



# LETHBRIDGE SENIORS SAFETY CALENDAR 2013

BROUGHT TO YOU BY: LETHBRIDGE ELDER ABUSE RESPONSE NETWORK (LEARN)

TIPS &  
INFORMATION  
TO PROTECT YOUR  
RIGHTS & SAFETY



HELLO  
MY NAME IS

## VOLUNTEER SAFETY

- Ask for training on the volunteer job. Do not be afraid to ask questions
- Speak up to the coordinator if you feel uncomfortable. You have the right to refuse to volunteer where you feel unsafe or afraid
- Never give out personal information about yourself or family
- Always park in a well-lit area on the street not in a driveway where you can be blocked in – Always lock your car!
- Let someone know your route and when you will be back
- Carry your keys and a small purse or bag on your person; you may have to leave quickly
- When lifting and moving supplies, only lift or carry items that you are comfortable and able to support
- Emergency procedures – ensure you are trained and educated on all emergency procedures
- Wear appropriate clothing for the weather and type of activity. Choose stable footwear that has good traction and is easy to get on and off quickly
- Always have a cell phone or another mobile way to communicate
- When working with diverse communities learn about their customs, cultures, different beliefs and communication styles

JANUARY 2013



SUNDAY

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TUESDAY

WEDNESDAY

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SATURDAY

DECEMBER

FEBRUARY

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New Year's Day

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Eastern Orthodox  
Christmas

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**HOT FLASH!**

Being calm and positive helps  
those around you to stay calm  
and positive too!



# DATING & THE OLDER ADULT



**DATING SHOULD BE FUN AND EXCITING AT ANY AGE!** Today, the dating world is broader and more complex for the older adult, particularly when using technology or global networks to find a friend or life partner. These are uncharted waters without family and friends to vouch for the person's character. Consider the following ways to be safer in today's dating world.

## **TO MEET PEOPLE ON LINE:**

- Use reliable dating sites — invest in a service that does background checks and goes the extra step to ensure that a member is single, honest and credible.
- Speak on the phone for a while — get to know his/her social skills, interests and values. Offer to exchange cell phone numbers so that the other person does not have your address too soon.
- Guard your personal information. Do not give out personal, financial or other information that can be used against you or those you care about. When setting up a profile, use as little personal information as possible.

## **WHEN YOU ARE READY TO MEET:**

- Take it slowly — you may feel you know a person but they put their best foot forward early on. Given time to be comfortable, a person will reveal more about his/her true nature

- Meet in a public place. When meeting alone for the 1st time, choose a safe and public place. Tell a friend where you're going and what time you plan to return. Give your friend the person's name and phone number. Check in when the date ends.
- Take your own transportation. Never arrange for someone to pick you up at your home. When the date is over, do not allow the person to follow you.
- Don't be pressured into decisions or actions that are outside of your comfort zone (including sexual acts)
- You may have been in a relationship with one person for a very long time. It is important to be happy and secure with the new person in your life.

## **SIGNS OF A HEALTHY RELATIONSHIP:**

- You are partners who respect, value and treat each other as equals
- You are able to talk about your differing views and opinions and work them out
- You both take responsibility for your own actions
- There is no fear
- You do not try to restrict or control each other
- You are both comfortable taking time alone or to pursue other interests when you need it
- You support each other and both feel good about the relationship

# FEBRUARY 2013



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JANUARY

MARCH

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NORD-BRIDGE

SENIOR CITIZENS ASSOCIATION

Valentine's Day

Chinese New Year

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Family Day

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**HOT FLASH!**

Get involved with things you are passionate about! Try new, interesting things to meet people with similar interests and energy





# PRE-PLANNING A FUNERAL

Pre-paid funeral plans are an option for arranging details that respect your wishes and for avoiding the costs to your loved ones.

### PREPLANNING:

- Allows you to compare prices and services
- Your wishes are recorded with a licensed professional
- The prices for your celebration of life (funeral) are safely locked in

### ENSURE THAT:

- The cost of paying in advance is a good value when compared to paying at death
- You get a complete detailed list of the package to comparison shop
- The company is long-standing with a positive reputation
- The plan is transferrable if there is a chance you may move
- You have in writing exactly what the plan covers and what it does not
- Your trusted "go to" people know which funeral plan to contact and what services you have planned (and that they have a complete copy of the plan documents)

### DID YOU KNOW?...

- Canadian Pension Plan Death Benefit is a one-time lump sum payment, made to the estate, of up to \$2,500 for the funeral of a deceased person who paid into CPP
- A surviving spouse may be able to receive \$1,200 reimbursement for funeral expenses from Alberta Government Special Needs Assistance



# MARCH



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FEBRUARY

APRIL

**HOT FLASH!***Ask someone to stay in  
your home when you  
are away at a funeral*

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Daylight Savings Time

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**Martin Brothers**  
Funeral Chapels Ltd.

