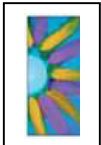


# **WORKING WITH OLDER ADULTS AND THEIR CARE PARTNERS AT YOUR LIBRARY**

**PRESENTED BY:  
HOPE K. LEVY, MA**



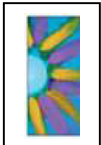
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**WORKING WITH OLDER ADULT PATRONS AND THEIR CARE PARTNERS  
AT YOUR LIBRARY**

**What do I/we already do to meet  
older adults and care partners'  
needs?**

**What else could I/we do?**



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## WORKING WITH OLDER ADULTS AND THEIR CARE PARTNERS AT YOUR LIBRARY

### HOW TO COMMUNICATE WITH CONFUSED OLDER ADULTS

**Identify yourself.** Approach the person from the front and say who you are. Keep good eye contact. If the person is seated or reclined, get down to that level.

**Call the person by name.**

**Use short, simple words and sentences.** Lengthy requests or stories can be overwhelming. Ask one question at a time.

**Speak slowly and distinctively.** Be aware of speed and clarity. Use a gentle and relaxed tone—a lower pitch is more calming.

**Patiently wait for a response.**

**Repeat questions as needed.** If the person doesn't respond, wait a moment and ask again.

**Turn questions into answers.** Provide the solution rather than the question. For example, say, "The bathroom is right here," instead of asking, "Do you need to use the bathroom?"

**Avoid confusing and vague statements.** Instead of using "it" or "that," name the object or place. For example, rather than "Here it is," say "Here is your hat."

**Turn negatives into positives.** Instead of saying, "Don't go there," say, "Let's go here."

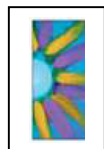
**Give visual cues.** Point or touch the item you want the individual to use or begin the task for the person.

**Avoid quizzing.** Reminiscing may be healthy, but avoid asking, "Do you remember when ... ?"

**Write things down.**

Treat the person with dignity and respect.

Courtesy Alzheimer's Association website (<https://www.alz.org>)



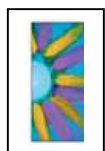
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**KNOWLEDGE CHECK**

1. T or F: Significant memory loss is a normal part of aging.
2. At least \_\_\_\_\_ point. font size is recommended for all print material for older adults.
3. T or F: Most hearing loss in older adults is due to loss of high frequency sounds.
4. T or F: People become grouchier and stubborn as they age.
5. T or F: Loss of depth perception contributes to older adults' susceptibility to falls.
6. T or F: Depression is common in older adults.
7. What colors are difficult to differentiate as one grows older.
8. What can you do to maximizes being heard when talking to an older person?
9. T or F: Contrast between objects and their surfaces helps increase visibility.
10. T or F: Falls are a leading cause of death in older adults.



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# WORKING WITH OLDER ADULTS AND THEIR CARE PARTNERS AT YOUR LIBRARY

## RESOURCES

1933-2100 US Age Distribution (animation)

<http://imgur.com/gallery/XQWQ57j>

AgePlay Sensitivity Experience by Lee Health

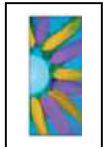
SHARE Club Lee Health P.O. Box 2218 Fort Myers, Florida 33902 Phone: 239-424-3298

<http://www.leehealth.org/shareclub/secure.asp>

What Hearing Loss Sounds Like: <https://www.starkey.com/hearing-loss-simulator>

*Senior Partners - Innovation, Library Journal*. June 13, 2017

<http://lj.libraryjournal.com/2017/06/library-services/senior-partners-innovation/>



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