

NEAging Today

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NORTHEAST IOWA
**Area Agency
on Aging**

Serving Allamakee, Black Hawk,
Bremer, Buchanan, Butler, Chickasaw,
Clayton, Delaware, Dubuque, Fayette,
Grundy, Hardin, Howard, Jackson,
Marshall, Poweshiek, Tama, and
Winneshiek Counties in Iowa



We hope you are all staying healthy and safe. While we genuinely miss having everyone socializing at our centers, enjoying events, and joining our Tai Chi and other classes in person, please know that we are keeping your health and safety in mind and doing everything we can to reduce your risk of exposure to COVID-19.

At the time of this publication, we do not have a final date set for opening our centers. We are watching the statistics on the number of cases throughout our service area, evaluating our centers, and developing procedures to determine when and how we can safely open. No one knows what will happen with this virus, but rest assured we are doing what we can based on the information we have to continue to serve you and keep you safe!

When we do open to the public, there will be some changes. Social distancing is a term everyone has been hearing throughout the COVID-19 crisis, and will probably be a common practice until there is a vaccine. There will also be other protocols to follow that will be communicated once we open.

Even though we are not open to the public, we have been working diligently to ensure people have the food they need as well as offering creative ways to help keep you engaged and moving! More information about these programs can be found throughout this newsletter as well as some exciting new changes happening!

We look forward to seeing you soon!

Message from the CEO

- Donna Harvey



As we begin a new fiscal year 2021, I have decided I should have built a high powered crystal ball into the budget! Just like all of you, the last few months have been a challenge but has also offered NEI3A some opportunities to look at how we deliver services differently moving forward.

As most of you know, once the pandemic arrived in Iowa and we began recommending that anyone 65 and older and those with chronic conditions shelter in place, we began looking at how we could serve a role in keeping folks at home. We knew that access to food was critical and would cause everyone to decide to leave the safety of their home. We began by working with the Food Banks in our area to provide boxes of food for anyone requesting it but as the Food Banks became more and more busy serving all populations and when we received notice of additional funds we would be receiving from the federal government, we decided to provide frozen meals to cover all seven days, closed our meal sites,

and offered those meal site participants the opportunity to receive the frozen meals.

Shortly thereafter, the numbers of individuals affected with the coronavirus continued to increase and we had volunteers asking to not serve so we worked with our meal vendor, Trio, to begin moving to all frozen meals we could deliver 1 time per week. We then learned we were receiving more federal funds so we increased that to 14 meals per week. We then received calls from individuals in communities we did not serve so we reached out to local grocery stores offering to purchase food items to prepare 14 meals per week and that the store would deliver to individual homes.

We also reached out to some local restaurants and entered into agreements for up to 14 meals per week to be delivered. Our next approach for small communities or rural areas was to reach out to Mom's Meals that agreed to drop-ship 14 meals to homes.

As the Governor lifted restrictions, we have begun reducing the number of meals per week, are looking to return to delivering daily hot meals, and still exploring when to consider reopening our meal sites. We nearly doubled the number of

persons served from March 13 until today. Our staff did an amazing job making all this happen!

Most of our staff moved from working at a NEI3A location to teleworking from their home. This took some quick adapting to having computers and telephones moved to their homes to continue to work. We also found that our telephone system that is computer-based needed to be upgraded to allow us to stay connected with all of you. We also tried to be responsive to emerging needs...toilet tissue was top on the list! We asked individuals that had some extra tucked away to consider donating to us and they did..sometimes 1 roll at a time! We also reached out to our locally-owned business supply company to seek their assistance in obtaining toilet tissue, face masks, disinfecting wipes, hand sanitizer, and thermometers. Office Concepts did not find a challenge they could not achieve!

In summary, the staff, our volunteers and new volunteers, our community business partners were and are amazing partners in keeping older persons served and a bit more safe over the past few months with more to come.

(Continued on page 3)

(Continued from page 2)

We moved some of our popular education and wellness programs to an online (Facebook Live) platform and have many participants. Caregiver support groups were provided through a conference call platform. We are exploring additional technology based approaches to connect all of us with older persons in new ways. Grandpad (www.grandpad.net) is one that we are implementing with family caregivers. We will share more as we monitor the impacts, usage, and outcomes in the upcoming months.