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First day of Spring

St. Patrick's Day

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## FINDING A REPUTABLE REALTOR

- Ask local friends and family who they might recommend as a realtor
- Ask the realtor for references from past clients
- Check with Better Business Bureau for past complaints: 403-394-0660
- When searching for a realtor do not sign anything until you are confident that this is the agent you will use
- Real estate fees and commission are negotiable. Find out the rates in the area, make sure you are getting a fair rate, and agree with the conditions before you sign a listing agreement
- Two important things to know: the length of the agreement, and if you have the option to cancel without penalty if unhappy with the service

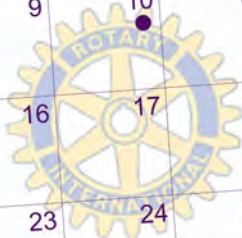


APRIL 2013



SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

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NATIONAL VOLUNTEER WEEK

*Earth Day*

**HOT FLASH!**  
 Confirm the license status of your  
 real estate agent with Real Estate  
 Council of Alberta:  
 1-888-425-2754

MARCH							MAY							
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# EMERGENCY PREPAREDNESS: SPECIAL CONSIDERATIONS

## **WHILE AN EMERGENCY SITUATION CAN BE VERY FRIGHTENING AND CONFUSING...**

there are things you can do now to be prepared. In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours.

- Have equipment and devices such as canes, walkers, hearing aids and breathing apparatus ready for if you have to leave quickly (include extra batteries)
- Talk to your doctor about preparing a grab-and-go bag with a two-week supply of medications and medical supplies. Pharmacies may be closed for some time after an emergency is over
- Keep copies of identification and prescriptions in your emergency kit, along with allergies, conditions and emergency contacts
- If you believe you will need extra help during an emergency, put together a personal support network of friends, relatives, health-care providers and neighbours who understand your special needs. Find out how they are willing to help
- Work with your neighbours to make sure everyone is taken care of in your neighbourhood. Identify people who might need extra help during an

emergency. Assign "block buddies" to take care of each other

- Provide a key to someone you trust, telling them where your emergency kit is kept
- Pets will not be allowed in reception centres, shelters or some hotels. Make a plan now so that you may take your pets with you to a relative's or friend's home, or learn about a "pet-friendly" hotel or pet boarding facilities
- Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions. Stay put until all is safe or until you are ordered to evacuate
- Plan to call one relative who can let all others know how you are

For more information about emergency preparedness, please visit [WWW.REDCROSS.CA](http://WWW.REDCROSS.CA)



# MAY 2013



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Mother's Day

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Victoria Day

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**HOT FLASH!**

If you have a pet, invest in a crate for easier transport & care in an emergency



JUNE 2013

# ABUSE OF OLDER ADULTS



**ELDER ABUSE IS:** "Any action or lack of action, by self or others, that harms the health or well being of any older person. The abuser is someone in a position of power or trust".

**SOME EXAMPLES ARE:** hitting, pushing, name calling, neglect, taking money or property, threats, withholding medication/care, and/or unwanted touching/sex

**THERE ARE WAYS AN OLDER ADULT CAN HELP REDUCE HIS/HER RISK OF BEING A TARGET OF ELDER ABUSE:**

- Stay connected to positive friends, community groups and family members. People are more vulnerable when they are isolated
- Make lifestyle choices that help you to stay healthier, fitter and more independent longer — you will be less vulnerable
- Carefully choose who will assist you with decisions or assets before you are no longer able
- Know your rights! You have the right to make choices; to receive fair treatment; to keep assets; to have appropriate shelter, food, clothing, medical care and community ties; to be safe and to live without fear

- When you are feeling uncomfortable about how you are being treated, tell people you trust and ask them to help you get help
- Find out about resources before you need them — we have many supports in Lethbridge for older adults
- Get legal and professional advice prior to entering into agreements or signing documents. Professionals can help ensure the documents are legal, AND they talk with you about the benefits and pitfalls
- Have a Caregiver Plan: caregivers who have support and who reach out for help are less likely to abuse

