

Serving Older Adults and Their Care Partners at Your Library

An Infopeople Webinar
April 12, 2018

Presented by Hope Levy

There's Always Hope
Promoting Positive Aging Through Lifelong Learning
www.TheresAlwaysHopeConsulting.com

Anonymous Poll

How would you rate your Library's service to older adults and their care partners?

- Poor
- Fair
- Good
- Excellent
- Exceptional

Anonymous Poll

What is your role?

- Librarian
- Librarian assistant/page
- Administrator
- Volunteer
- Other

Objectives

After completing today's webinar you will be able to:

1. Demonstrate your Increased awareness and knowledge about various aspects of the aging process by explaining at least two common changes that occur as one ages
2. Develop empathy for older adults' functional losses and related feelings through an aging sensitivity demonstration
3. Identify resources that your library can use to help library staff better serve older adults and their care partners
4. Identify at least one thing you are already doing well in meeting the needs of older adults (and their care partners), and one action you can take to enhance an elder-friendly environment at your library

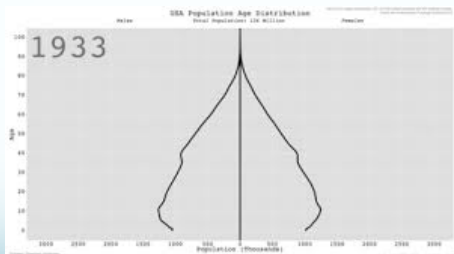
Agenda

- Demographics – The “Why”
- Biases on aging
- Recognizing and adapting to older adults' needs: Aging simulation demonstration
- What do we do to meet the needs of older adults; what could we do?
- Take-aways and next steps

DEMOGRAPHICS

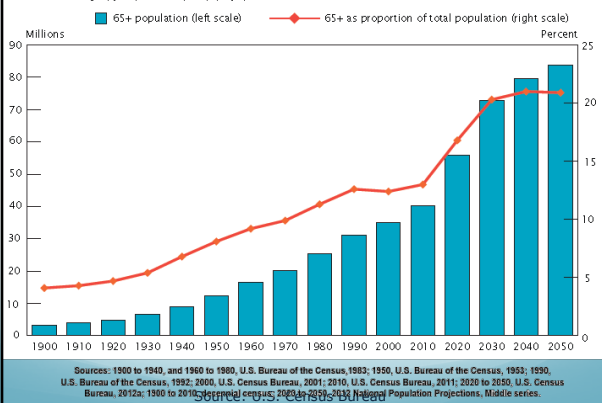
THE “WHY”

A little Perspective



There's Always Hope

Population Aged 65 and Over: 1900 to 2050
(For information on confidentiality protection, nonsampling error, and definitions, see www.census.gov/prod/cen2010/doc/sf1.pdf)





AgePlay™
Aging Sensitivity Experience

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BIASES ON AGING

Aging: Perception or Biological

Who is an older adult?



How old would you be if you didn't know how old you were?





Don't judge a book by its cover 'til you've read the book.

— Jamie Lee Curtis —



AGING SIMULATION

AGING SENSITIVITY (SIMULATION) MEETING THE CHALLENGES

- Arthritis/Nerve Sensitivity Challenges
- Vision Challenges
- Hearing Loss Challenges
- Dexterity Challenges
- Memory and Confusion Challenges



What would it feel like to walk around with these in your shoes?



AGING SENSITIVITY (SIMULATION) MEETING THE CHALLENGES

IMAGINE:

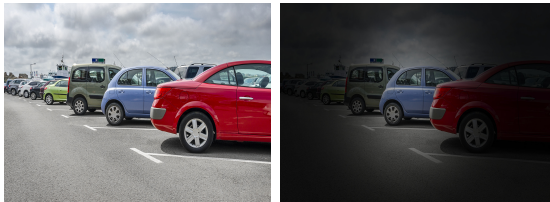
- What would you experience?
- How would you compensate?
- How can this impact a patron?
- What can we do to help?



Experiencing Vision Challenges



Glaucoma



Macular Degeneration



Stroke



Cataracts



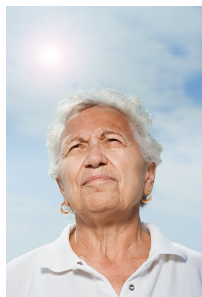
Yellowing of the Lens



Examples of depth perception and how it relates to fall prevention



Glare and Lighting Challenges



Meeting Vision Loss Challenges

Challenge

- Decreased ability to see objects clearly
- Decreased ability to focus on objects at varying distances
- The need for more lighting
- Decreased ability to perceive depth
- Slow accommodation to changes in light
- Problems with glare
- Decreased ability to discriminate colors in the blue-violet range

Meeting the Challenge

- More light on signs
- Use large print for handouts and signs
- Bold print for publications
- Avoid using blues, violets and greens together in printed materials
- Use high contrast with printed materials (Use red judiciously)
- Use more space between lines for print material
- Use high-intensity light for reading areas
- Avoid glare areas, use blinds
- Use accessible technology features for low vision



Understanding Hearing Challenges

1. Listen to the first segment and share what you hear.
2. Listen for the different menu items that are discussed.

What cues may suggest someone is hearing-impaired?



