



The S.A.L.T. Communicator

Seniors and Law Enforcement Together

Serving & Protecting Seniors Citizens

July 2018

Your Public Library: Meeting your needs in new and inventive ways

Presented at the June 11 SALT meeting

Matt Binder enthusiastically presented an array of programming for seniors at the Wheaton Public Library. A library card is not needed to partake in many services. Library staff offer free computer classes on the Microsoft Suite of programs as well as Google Drive, Docs, Sheets and Tools. For those intimidated by these terms, the library offers an *Absolute Beginners* computer class. Guidance is also offered on utilizing the Goodreads website and NoveList, a reader's advisory tool connecting readers with books via libraries for recommendations on what to next read.

Anyone may participate in free music concerts, contemporary and true story book discussions, classic and current movie showings, use of computer and internet, knitting and needlework clubs and low vision services. These include a CCTV Magnifier, which brings a book to 50 times magnification, and a scanning appliance that allows persons of all ages to print resources with headphones. Computers are available for those with visual impairments.

While residents can partake in the above programs without a library card, a card is required to borrow books, eBooks, eAudiobooks, and digital magazines as well as enroll in Homebound Services, which offers monthly book and audiobook delivery to those eligible. Temporary residents in Wheaton for thirty consecutive days may obtain a library card. Those who live in other towns may register their home library card as a reciprocal borrower. In Glen Ellyn, the library offers reciprocal borrowing and lending within a network of 97 other libraries.

Matt Binder
Community Engagement Librarian, Wheaton Public Library



Sarah Kleiva
Outreach Librarian, Glen Ellyn Public Library



Sarah Kleiva heralds the nearing completion of construction at the Glen Ellyn Public Library with sincere excitement. In addition to a new café serving beverages and fresh lunch fare, the library will offer patrons special meeting spots and services tailored to the needs of the community. Truly unique programs include the library's One-On-One Tech Help sessions, offered in 30-minute sessions or by individual appointment, and the Conversion Room and Media Lab One-on-One in which residents can seek assistance in converting their media to digital format, such as VHS tapes to DVD. The library also presents instruction to seniors in online security.

Home Delivery and Hybrid Accounts give flexibility in meeting a unique need. Sarah will arrange for delivery to those who are homebound, whether briefly or more long-term. The hybrid aspect allows those who are enrolled in Home Delivery to visit the library on days when they are feeling able, so that residents could enjoy an outing without feeling that they cannot come in order to continue to receive deliveries. The library does include DVD delivery in its program.

Each September, Healthy Aging Week engages seniors with free health screenings, this year for hearing loss. Additionally, the Ryall YMCA offers free trial memberships and a Regional Transit Authority (RTA) representative will share public transportation options. The week also includes Intergenerational Story Time and a presentation on Medical Cannabis and Health.

Mission Statement -----

The purpose of the Milton Township S.A.L.T. Council is to determine and to meet the needs of senior citizens by reducing crime and abuse and by enhancing safety through communication and education in cooperation with the Township, law enforcement agencies, and other community agencies and organizations.

The Glen Ellyn Police Department: Modern Policing in a New Facility

Presented by Chief Phil Norton at the May SALT Meeting



Phil Norton, Chief of Police
Village of Glen Ellyn

Serving as Chief of Police for the Village of Glen Ellyn since December of 2001, Phil Norton has guided his department through many changes. After a few years in his tenure, realizing the limited space in which his officers served at the Civic Center in downtown Glen Ellyn, Chief Norton asked for a feasibility study to determine the space needed to best serve the village.

Once completed, the department worked with the village council and leadership to reach the best solution to balance the facility needs for taking reports, investigative work, and record storage with financial affordability. The projects ultimately agreed upon by both the department and the village came in at \$13.5 million, with the Police Department able to pledge \$1.2 toward the project from deferred savings.