We will soon announce when we will resume home visits. We have been acquiring

protective wear for our staff and will be working with local public health departments to assist us in those decisions. We will do the same with congregate meals. There are many steps needed to ensure participant and staff safety and we want to make sure we are ready and well equipped to be successful for both. We will soon be announcing details on a new approach for meals in Elkader. That location will be called "From the Menu" and will be much more of a café style location that will not require individuals to make reservations in advance. It will offer several meal options with one of them meeting all the daily nutritional requirements under the Older

Americans Act. Customers can order from the menu and if they are a registered consumer of NEI3A, will be allowed the opportunity to contribute. If they chose not to be registered, they will pay the posted cost of the meal. This will be open to the general public as well to encourage intergenerational opportunities.

Fiscal year 2021 will offer many changes that you will see implemented over the upcoming months as we respond to any resurgence of the coronavirus but also based upon lessons learned on how we may modify what we do. Here's to an exciting 12 months ahead for NEI3A and for all of you!

Caregiver Support Group Conference Calls

*We want to help keep you safe at home, but also offer you the support you need as a caregiver!
Join us for weekly conference calls:*

Decorah - Mondays 10:00-11:00 a.m.

Dubuque - Tuesdays 2:00-3:00 p.m.

Waterloo - Wednesdays 10:00-11:00 a.m.

Marshalltown - Thursdays 10:00 - 11:00 a.m.

*Are you a grandparent or family member raising a grandchild?
Connect with others to share experiences and learn about available resources.*

Grandparents Support Group - Mondays: 1:00-2:00 p.m.

For more information and to get the conference call phone number, call 1-800-779-8707



Scammers

Taking Advantage of COVID-19 Pandemic

SCAM
Alert!



The global pandemic of coronavirus (COVID-19) has caused a heightened sense of anxiety and fear in all of us. This is especially true for the elderly population who are most at risk of suffering serious illness or death should they contract the virus. Sadly, unscrupulous people often find ways to capitalize on crisis situations for their own benefit, and this is no exception. Scammers are taking advantage of the fear and confusion around this outbreak to prey on the vulnerable. Older adults, especially those who are experiencing cognitive decline and are isolated from loved ones due to social distancing, are at a particularly higher risk for falling victim to COVID-19 related phone or internet scams. The best defense against these cons is awareness. Here are a few of the most common COVID-19 hoaxes to look out for.

Phishing Scams

Scammers may impersonate members of a reputable government health organization like the CDC (Center for Disease Control) and WHO (World Health Organization) through phone calls, texts or emails. They might be trying to sell fake test kits, cures, vaccines,

or unproven treatments for COVID-19.

App scams

Scammers have created mobile apps that are advertised to keep track of the spread of COVID-19 virus, but the app will actually download personal information or deliver malware.

Insurance scams

Several scams are offering low-cost health and life insurance, often in conjunction with at-home COVID-19 test kits or other products that are being presented as “free gifts.”

Provider scams

Scammers impersonate doctors and hospital staff, claim to have treated a relative or friend, and demand payment.

Stimulus-related scams

The Federal Communications Commission (FCC) is aware of several scams related to the stimulus payments and loans that are being offered as part of the federal government’s response to COVID-19. These scams ask consumers to provide bank account information so funds can be “released”, or loan applications can be approved.

Charity scams

Charity scams prey on the good nature of many older adults by aiming to collect money for illegitimate or non-existent COVID-19 relief charities.

Bank/FDIC scams

Scammers impersonate FDIC or bank employees and falsely claim that banks are limiting access to deposits or that there are security issues with bank deposits.

Here are few tips for protecting yourself and sensitive information:

- Avoid offers for coronavirus-related vaccines or cures; they are not legitimate.
- Don’t answer calls or respond to text messages that come from unknown or suspicious numbers.
- Don’t share personal or financial information via phone, email, or text.
- Be suspicious of any caller who pressures you to make an immediate payment or share personal information.
- Refrain from clicking suspicious links in text messages or emails, even if they appear to come from a friend or family member.
- Verify charities by calling or checking the organization’s website before giving money.



