I received a notice of assessment or reassessment saying I owe tax?

Have I received written communication from the CRA by email or mail about the subject of the call?

Does the CRA have my most recent contact information, such as my email and address?

Is the caller asking for information I would not give in my tax return or that is not related to the money I owe the CRA?

Did I recently send a request to change my business number information?

Do I have an instalment payment due soon?

Have I received a statement of account about a government program I owe money to, such as employment insurance or Canada Student Loans?

If you do have a debt with the CRA and can't pay in full, take action right away. For more information, go to When you owe money – collections at the CRA.

How to protect yourself from identity theft

Never provide personal information through the Internet or by email. The CRA does not ask you to provide personal information by email.

Be suspicious if you are ever asked to pay taxes or fees to the CRA on lottery or sweepstakes winnings. You do not have to pay taxes or fees on these types of winnings. These requests are scams.

Keep your access codes, user ID, passwords, and PINs secret.

Keep your address current with all government departments and agencies.

Choose your tax preparer carefully! Make sure you choose someone you trust and check their references. Always review your return, agree with the content before filing, and follow up to make sure you receive your notice of assessment, since it contains important financial and personal information that belongs to you.

Monitor your tax accounts by registering for My Account or My Business Account. Once registered, sign up for email notifications (account alerts), which will notify you of changes made to your accounts (e.g. change in address or direct deposit information) or if paper mail from the CRA was returned.

Before supporting any charity, use the CRA website to find out if the charity is

CONT'D ON PAGE 4

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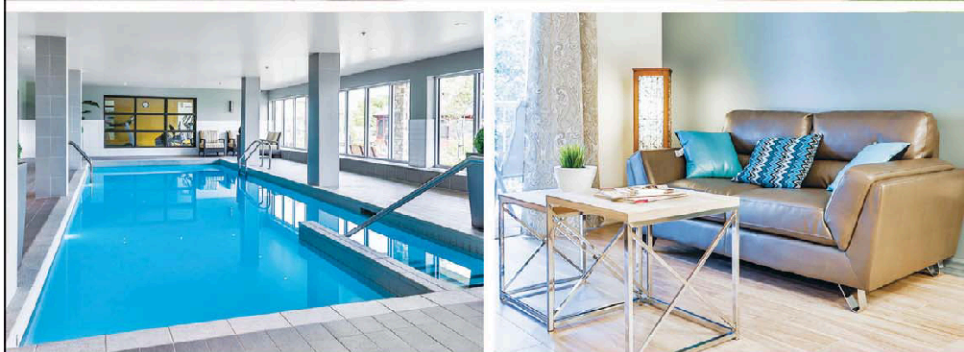
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Life changes experienced by older adults

The importance of maintaining social connections as you age and move through transitions later in life.

What are life changes?

Aging is a lifelong process that brings many changes and transitions. As you become an older adult, you may face multiple transitions such as:

- retirement
- illness
- changes in vision and hearing
- loss of a driver's licence
- loss of a spouse

How do you cope with life changes? These transitions can be stressful and

make you feel like you are losing your independence.

By staying socially connected, you can make adjustments with the help of others and reduce feelings of loneliness and depression.

You can get support from:

- family
- friends
- healthcare professionals
- community centres

There are always people you can reach out to and count on.

(Source: www.canada.ca)

Protect yourself against fraud

CONT'D FROM PAGE 3

registered and get more information on the way it does business.

Be careful before you click on links in any email you receive. Some criminals may be using a technique known as phishing to steal your personal information when you click on the link.

Caller ID is a useful function. However, the information displayed can be altered by criminals. Never use only the displayed information to confirm the identity of the caller whether it be an individual, a company or a government entity.

Protect your social insurance number. Don't use it as a piece of ID and never reveal it to anyone unless you are certain the person asking for it is legally entitled to that information. If an organization asks for your social insurance number, ask if it is legally required to collect it, and if not, offer other forms of ID.

Pay attention to your billing cycle and ask about any missing account statements or suspicious transactions.

Shred unwanted documents or store them in a secure place. Make sure that documents with your name and SIN are secure.

Immediately report lost or stolen credit or debit cards.

Carry only the ID you need.

Do not write down any passwords or carry them with you.

Ask a trusted neighbour to pick up your mail when you are away or ask that a hold be placed on delivery.

Have you been a victim?

You should report deceptive telemarketing to the Canadian Anti-Fraud Centre online or by calling 1-888-495-8501.

If you suspect you may be the victim of fraud or have been tricked into giving personal or financial information, contact your local police service.

If the CRA has confirmed that a taxpayer's information has been compromised, the Agency will act to prevent the fraudulent use of the information involving systems and processes for which the CRA is responsible.

If your social insurance number (SIN) has been stolen, you should contact Service Canada at 1-800-206-7218. For more information, see Social Insurance Number (Service Canada website).