Chief Norton described the new Police facility at 65 S. Park Boulevard, just south of Roosevelt Road, as much better suited to the needs of a modern police department. They gained evidence storage and a larger detective space in which to research and collaborate with detectives from other departments. He described how much he and his officers love the new facility and emphasized that he wishes for the public to utilize the new conference space for community meetings.

Missing only is a new shooting range. The cost limitations prevented the village from constructing their own range, but Chief Norton mentioned that the site has room for such an addition in the future if funds become available. He mentioned that the best training occurs under the most realistic conditions, when the stress of an actual shooting situation can be

recreated. This is best when conducted at a home agency. Today, Glen Ellyn officers train at College of DuPage and outdoors at St. Charles.

Communication and collaboration between municipalities has truly improved over the last several years. Chief Norton described how the interaction between his department and those of neighboring towns when he was an officer and early in his work as Chief was quite territorial. Officers first had to request and wait upon permission to back-up other officers before coming to the aid of fellow officers over their city or village border. Over time, and currently, police on the same frequency provide the first and immediate line of back-up, often arriving on scene prior to officers from the other municipality's department patrolling further away. Officers will respond now based upon their own determination of need from the radio call and their proximity to the situation. They trust each other implicitly to be the first line of back up to each other.

The Glen Ellyn Police Department emphasizes its access to its residents. Each month, Chief Norton hosts Coffee with the Cops on the first Saturday of each month, from 8 –10 am at the Police Station on Park Blvd. At this presentation, the department hosts residents of Glen Ellyn to meet officers and discuss neighborhood issues.

Officers from the department also participate at the Taste of Glen Ellyn, the Touch-a-Truck event put on by the Glen Ellyn Park District, Special Olympics via its Cop on a Rooftop fundraiser and various dodgeball tournaments at local schools.

SALT Meeting Dates and Topics:

Monday, July 9

DuPage County Senior Services

No Meeting in the month of August

Monday, September 10

Spectrios Institute for Low Vision

Tuesday, October 9 (Day after Columbus Day) Agency on Aging, Northeastern Illinois

St. Daniel Church | 10 AM | 101 W. Loop Road | Wheaton, IL 60189

Scams Report

Though this column typically discusses scams that occur across the country, the first portion of today's report consists of some scams that seniors in this area were able to avoid because of information provided by the S.A.L.T. Council. Following are summaries of those incidents:



Arnold Shifrin
Director of Communications, SALT

Recycle Bin Scavengers: A local resident witnessed an individual rummage through her recycle container the evening before her refuse was to be picked up. The scavenger was most likely looking for personal information (e.g., bank and credit card statements, SSNs, pre-approved credit cards) in order to steal someone's identity or make fraudulent purchases. Since the resident's paper recyclables were shredded, no personal information was stolen.

How to avoid being a victim: Be sure to shred all recycled papers containing personal information with a cross-cut shredder. The shredded papers should be placed in plastic bags, tied shut, and placed in the refuse container - not the recycle container.

Past Due Taxes Scam: A resident reported that he received several telephone calls about past due taxes from an unknown caller claiming to be an IRS agent. The caller threatened the resident with immediate arrest if the delinquent taxes were not paid. The resident said he knew that the IRS would never call anyone on the telephone to collect back taxes because of information that previously appeared in *The S.A.L.T. Communicator*.

How to avoid being a victim: If you don't recognize the caller's telephone number on your caller ID, don't answer the phone. If you inadvertently answer the phone, immediately hang up when the caller identifies himself as an IRS representative. The IRS does not contact taxpayers by telephone to discuss delinquent taxes. Rather, these communications are handled via the U.S. Postal Service.

ComEd Letter - Delayed Supplier Charge: A resident reported receiving a letter from ComEd regarding a delayed charge from an alternative supplier of electricity that would appear on a future bill. The resident wasn't sure about the legitimacy of the letter and didn't know whether he should pay the charge if it appeared on a future bill. A representative of the S.A.L.T. Council contacted the Citizens Utility Board (CUB) on the resident's behalf and learned that if an energy supplier's charge is zero for a given month, it should be paid when it appears on a subsequent bill. This situation occasionally arises when alternative energy suppliers do not provide ComEd with customers' charges in a timely fashion. In this case, no scam was perpetrated.