Farmers Market Checks Distribution Update

The Senior Farmers' Market Nutrition Program provides qualified seniors aged 60 and over with coupons (checks) that can be exchanged at farmer's markets, roadside stands and community supported agriculture programs for unprepared, locally grown fruits, vegetables, herbs and honey. Checks can be used until October 31.

Eligible participants must:

- Be 60 years of age or older, born in or before 1960
- Live in the NEI3A service area
- Gross household income (i.e. before taxes) must be no more than 185 percent of the U.S. Poverty Income Guidelines.

Each eligible participant receives 10 checks with a total value of \$30.00. A person can only receive checks one time per program year.

Due to COVID-19, Farmers Market checks will be distributed through the mail. Here is the process:

- Call 319-287-1182 and leave your name and address.
- An application will be mailed to you to be filled out and returned.
- Once received, the checks will be sent to you in the mail.



Join us for our Facebook Live events!

Mondays at 11:00 a.m.
feature a variety of helpful topics.

Thursdays at 1:00 p.m.
feature Shibashi Tai Chi

Like and follow us on Facebook and watch for our weekly Facebook Live events.

Coming
Soon!



Watch for details about the grand opening of our new cafe in Elkader!



NORTHEAST IOWA
Area Agency on Aging
133 S. Main Street
Elkader, Iowa

RSVP

Program of the Volunteer Center of Cedar Valley

Offering one-on-one placement services to individuals age 55+ with volunteer opportunities to use their experience, skills, and talents to meet the needs of the community



Sally Timmer - RSVP Coordinator

Phone: 319-272-2087

Email: sally_timmer@vccv.org

Address: 2101 Kimball Ave. Suite 124,
Waterloo, IA



Helping older individuals remain at home and getting the nutrition they needed to stay healthy was our main concern once the COVID-19 pandemic came to Iowa. Our staff worked diligently to expand the number of meals to our current meal recipients as well as contacting local grocers and restaurants who teamed up with us to help get meals to people in more rural areas that do not have access to our services. We also expanded the number of meals we provided to 7 days a week and teamed up with local transportation organizations to help deliver the meals to home bound seniors.

We are very grateful to our vendors, new partners and our dedicated volunteers who helped get critical meals to older individuals!

Food Banks

- Northeast Iowa Food Bank-Waterloo
- River Bend Food Bank-Dubuque

Grocers

- Brothers Market – Parkersberg
- Brothers Market – Cascade
- Brothers Market – Denver
- Strawberry Foods – Strawberry Point
- McElroy’s Food Market - Winthrop
- Greenwood Grocery – Farley
- Valley Fresh Market – Elgin
- Elma Locker & Grocery – Elma
- Lansing IGA – Lansing
- Karl’s Grocery – Edgeood
- Hometown Foods – State Center
- Brooklyn Grocery – Brooklyn
- Silker’s – Epworth
- Main Street Market – Holy Cross
- Trunck’s Country Foods – Reinbeck
- Home Town Foods – Hubbard
- Terry’s Food Center - Tama

Restaurants

- Shep’s Riverside Bar and Grill
- The Corner Stop Bar and Grill
- Jeronimo’s Bar and Grill
- Bents Smoke House

Meal Vendors

- Trio
- Mom’s Meals
- Spectrum

Transportation

- People Rides
- Larrabee Center
- Greenbelt Home Care
- MET Transit – Waterloo
- Regional Transit Authority - Dubuque, Delaware, and Jackson counties
- Regional Transit Commission – Waterloo
- Regional Transit Commission - Buchanan County
- Cozy Van - Waterloo
- EARL Public Transit with Northeast Iowa Community Action Corporation - Winneshiek, Allamakee, Howard, Clayton, Fayette counties

Special thank you to Office Concepts for helping us locate supplies for our consumers as well as personal protective equipment and cleaning supplies to keep our volunteers and staff safe!

Northeast Iowa Area Agency on Aging

Helping You Age with Confidence!



When you need a little extra help finding the services you need to remain in your home and community as you age, our experts are here to help, connecting you to the services you need to remain independent.