**CALL THE POLICE!** if you believe you are a target of a crime/abuse



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MAY

JULY

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**HOT FLASH!**

*To reduce risk, carefully select TWO Enduring Power of Attorneys who will work together on your behalf*

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SENIORS WEEK

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Father's Day

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World Elder Abuse Awareness Day

National Aboriginal Day  
1st Day of Summer



# FINDING A GOOD CONTRACTOR

- Try to find a contractor you feel you can trust, can ask questions and is easy to understand
- Ask others for recommendations on similar work. It never hurts to ask the contractor for references
- Make sure the contractor is licensed and insured. All contractors are required to have a business license in the City of Lethbridge
- Always get an estimate and sleep on it. If it seems unreasonable get a second quote
- Never give personal information such as SIN numbers, birthdates or banking information over the phone. No business or bank should be calling for this information
- Don't get pressured into making a decision. If you don't like who you are talking to on the phone, hang up. You are not obligated to purchase anything or talk to telephone solicitors
- Always verify with family if you receive a call from a relative you haven't spoken to for a while who says they are in trouble and need money. This has been a big scam in our area
- If someone is looking for donations and support, have them send you written material

JULY 2013



SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

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Canada Day

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NORD-BRIDGE

SENIOR CITIZENS ASSOCIATION

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**HOT FLASH!**

Never trust a contractor who solicits business at your door

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# PREPARING FOR FLU SEASON

## WHAT IS INFLUENZA?

It's a Respiratory Tract (nose, throat, lungs) infection caused by a virus

## HOW DO WE PREVENT IT?

- Have your influenza vaccination yearly! Watch for Flu Clinics in your area
- Wash, Wash, Wash hands frequently
  - After coughing and sneezing
  - With warm water and soap, and sing "Happy Birthday" twice
  - Before preparing food, eating, drinking and touching your face
- Use cough etiquette – cough and sneeze into your arm or a tissue
- Throw away tissues after wiping or covering a cough
- Avoid contact with eyes, nose and mouth after touching surfaces
- Stay home and rest if sick to get better faster and to stop the spread of the flu



AUGUST 2013



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JULY

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**HOT FLASH!**

*Chicken soup really does make you feel better!*

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# HOW TO STAY SAFE ON THE INTERNET

**PHISHING EMAILS** (fishing) are designed to look like your bank, a social network, a service provider you use, or a political party to "fish out" and gather personal information about you

- Usually they ask for your passwords, personal information, account numbers, stating there is a problem and they need to verify your information again
- Never reply to these emails, they are false!
- Never try to call the numbers or go to their internet site. They may also be designed to gather your information

**SOCIAL NETWORKS** are a great way to stay in touch with family and friends or to look for relationships (Facebook, MySpace, Twitter, LinkedIn)

- Adding too much personal information like full name, date of birth, address and family members are an identity thief's tools of trade
- Be sure to have privacy settings set to limit who can see your information

**USE OF CREDIT CARDS** on the internet should only be done for reputable companies or business that you know

- Make sure you are using a secure site when transferring this information (look for https:// & a little yellow padlock)
- Never give credit card information to unsolicited businesses or companies that have sent you emails that you know nothing about
- If a company contacts you stating you won a prize but you have to pay a processing fee – it is a fraud. Do not give any information



SEPTEMBER 2013



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Labour Day

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Grandparents Day

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1st Day of Autumn

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**HOT FLASH!**

Ensure you have  
anti-virus software  
installed and keep  
it updated



AUGUST

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# MEDICATION & DRIVING

- Prescription and over-the-counter medications can slow reflexes, blur vision and cause drowsiness
- Discuss your medication and its effects with your doctor or pharmacist
- If you take more than one type of medication, ask whether the combination of drugs produces side effects that could interfere with driving
- Avoid driving when you first start a new medication to determine the side effects
- If a medication makes you feel sleepy or drowsy, don't drive!