Two Telephone Scams Targeting Seniors Are On the Rise Nationally

County Clerk Scam: Scammers claiming to be from the local County Clerk's office contact victims by telephone about an arrest warrant for failing to show up for assigned jury duty. Victims are told they have to pay a fine for the offense by credit card or prepaid debit card and are threatened with immediate imprisonment if they fail to do so.

Unpaid Parking Ticket Scam: Scammers call victims claiming to be from the local sheriff's office. The caller tells victims they have numerous unpaid parking tickets that are past due. Victims are instructed to pay for the tickets plus late fees with a credit card or prepaid debit card and are told they will be arrested if they don't comply.

How to avoid being a victim: Law enforcement and municipal agencies do not contact individuals by telephone and make threats. If you should receive such a call, hang up the phone at once. Do not engage the caller in a conversation. If uncertain about the validity of "past due" fines or penalties, contact the appropriate governmental agency for confirmation before remitting payment. *-Resource: Money Magazine*

The Annual SALT Auto Inspection will take place on Saturday, October 6.
Details will follow in the next issue of *The Communicator* and on our website.

Avoiding Isolation: For Seniors and Caregivers

Presented by Helen Fitzpatrick of Metropolitan Family Services at the April SALT Meeting



Helen Fitzpatrick
Licensed Clinical Social Worker (LCSW)
Metropolitan Family Services

Caregiving, the most selfless of acts, can eventually lead to the loss of the connections and relationships that contribute to one's very sense of self. Helen Fitzpatrick of the non-profit Metropolitan Family Services spoke to SALT about signs of burnout and resources available to caregivers.

Caregiving can be a lonely experience, with feelings of disconnection from the world. One can feel lonely even when surrounded by others. This isolation is often involuntary and can lead to depression or distrust of others.

Social isolation stems from difference sources. Caregivers, organizing their day around tasks, find that they stop nurturing other relationships and neglect their own enjoyment of time. They may feel guilty about going out socially, rather than seeing socializing as a source of necessary emotional replenishment. And, on the most basic level, it may be difficult to take a loved one out in public due to physical challenges. Compounding the problem, the longer a family caregiver provides help to a loved one, the less social support he or she usually receives.

This isolation happens over time; it is helpful if one thinks back to a time prior to the current caretaking role to determine whether one has sacrificed more activities than one had realized. Compassion fatigue is a state of caring so much for the loved one to the neglect of caring for oneself. Signs of this are withdrawal from family and friends, loss of interest in activities previously enjoyed, irritability, feelings of helplessness, physical and emotional exhaustion and dread in taking care of the loved one. In this state, one can turn to excessive use of alcohol or sleep medications.

The signs of such isolation often manifest in depression. Research from Steven Zarit, entitled, "Caregiver Assessment: Voice and Views from the Field" in April 2006, 40-70% of caregivers have clinically significant symptoms of depression. About a quarter to half of these caregivers meet the diagnostic criteria for major depression. And, from the Alzheimer's Association research of 2015, about 40% of family caregivers of people with dementia suffer

from depression, compared to 5-17% of non-caregivers of similar ages. Rates of depression increase with severity of cognitive impairment of the person with dementia.

To overcome the isolation which can descend upon a caregiver, it is important to recognize the symptoms and take action. Such steps include:

- Seek out trusted friends to talk about your feelings.
- Accept the need to turn to neighbors, family and friends for assistance.
- Explore respite care.
- Discover events and businesses at which the caregiver and loved one can socialize.
- Set realistic goals by becoming educated about a loved one's disease.
- Set aside time for self-care, even if only an hour or two. This is not at all a luxury but rather an absolute necessity in order to be an effective caregiver.
- Speak with a professional who can effectively counsel on services at the local, city, or township, as well as the state and federal, level. Even accessing just one program might make a big difference in the life of the caregiver.
- The basics of exercise and sleep cannot be overstated in meeting one's own needs.
- Understand that negative feelings about the caregiving role are normal and do not mean that the caregiver is a bad person.

