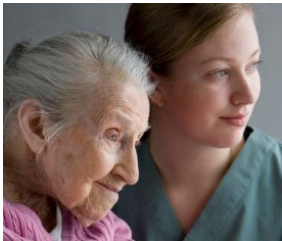


Caring Matters

Selective Hearing or Something More



Do you miss key words in conversations or frequently ask people to repeat themselves? Do you often need to turn up the volume on the TV or radio? Do you avoid discussions over the phone because they are just too frustrating and difficult? If you answered "yes" to any of these questions, ListenUP! Canada suggests having your hearing checked.

Hearing loss is the most prevalent chronic healthcare problem in Canada after hypertension and arthritis. More than ten percent of Canadians suffer from some degree of treatable hearing loss, and more significantly, so do 50 percent of those over the age of 65.

"Untreated hearing loss can diminish one's quality of life. The inability to properly hear what's going on and be fully involved can make those who have this condition feel angry, frustrated, embarrassed and depressed," explains ListenUP! Canada's chief audiologist, Kate Dekok "This can undermine relationships both at home and in the workplace."

While hearing loss is a permanent and irreversible condition, the good news is that it is treatable, and that the earlier it is diagnosed and addressed, the easier it is to return to normal levels of communication with family, friends and co-workers. *(cont pg 4)*

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Director's Message

I recently embarked on a long-over-due but relatively small renovation of my home and was astounded by the overall decline in the level of service from trades people since my last renovation two decades ago.

Invariably, though the contractors claimed they wanted my business, a very small portion of them actually demonstrated it. Indifference was the overwhelming theme.

- A tile setter guaranteed I would hear back from him the next day, never to be heard from again.
- A roofer, after unapologetically missing two meetings, called to say he was stuck in traffic and would be twenty minutes late for his third appointment. This was five weeks ago and I have not heard from him since!
- A junk-removal specialist quoted a price on the phone and showed up days late for the job, only to announce it would cost four times as much.
- A painter was a month late starting and offered that "he was busy" as an excuse for the delay and lack of communication.
- Three separate carpenters agreed to start the work and not one showed.
- The vast majority of companies I contacted routinely neglected to respond to telephone messages or make promised return calls.

As the owner of a service business, I constantly worry about the level of quality our employees provide to our clients, care recipients and potential clients. I insist that our staff promptly return messages, follow-up with clients and "build relationships". My simple mantra has always been to treat others as you would want to be treated. I have never viewed this as "rocket science," but simply as good business and respectful.

Call me old-fashioned ... PLEASE!



Opal Rowe, MSC, MBA, CPCA



Under an Inheritance Illusion?



We've read a lot about Canada's \$1-trillion inter-generational wealth transfer, but some individuals may inherit far less than they expect from their parents.

Here are some reasons why:

Retirees have many demands on their savings, that may reduce their final estate.

They are living longer, out-of-pocket healthcare costs keep climbing, fewer have indexed pensions, some have suffered significant investment losses, and marital breakdowns may have taken a toll.

More divorces and fewer children per family mean frail seniors are likely to be spending more on in-home care to fill gaps in support from the traditional family circle.

Seniors are increasingly tapping into their home equity through lines of credit or reverse mortgages to pay for life-style choices or long-term healthcare. Those bills will have to be settled before legacies can be left for loved ones.

Some parents are tapped out after choosing to give when their kids need their help to pay for education or to buy a starter home.

While it may be tempting to make big plans for a hoped-for inheritance, focusing your energies on accumulating your own nest egg is the best strategy to achieve your goals and bring you peace of mind.

Source: Stafford Higgins, Watt Carmichael Inc.

Don't Take It Sitting Down

When caring for an aging relative, it's important to watch for the following:

1. Ageism: When individuals or the system prioritize the care of younger persons over that of the elderly.
2. Systems that are process-driven rather than focused on results.
3. Ways to seek help from a geriatric case manager or someone who understands how things work so that you don't get 'stuck'.
4. Intimidating behaviour from rushed or dismissive physicians, secretaries or administrators.
5. The opportunity to tease out the information you need by asking additional questions.

Source: Solutions Magazine

"The safest way to double your money - fold it once and put it in your pocket."
Kin Hubbard

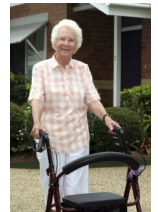
Did You Know?

Age is just a number! **Winston Churchill** was 79 years old when he received the Nobel Prize for Literature and **Pablo Picasso** produced 347 engravings in his 87th year.

Source: Splendid Seniors: Great Lives, Great Deeds by Jack Adler

Medical Alert Devices

One of the common concerns that many people have for seniors who live alone is what happens if they fall and cannot get up. Fortunately, there are a number of medical alert devices on the market that will send for help should a senior required it.



Some examples of these devices are Lifecall, Medic Alert, and Lifeline. Although each of them is slightly different they all have the same functionality: should a senior be in a situation where he or she falls and cannot get up, he or she can press a button on this device (usually worn around the neck) and it will alert emergency medical services dispatchers. If a senior is knocked out by a fall some of these devices will detect the impact and alert 911.

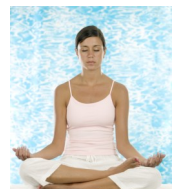
Source: SeniorsZen

Inner Peace

Yoga has a greater positive effect on a person's mood and anxiety level than any other form of exercise.

It is thought that yoga stimulates specific brain areas, increasing the production of certain neurotransmitters. For instance, it has been found to increase the level of GABA, a chemical in the brain that helps regulate nerve activity and is reduced in people with mood disorders.