Being a caregiver is truly a selfless task. This invaluable service that approximately 52 million people provide to a family member of loved one each year is nothing short of amazing. Our caregiving experts provide caregiver support through support groups and resources to help you in your caregiving journey.



It is important to get involved with activities to keep you active, healthy and reduces the risk of falls as you age, exercising both your mind and body! Tai Chi, Matter of Balance, and Better Choices Better Health are a few of the health based programs we offer to promote active aging.

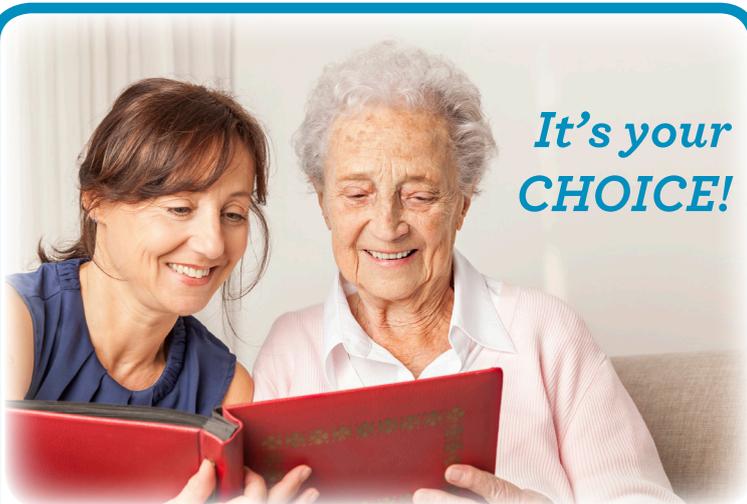


Getting the nutrition you need is a key component to remaining healthy and independent. From nutrition education opportunities to help you in making quick healthy meals or providing meals at a meal site or delivered to your door, we help to enhance your health with a variety of nutrition services.

Serving Northeast Iowa with regional offices in Decorah, Dubuque, Marshalltown and Waterloo

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Sudoku Puzzle

6		1					8	3
				1		2	4	
7	2	5		8				
			4		3			8
	1	7	9			3	2	
5								
					5			
		4	7			8		
	9	8	2	4	6		5	7

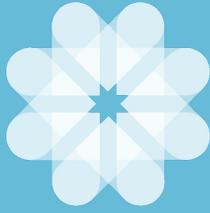
Family Ties Word Find

Find all of the words that are hidden in the grid. The remaining letters spell a special occasion for families.

- | | | |
|-------------|--------------|------------|
| Ancestor | Half Brother | Relatives |
| Aunt | Half Sister | Sibling |
| Bond | Husband | Sisters |
| Brothers | Kin | Son |
| Children | Marriage | Spouse |
| Clan | Mom | Stepparent |
| Cousins | Mother | Triplets |
| Dad | Neice | Twins |
| Daughter | Nephew | Uncle |
| Descendants | Newlywed | Wife |
| Father | Offspring | |
| Folks | Parents | |
| Geneology | Progeny | |
| Grandparent | Relations | |

W E H P E N R E L A T I V E S F
 S T E L P I R T R E H T A F R S
 S B R O T H E R S A M R W E B R
 K C N E S D E M P P E O L I O E
 L I L O H L E A O T O A M D N T
 O G N A C T R W S T T U E T D S
 F E E N N E O I Y I H S S N D I
 F G U N N C S R O L C E E E A S
 S A N T E F E N B E W R R R U H
 P I S I L O S S N F D E E A G U
 R R W A L N L D T L L C N P H S
 I R H I I B A O I O I A I P T B
 N A L S F N I H G E R U H E E A
 G M U D T E C S N Y Y N R T R N
 E O A S Y N E G O R P T U S N D
 C D I T N E R A P D N A R G O N

Source: *Livewire Puzzles*



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In accordance with the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Aging Discrimination Act of 1975, it is the policy of Northeast Iowa Area Agency on Aging to provide services to all persons eligible under the provisions of the Older Americans Act of 1965, as amended, without regard to race, creed, color, religion, national origin, sex, sexual orientation, handicap, or age.



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We offer in-person and telehealth appointments, to meet your individual needs.

We look forward to seeing you again.

To schedule an appointment, please call

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