You can ask the CRA to disable online access to your information on the CRA login services by contacting us. After access to your information is disabled, you may change your mind and want access again. If so, you can contact us and ask that your access be re-activated.

If you think your CRA user ID or the password you use in personal dealings with the CRA has been compromised, contact us.

You can call the CRA at 1-800-959-8281 for individuals and 1-800-959-5525 for businesses to request that enhanced security measures be placed on your account. These measures will ensure CRA call centre agents ask additional security questions to determine a caller's identity.

If you have had your account compromised and are unable to comply with your tax obligations, you may be eligible for taxpayer relief for any resulting interest or penalties. To submit your request for relief, please complete Form RC4288, Request for Taxpayer Relief - Cancel or Waive Penalties or Interest.

(Source: www.canada.ca)

Seniors at risk for opioid poisoning – how caregivers can help



Older adults experience higher rates of chronic pain and disease than the general population and are therefore routinely prescribed opioids to deal with pain associated with conditions such as arthritis and cancer. This may help explain why they have a higher rate of hospitalizations due to opioid poisoning than any other age group, according to a recent report.

While the causes of these hospitalizations vary by case, there are some general practices that caregivers, family members and friends can employ to help keep seniors safe.

Understand health issues and prescriptions. Multiple medications are often prescribed to deal with the added medical conditions of aging. That's why it's crucial to know what has been prescribed and how it may react with other medications or illnesses. Share this list with all prescribing physicians and discuss concerns or questions about interactions with the prescriber or pharmacist.

Monitor daily dosages. With seniors often having many prescriptions with varying dosage schedules, it's important to ensure that they are taking their recommended daily dosage at the ap-

propriate times.

Have naloxone on hand. Naloxone is a medication that reverses the effects of known or suspected opioid overdoses, and many provinces offer both the nasal and injectable versions for free. Training on how to identify an overdose and administer naloxone is available from your local pharmacist. If you or someone you know has been prescribed an opioid, talk to your local pharmacist about getting a naloxone kit so you'll be prepared to respond if you encounter an opioid overdose.

www.newscanada.com



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Boomers beware – you might be more at risk of flu than you think

When we think about people who might be most affected by flu season, most of us picture vulnerable groups such as children or seniors. But these aren't the only people at risk of the potentially devastating consequences of flu.

If you or a loved one are 50 years of age or older, the risk of contracting the flu is higher than you might think.

As we age, our immune systems weaken naturally, increasing the risk of contracting infections like influenza. The weakening of the immune system can result in higher incidence and severity of infectious diseases like influenza, as well as lower strength and persistence of antibody responses to vaccines.

Adults 50 years and older have medical conditions that are more frequently linked to flu complications, compared to younger adults. Conditions such as diabetes and cardiovascular disease increase the risk of hospitalization and heart attacks when combined with the flu. Every year the flu contributes to an average of 12,200 hospitalizations and 3,500 deaths.

Prioritize your health and stay healthy this season with these tips:

1. Get vaccinated. The flu shot is the first and most important step to protecting yourself against the flu.

2. Maintain a healthy diet. Eat a nutritious diet with



loads of fruits and vegetables and stay hydrated with fluids. Keep active, as this will help boost your immunity, which is key in staying healthy throughout the flu season.

3. Practice good health habits. Wash and sanitize your hands regularly, wipe down surfaces in your

home and workspace, and stay away from those who are sick with the flu.

For more information, talk to your healthcare provider.

(www.newscanada.com)

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How to give back to seniors in your community

The strongest communities tend to be those in which members make a concerted effort to give as much as they get. Giving back to one's community can foster strong relationships with fellow residents and ensure that everyone, including the less fortunate, is in position to live happy, healthy lives.

Certain people in a community may be more vulnerable to issues that can adversely affect quality of life than others. For example, the National Institute on Aging notes that, as men and women age, many are alone more often than when they were younger, leaving them vulnerable to social isolation and loneliness. Such feelings can prove very harmful to their health, potentially contributing to problems such as depression, cognitive decline and heart disease.

Volunteering to help the aging members of one's community is a great way to give back, and such efforts can prove rewarding for both seniors and the volunteers who lend them a hand.

• **Pull an extra chair up to the dinner table.** Many a meaningful connection has been made and maintained over the dinner table. Breaking bread with a senior from your community is a great way to foster such connections and provide an avenue for social interaction for seniors. Seniors who live alone might not enjoy cooking for one each night, but they

might jump at the chance to eat dinner with a neighbour and even help prepare the meal. Invite a senior over once per week, encouraging them to share stories about their lives as well as how the community has developed over the years.

• **Help seniors manage their finances.** Many seniors struggle to manage their finances, as laws regarding taxes and investing are subject to routine changes. A little help in this area can go a long way for seniors. Adults who want to help but don't know where to begin can do the legwork for their aging neighbours. Contact agencies such as AARP to determine if there are any financial assistance programs that can help seniors effectively manage their money and take advantage of age-specific perks, such as programs that may help seniors lower their energy costs.