The website provided by Starkey Hearing Technologies



Meeting Hearing Loss Challenges

Challenge

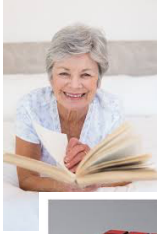
- Pride
- Gradual loss over time
- Loses ability to hear high-frequency sounds
- Hearing aids
- Social withdrawal

Meeting the Challenge

- Recognize there is a loss
- Make eye contact
- Slow your rate of speech
- Enunciate clearly
- Get rid of background noise
- Lower the pitch of your voice
- Keep phone receiver close to mouth
- Teach back
- Hearing aids/devices



Dexterity Challenge



AgePlay

Meeting the Dexterity Challenges

Challenge

- Stiff joints
- Decrease in range of motion
- Arthritis
- Decrease in strength
- Decrease in circulation in extremities
- Changes in appearance and lifestyle

Meeting the Challenge

- Use the right tools/ adaptive equipment
- Have patience and understanding
- Resist rushing the patron
- Offer to assist

AgePlay



Accessibility Kit



Accessibility Kit

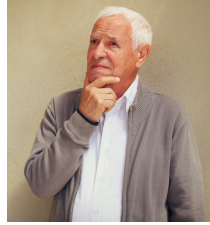


Accessibility Kit



Understanding Memory and Confusion Challenges in Aging

What may cause confusion or memory problems in older adults?



Causes of Confusion or Memory Loss

- Poor nutrition
- Dehydration
- Medications and/or alcohol
- Infection – urinary tract infection or high fever
- Thyroid problems
- Head injury
- Hardening of the arteries
- Dementia
- Alzheimer’s disease
- Depression
- Stress



Communicating With a Confused Person

- Identify yourself
- Call the person by name
- Use short, simple words and sentences
- Speak slowly and distinctively
- Patiently wait for a response
- Repeat questions as needed

Source: Alzheimer’s Association



Communicating With a Confused Person

- Turn questions into answers
- Avoid confusing or vague statements
- Turn negatives into positives
- Give visual cues
- Avoid saying “Do you remember when?”
- Treat the person with dignity and respect
- Enlist care partner’s assistance as appropriate

Source: Alzheimer’s Association



WHAT ABOUT CARE PARTNERS?

- Speak directly to the Older Adult as much as possible.
- With older adult’s agreement, involve care partner as appropriate
- Use care partner as an “interpreter” as needed

Knowledge Check

1. T or F: Significant memory loss is a normal part of aging.
False
2. At least _____ point. font size is recommended for all print material for older adults.
12-14 point
3. T or F: Most hearing loss in older adults is due to loss of high frequency sounds.
True
4. T or F: People become groucher and stubborn as they age.
False
5. T or F: Loss of depth perception contributes to older adults susceptibility to falls.
True



Knowledge Check (continued)

- 6. T or F: Depression is common in older adults.
True
- 7. What colors are difficult to differentiate as one grows older.
The blue-violet colors
- 8. What can you do to maximize being heard when talking to an older person?
 - Face the older person.
 - Lower your pitch
- 9. T or F: Contrast between objects and their surfaces helps increase visibility.
True
- 10. T or F: Falls are a leading cause of death in older adults.
True



RESOURCES

1933-2100 US Age Distribution (animation)
<http://imgur.com/gallery/XQWQ57j>

AgePlay Sensitivity Experience by Lee Health
SHARE Club Lee Health P.O. Box 2218 Fort Myers,
Florida 33902 Phone: 239-424-3298
<http://www.leehealth.org/shareclub/secure.asp>

Senior Partners - Innovation, Library Journal. June
13, 2017
<http://lj.libraryjournal.com/2017/06/library-services/senior-partners-innovation/>

Revisiting Objectives

Can/have you?


- 1. Demonstrate your increased awareness and knowledge concerning various aspects of the aging process by explaining at least two common changes that occur as one ages
- 2. Developed empathy for older adults' functional losses and related feelings through the aging sensitivity demonstration
- 3. Been introduced to resources that libraries can use to help staff better serve older adults and their care partners
- 4. Identify at least one thing you are already doing well in meeting the needs of older adult patrons (and their care partners), and one action you can take to enhance the elder-friendly environment at your library



[next steps]

What is your biggest takeaway?
What are *your* next steps?
What questions do you have?





Thank you!

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