Source: The Journal of Alternative and Complementary Medicine



LIVING Our Vision

To provide first-rate home care with reliable, conscientious, knowledgeable and affordable personal support workers to care recipients and families in need.

services

Caregiving Tips



The most important things I've learned in the past ten years are these:

Keep caring for, hugging and loving your aging parents; they need it and you do too.

Make sure your family understands what's happening and how to help.

Take care of your own mental and physical health, because the pressure can get to you.

Never second-guess well-reasoned decisions or you'll become trapped in false guilt.

Source: Solutions Magazine

Hobbies Reduce Stress

Hobbies are often considered activities for people who lead quiet, relaxed lives.

However people with full, active lives may need hobbies even more than the average person because they provide:

- A slice of work-free, responsibility free time
- Purpose and excitement
- The chance for fun
- An opportunity to be social and meet others
- A way to stave off burnout
- A sense of accomplishment
- An enjoyable way to learn a new skill or discover a hidden talent

Hobbies can help give an individual a well-rounded life, which is the key to relieving everyday stresses and strains.

Source: About.com



Did You Know?

Peanut butter reduces the risk of heart disease, increases good cholesterol and is high in both dietary fibre and resveratrol, which helps fight cancer.

Source: www.peanut-butter.org

Hospital Visit: Does And Don'ts

Do pack as little as you can for a hospital visit.

Be sure to bring:

- Medicines, both prescription and over the counter
- Nightclothes, a bathrobe, and sturdy slippers
- Comfortable clothes to wear home
- Deodorant and a razor
- A toothbrush, toothpaste, shampoo, and a comb or brush
- Important telephone numbers
- Jewellery, including rings, necklaces and earrings
- Your watch
- Cash and credit cards
- Other valuables like iPods and cell phones



For security reasons leave the following at home:

Source: Medicinenet.com

Happy Hour

A study reports that moderate alcohol drinkers (one or two drinks per day) are more likely to live longer than heavy drinkers and abstainers.

In fact, the mortality risk is 24 percent higher for heavy drinkers and almost 50 percent higher for non-drinkers.

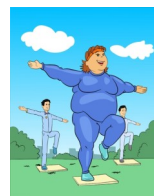
Older adults need to remember, however, that more than two drinks per day exceeds the recommended amount.

Drinking can also lead to increased falls, and some medications should not be taken with alcohol.

Source: Alcoholism: Clinical and Experimental Research



Lose That Belly Fat



For years, it was believed that excess fat might protect against bone loss, but a new study shows the opposite. Belly fat in women may actually have a damaging effect, putting larger-waisted women at greater risk for osteoporosis.

A larger waist measurement also predicts the development of high blood pressure, regardless of total body fat, according to a ten-year study published in the *American Journal of Hypertension*.

Source: Radiological Society of North America

Selective Hearing or Something More?



"Our hearing naturally connects us with the world around us, and restoring that connection can positively affect every aspect of life," says Dekok.

The latest digital hearing aids are very advanced, small, discreet and generally hidden from view. They're comfortable to wear and easy to use. Most importantly, they provide natural sound quality so that users can communicate normally and hear sounds again that they might have been missing such as when listening to music. Some hearing aids are even equipped with Bluetooth technology, so they can be connected directly to wireless devices like cell phones.

ListenUP! Canada offers hearing checkups free of charge. For more information call toll-free 310-2244 or visit www.ListenUpCanada.com. ListenUP! Canada has over 80 locations in Ontario.

Source: ListenUP! Canada

How to Be Happy

Do you know how to be happy? Or are you waiting for happiness to find you? Happiness doesn't appear by magic. It's not even something that happens to you.



Although you may think, as many people do, that happiness comes from being born rich or beautiful or living a stress-free life, the reality is that those things don't confer lasting contentment. Indeed, how to be happy can't be boiled down to one thing. Happiness needs to be cultivated.

Happiness is the sum of your life choices. People who are happy seem to intuitively know this, and tend to do the following:

- Invest in relationships
- Express gratitude
- Cultivate optimism
- Find their purpose
- Live in the moment

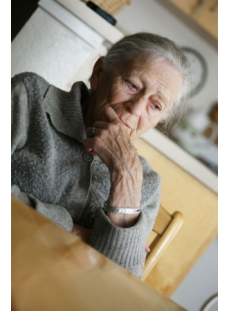
Your choices, thoughts and actions can influence your degree of happiness. It's not as easy as flipping a switch, but you can turn up your happiness level.

Source: Mayo Clinic

Denial: When It Helps; When It Hurts

Denial is a coping mechanism that gives you time to adjust to distressing situations — but staying in denial can interfere with treatment or your ability to tackle challenges.

If you're in denial, you're not being realistic about something that's happening in your life — something that might be obvious to those around you.



In some cases, a little denial can be a good thing. Being in denial for a short period can be a healthy coping mechanism, giving you time to adjust to a painful or stressful issue. It might also be a precursor to making some sort of change in your life. Still, denial has a dark side. Staying in denial for too long can prevent you from effectively dealing with issues that require action, such as a health crisis or a financial situation.

If a loved one is in denial about a serious health condition, such as depression, cancer or an addiction, broaching the issue may be especially difficult. Offer support and listen empathetically. Don't try to force him or her to seek treatment, which could lead to an angry confrontation. Offer to meet together with a doctor or mental health provider. If the impasse remains, consider counseling for yourself to help you cope with your distress and frustration.

Source: Mayo Clinic

LIVING ASSISTANCE services

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