Metropolitan Family Services provides senior services including counseling for residents of DuPage County 60 years old and older. Additionally, it provides caregiver counseling and respite services to any resident of any age if caring for someone 60 years of age or older. Public and private funding ensures that these services are available to all eligible individuals. No one will be turned away due to inability to pay for services. Senior services are offered at both their Wheaton and Warrenville locations within Milton Township. You may call 630.784.4800 to speak about services.

[S.A.L.T. On-line Resource Library and Facebook Page](#)

Where will you go to find helpful links and resources for senior's questions about safety & communications, legal and financial help, food security, health, transportation, scams and so much more? Check the resources on the new www.MiltonTownshipSALT.com website or on Facebook (Milton Township SALT).

DuPage County Resources for Seniors

In this continuing series, the Communicator presents further information from DuPage County's Senior Services Program.

The **Long Term Care Ombudsman Program** is designed to protect and promote the rights and quality of life for those persons who reside in long-term care facilities and in licensed assisted-living facilities. Ombudsman is a Swedish word meaning citizen's representative. The Long Term Care Ombudsman staff are advocates who seek to resolve complaints on behalf of people who reside in a long-term care facility or licensed assisted living. Information is provided about nursing homes, payment methods, and resident's rights. A regular presence is maintained in all DuPage County licensed facilities. Problems and complaints are investigated and resolved.

Ombudsmen represent and advocate for nursing facility residents. The Ombudsman receives, investigates and attempts to resolve all concerns and/or complaints regarding the care of residents; visits all facilities on a regular basis; and provides information and educates residents, family members and other concerned citizens. A booklet of nursing facilities in DuPage County and the surrounding area is available from Senior Citizen Services. The service is available to all persons over the age of 60 at no cost.

DuPage County Senior Services administers the Ombudsman Program for DuPage County. It also publishes a directory of long term care facilities in DuPage County with suggestions on how to select a nursing home.

DuPage County Senior Services "Long Term Care Ombudsman Program" recruits volunteers as resident advocates to visit DuPage County nursing facilities. Volunteers are assigned to a nursing facility and are required to visit that facility one time per month. Volunteers make a difference in the lives of those they represent and enjoy knowing they have impacted positively on the quality of life for those residents. Volunteers receive a one-day training course and supervised training visits to a nursing facility. If questions or concerns arise the volunteers have the expertise of DuPage County Ombudsman staff to draw from. If interested in becoming a trained volunteer Ombudsman one can contact Senior Services, 630.407.6489.

Another component of this program is the **Home and Community Ombudsman Program** for seniors age 60 plus and adults age 18-59 with disabilities. This program expands advocacy for eligible individuals who are receiving services in their home if:

- They receive home services through one of the Medicaid waiver programs, or,
- Are Medicare and Medicaid beneficiaries with managed care services.

Advocacy services include:

- Providing information about home care and managed care;
- Promoting access to home care services,
- Advocating for more long term care options,
- Identifying, investigating and resolving complaints about Medicaid waiver and managed care services.

Did You Know....

Milton Township provides subsidized transportation 24/7/365 for senior and disabled riders through the Ride DuPage program.

Whether you need a taxi or a paratransit bus, Milton can help.
Companions to paid fares ride free. Call 630.668.1616 for more information.



Want to read a past issue of this newsletter?

www.miltontownship.net

Want to call the Township?

630.668.1616

Want to visit the Township?

1492 N. Main St
Wheaton

Questions or comments?

p.cannova@miltontownship.net

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DuPage Sheriff's Office

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Care for the Caregiver: the importance of self-care

Let your library amaze you

Glen Ellyn Police Chief Phil Norton

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