OCTOBER 2013

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

**HOT FLASH!**  
 Go Friendly Shuttle: From your home to either seniors centre! Door-to-door transportation service for members of Nord-Bridge and LSCO

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Halloween

SEPTEMBER							NOVEMBER						
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# SAFETY WHILE LIVING ALONE

*THERE ARE STEPS YOU CAN TAKE TO REDUCE YOUR RISK OF BEING A VICTIM OF A CRIME AND INCREASE YOUR SAFETY.*

## **LIVING IN AN APARTMENT:**

- Park your car in at least one if not all of the following 3 places (well-lit area, near an elevator, high traffic area)
- Trust your instincts! Never enter an elevator if others makes you uncomfortable
- Only list your last name and first initial on the directory, so that a stranger can't pretend to know you, convincing another tenant to let them in
- Make sure to use the peep hole before opening your door

## **LIVING IN A HOUSE:**

- Trim overgrown shrubs and hedges to remove blind spots by doors and windows
- Connect with neighbours: You don't have to be best friends, but if you interact, you're all more likely to notice when something is wrong
- Light your way! Visibility is important to your safety:
  - Light doorways
  - Porch lights
  - Motion detector lights
- Do not open the door unless you can see who is there (install a peep hole)
- Ask a loved-one or friend to call each day to make sure everything is okay. You can offer to do the same for them

**ALWAYS KEEP YOUR DOORS LOCKED, EVEN WHEN YOU ARE IN THE BUILDING OR YARD**

**NOVEMBER 2013**

### **PHILIPS Lifeline**

Provides the #1 Medical Alert Service and Medication Dispensing Service to offer you something else: *peace of mind*

1-800-543-3546

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

**HOT FLASH!**

Consider investing in a medic alert system for immediate response when you are in trouble. Did you know you may qualify for a subsidy? Ask the alert system provider.

Diwali Daylight Savings Time Ends

Remembrance Day



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DECEMBER 2013

## MANAGING STRESS DURING THE HOLIDAYS

**THE HOLIDAYS CAN BE A DIFFICULT TIME FOR MANY PEOPLE, ESPECIALLY SENIORS.** These times of the year are often a reminder of the loss of close friends and family members. It is also a reminder of the loss of abilities and activities. With a limited income for many seniors and the financial pressures of gift buying and entertaining, this is often another stress at these times.

### WHAT YOU CAN DO TO PREVENT PROBLEMS OR TO ASSIST WITH CHANGES:

- Increase physical and social activity as much as possible
- Talk to a friend, family member or someone you trust about how you feel
- Write your feelings in a journal
- Relax and/or meditate— practice deep breathing
- Take medication as prescribed and limit use of alcohol and non-prescribed drugs
- Write a "to do" list and try to accomplish at least one thing each day
- Don't try to do everything if you feel overwhelmed
- Try to focus on people and activities that you enjoy the most
- Create a budget to make sure you have enough to cover all expenses

Discuss feelings and changes in physical and mental health with your physician. Make sure to take a list of all your medications including vitamins and herbs.







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1st Day of Winter

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Christmas Eve

Christmas Day

Boxing Day

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NEW YEAR'S EVE

### HOT FLASH!

When going to the doctor:

- Take notes! Bring a pen and paper
- Take a friend or family member to help clarify any questions/concerns

#### NOVEMBER

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#### JANUARY 2014

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# LETHBRIDGE ELDER ABUSE RESPONSE NETWORK (LEARN)

**OUR MISSION:** The Lethbridge Elder Abuse Response Network (LEARN) is a collaboration of human services organizations that provides education, awareness and advocacy for network and community members in Lethbridge and area. The Network helps reduce elder abuse by building a closely connected, effective group of professionals responding to elder abuse.

## THE FOLLOWING ORGANIZATIONS ARE PROUD MEMBERS OF LEARN:

- Alzheimer Society of Alberta and Northwest Territories
- Alberta Health Services: Social Work Department
- Alberta Health Services: Lethbridge Community Care
- City of Lethbridge, Community and Social Development
- Geriatric Assessment and Rehabilitation Unit-UnitSA, CRH
- Canadian Back Institute
- Lethbridge Family Services
- Lethbridge Regional Police Service – Diversity Resource Team
- Lethbridge Senior Citizens Organization - Support Services Department
- Lethbridge Society for Meals on Wheels
- Nord-Brige Senior Citizens Association
- Office of the Public Guardian (Alberta Seniors and Community Supports)
- Seniors Information Services (Alberta Seniors and Community Supports)
- Royal Canadian Mounted Police
- Alberta Health Services - Seniors Mental Health Outreach Team
- YWCA Lethbridge & District - Harbour House Women's Shelter, Outreach Program and Residence Program
- We Care Home Health Services.