• **Offer to help around the house.** Seniors who reside in single-family homes may not be able to keep up with routine home maintenance. Neighbours who want to help can offer to mow the lawn, tend to the landscaping and tidy up inside. Keep an eye open for other issues, such as clogged gutters, that can be fixed easily but prove costly if they go ignored.

Helping aging neighbours is a great way to give back and build strong communities.

(Metro Creative)

Don't let a fall change your life

Whether it's travelling to exotic destinations, learning a new hobby or spending time with friends and family, everyone has their own dreams for retirement. However, these dreams can quickly be derailed if a fall occurs.

According to the Public Health Agency of Canada, falls are the leading cause of injury among older Canadians, with 20 to 30 per cent of seniors experiencing one or more falls each year. And the consequences are serious. Falls are the cause of 85 per cent of seniors' injury-related hospitalizations and the cause of 95 per cent of all hip fractures.

"Although a fall can impair someone's mobility and even end their ability to live independently, many falls are highly preventable, and fall prevention isn't complicated or expensive," says Anthony Harper, a Canadian certified pedorthist and president of the Pedorthic Association of Canada. "Wearing appropriate, properly fitting footwear is the first line of defense."

Harper says although many people switch to slippers when they get home, this loose, flimsy footwear is a tripping hazard. Socked feet aren't a good choice either, as socks don't provide any grip or support. But wearing professionally fitted supportive shoes with non-slip treads indoors and outdoors, and using foot orthotics if necessary, will significantly lower a senior's risk of falling.

To further reduce this risk, Harper recommends:

Use adjustable closures. Whether you have lace-up or Velcro closures, your footwear can only provide support if you use the closures properly. It may be faster to slip in and out of shoes, but this leaves you vulnerable to tripping and falling.



Stay active. Physical activity helps maintain strength, flexibility and balance, and is also good for your mental health. Find a few activities you enjoy and do something every day.

Eat well. Skipping meals can cause you to feel weak and dizzy, so make sure you eat three nutritious meals each day. If your appetite isn't big, tailor the meal size accordingly but make good food choices and eat regularly.

Follow medication directions carefully. Talk to your pharmacist about potential side effects of any medication you are taking as well as possible reactions

that may occur with multiple medications. Also ask about the interaction of alcohol with your medication.

Consult your health-care team. Your family doctor, pedorthist, optometrist and pharmacist are all committed to keeping you safe, mobile and active. Book an annual foot check-up with your pedorthist to discuss your footwear and any foot and lower limb pain. Consult regularly with your doctor and pharmacist about your other health-care needs.

More information can be found at pedorthic.ca.

(www.newscanada.com)

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Recognized as the 1st Senior's Residence in the Province, The Résidence Wales Home is a Designated English-speaking facility and proud recipient of 15 prestigious awards including a Gold Certification for Person-Centered Care by Planetree International (2018).

The Résidence Wales Home is a private not-for-profit organization founded in 1921 that provides a continuum of care for up to 200 seniors who range from being completely independent to those requiring long-term care, all under the same roof. The Wales Home was brought to life through the legacy of the late Mr. Horace Pettes Wales who owned the farmland on which the Wales Home facility now resides. The Wales Home accomplishes its mission with a valuable team of skilled employees (175), volunteers (200), other health care providers and community partners. The Wales Home has undergone major transformations throughout the past 100 years and is now preparing for the next century!

Seniors' Residence: The Résidence Wales Home offers accommodations ranging from fully equipped apartments for independent living to ambulatory rooms offering light to medium care and services. The Home prides itself on offering a home-like environment to English speaking seniors. Our facility proposes daily activities, access to a therapeutic pool, a billiards room, and a cinema room. Our mission is to keep seniors as autonomous as possible for as long as possible, while offering the possibility to change units as personal needs increase.

CHSLD (permit 96 beds): The CHSLD Wales Inc. offers high-quality services to those requiring long-term care and services at government set rates. The CHSLD Wales prides itself on its recognized innovative best practices and ensures Compassion is the number 1 value in place. As a government designated facility for the English-speaking community, anglophone residents are a priority for admissions that are managed by the CIUSSE-CHUS.

Transformation for the next century: As the Wales Home will soon celebrate 100 years of history, a major transformation will take place to the oldest part of the building; Central will soon be converted into an intermediate care unit for those who do not yet meet the criteria for CHSLD. This new wing will allow seniors who can no longer live autonomously to move to a specialized unit offering them a safe and secure environment.

As the population ages and more and more seniors look for affordable housing, the Wales Home is planning a new condo style building that will include superior amenities such as; large indoor swimming pool, bowling alleys, cinema and recreational rooms, roof top terrace, indoor parking, and much more! We will be building apartments in several sizes, ranging from small loft-style apartments to large two-bedroom and two-bathroom apartments. **Anyone wanting to be on our waiting list can contact us for additional information.**



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