## Thanks

Thank you for participating in Naperville's transportation option for seniors. RAN is the only program where the drivers wait for the seniors during their medical appointment.

Thank you to *Coldwell Banker - Leavenworth Team* of Naperville for their continued support of RAN.

## Donate

Your donations help us continue this necessary service to Naperville senior citizens. Click the "Donate" button on our website. Thank you.

If you include a donation with your payment we appreciate it. Every little bit helps ensure that we stay on the road, providing rides for seniors in Naperville. ***Thank you!***

## RAN to Date

- 353 Active Riders
- 40 Volunteer Drivers
- Over 1,500 Round Trip Rides Given
- Over 130 Medical Destinations

## Dealing with Scam Calls



Unfortunately getting calls from people we don't know is an all too annoying reality. Everyone deals with this and we realize many of our riders deal with this too. We know many of our riders will let their calls go to voicemail if it is a number they don't recognize. This is completely fine and a great way to screen for scammers. We are always happy to leave a message. There are so many different scams, it is hard to keep up. Here are a few tips in dealing with them.

- Government institutions do not call members of the public. Social Security, for instance, contacts people through the mail.
- Time pressure is a crucial part of phone scams. If someone tells you that you only have 1 hour to rectify a situation, hang up as this would never be expected of someone.
- They will say you can't tell anyone about this call, as it could jeopardize the investigation. They would tell you that anyone could be using your identity.
- If you are unsure about a number, a simple Google search for the number can tell you if it could be an unsafe caller.
- Even more sophisticated scams use technology to fool your caller ID.
- If they say you need to set up an alternate bank account, go to an ATM and get money, or buy gift cards, this should be considered a huge **red flag.**

Government agencies typically have information about ongoing phone scams and tips to foil them. You can typically find these on official websites, including these:

https://blog.ssa.gov/is-that-phone-call-from-us/
https://help.cbp.gov/app/answers/detail/a_id/1740/kw/phone%20scam
https://www.irs.gov/privacy-disclosure/report-phishing

# Ride Requests

In May, we hosted a "Volunteer Input Session" with our amazing volunteer RAN Drivers. We wanted to know their feedback, so we can continue to give amazing service and improve where we need to. A few things we discussed:

- Remember to call the office at (630) 864-3087 to request a ride at least 7 days in advance. We can schedule rides up to 6 months in advance. The further in advance we know, the better.
- Please call the office as soon as you know a ride has changed or needs to be canceled. Ashley, our Program Coordinator, will contact your driver and make them aware of the change.
- Our office hours are from 9am – 1pm. If no one answers, leave a message and we will get back to you as soon as possible.

We are also discussing and researching a few updates and possible changes. Thank you again to our amazing volunteer drivers! Without them, we wouldn't be able to *RUN*.

# Phone Apps Perfect for Seniors



Almost everyone owns a smartphone these days. Having a compact computer that fits right in your pocket is an amazing thing. This connects us to the world and broadens our ability to order food, contact local businesses, play games, and much more. One thing that that our smartphones are capable of is the use of a variety of apps. Apps make our lives so much easier as we have a dedicated button for ease of use. Seniors may enjoy using an app because it is a great spot to save a certain game or site that you use most often.

Some apps that seniors may find extremely useful include:

- **Diabetes Monitors** – These apps can track food consumption and medication use, which can affect blood glucose levels. Other apps allow you to set alarms or reminders for your medication or times to eat.
- **Medication Trackers** – Need help keeping track of prescriptions? These kinds of apps help each person take the correct medication at the right time.
- **Pain and Symptom Trackers** – Use these apps to track your pain levels and varying symptoms throughout the day. These are helpful in communicating with your doctor concisely in case you have a hard time remembering.
- **Step Counters** – Staying fit and healthy is important no matter your age! Using a step counter helps you track your steps taken each day. If you use a smartwatch, you can also track your heart rate.
- **GPS Trackers** – There are an array of GPS tracking apps that can help caregivers and family members an ability to locate seniors at a moment's notice. This is helpful if a senior happens to wander off or for someone who may get confused easily.

To find these kinds of apps for your phone just go to your AppStore. Enter the keyword in the search engine and you will find many that might work for you.