### LEARN COORDINATOR, JENNIFER PAYNE:

LEARN is excited to report that we were successful in receiving funding from the Alberta Solicitor General for a Coordinator of Services. If you are or someone close to you is an older adult who has been victimized by a family member, spouse, partner, friend, caregiver or other person in a position of trust, we can help!

Please contact Jennifer at The Lethbridge Senior Citizens Organization:  
Monday – Friday, 8am – 4pm

- Telephone: 403-394-0306
- Email: [learn@lethseniors.com](mailto:learn@lethseniors.com)

It is a voluntary and complimentary service that works closely with the client, his/her support system and community to ensure safety in elder abuse situations. Activities include:

- Responding to complaints or concerns of elder abuse
- Making contact with suspected victims
- Arranging a home or office visit, if possible
- Assessing risk and making a safety plan
- Assisting in determining needs and setting goals
- Providing emotional support
- Consulting with other professionals and referring to organizations and support
- Following up with clients to ensure continued safety and connection to community

Referrals can be anonymous but it is important to include enough information so that the individual can be reached including full name, address and phone number. In all cases where the individual is in danger or a crime has been committed, it is always best to contact Lethbridge Regional Police Services or Royal Canadian Mounted Police.

Please note: These services are for residents of the City of Lethbridge and County of Lethbridge who do not reside in government funded housing facilities. (Call Protection of Persons in Care: 1-888-357-9339) These services are not mediation services for peer or neighbour conflict or for investigation of commercial complaints or contractor fraud.



CITY OF  
*Lethbridge*

## SENIOR SERVICE GUIDE

Emergency	
Emergency (Fire, Police, Ambulance)	911 (403) 327-3336
Fire/Ambulance Teletype TDD	(403) 328-4445
Police Teletype TDD	(403) 327-2210
Police (General Inquiries)	

Crisis	
Distress Line	(403) 327-7905
Crisis Team Pager Number	(403) 329-5630
Elder Abuse Response (LEARN)	(403) 394-0306

Information and Referral	
Community LINKS	(403) 328-5465
Elder Abuse Awareness/Inquiry (LRPS)	(403) 330-5133

Transportation Services	
Bus Services	(403) 320-4978
Access-A-Ride	(403) 329-6464

Senior's Centres and Support	
Lethbridge Senior Citizens Org.	(403) 320-2222
Nord-Bridge Senior Citizen Assoc.	(403) 329-3222
Meals on Wheels	(403) 327-7990

Seniors Health Information	
Chinook Regional Hospital	(403) 388-6608
Chinook Access Centre	(403) 388-6380
Health Link	1-866-408-5465
Seniors Mental Health Outreach Team	(403) 752-3316

City of Lethbridge	
General Inquiries	(403) 329-7355
Public Library	(403) 380-7310

Government	
AB Seniors Information Line	1-877-644-9992
Federal Information Line	1-800-OCANADA (1-800-622-6232)
Income Securities Program	1-800-277-9914 (English) 1-800-277-9915 (French)

November 2012

## My Important Names & Phone Numbers

My Doctor: \_\_\_\_\_

My Specialist: \_\_\_\_\_

My Pharmacist: \_\_\_\_\_

My Optometrist: \_\_\_\_\_

My Dentist: \_\_\_\_\_

My Church: \_\_\_\_\_

Emergency Contact 1: \_\_\_\_\_

Emergency Contact 2: \_\_\_\_\_

Other Important Telephone Numbers: \_\_\_\_\_

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### INFORMATION IN THIS CALENDAR IS BROUGHT TO YOU BY:

Marlene Van Eden, Support Services Coordinator  
Lethbridge Senior Citizens Organization  
403-320-2222 ext. 25

Cst. Les Vonkeman, Diversity Resource Team  
Lethbridge Regional Police Service  
403-330-5133

Sgt. Dan Walton, Community Resource Unit  
Lethbridge Regional Police Service  
403-330-5035

Dawn Yickers, Family & Community Support Services Coordinator  
Community & Social Development, City of Lethbridge  
403-329-7396

David Ng, Seniors Programmer, Nord-Bridge Seniors Centre  
403-329-3222

Elaine Hoon, Canadian Back Institute

Laura Barrett, Seniors Mental Health Outreach, Alberta Health Services