



LAKE COUNTY
FLORIDA

Elder Affairs the ELDER COUNCIL ledger

Elder Affairs

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The Council FORUM

You Deserve Professional Senior Advice



What is a Certified Senior Advisor (CSA)?

A Certified Senior Advisor is a professional who has received specialized training in aging and the important issues that affect seniors. CSA candidates must pass a challenging national exam to demonstrate their comprehension of what is taught in the CSA curriculum. Typically, CSAs already have expertise in a professional discipline; and while many are licensed in a specific profession, it is only after they pass the exam, meet all the requirements and agree to live up to high ethical and professional standards that they may use the designation *Certified Senior Advisor*.

What is the Society of Certified Senior Advisors?

Society of Certified Senior Advisors (SCSA) is the
Continued in next column....

World's largest membership organization educating and certifying professionals who serve seniors. SCSA was founded in 1997 with the input of doctors, attorneys, gerontologists, accountants, financial planners and other experts who believed there was a need for standardized education for professionals who work with seniors. SCSA requires its members to take continuing education emphasizing ethics and volunteer service to seniors.

CSA Code of Professional Responsibility

To become and remain a CSA in good standing, a CSA must sign the *CSA Code of Professional Responsibility*, pledging to adhere to the following principles and standards:

- **Competence.** CSAs are obliged to keep their professional training, skills and knowledge current and comprehensive to competently provide professional services to clients.
- **Honesty.** CSAs shall not lie, cheat or steal and must accurately communicate to clients their professional licenses, credentials and other business qualifications and must be clear in their communication.
- **Trustworthiness.** CSAs must act in a trustworthy manner by promptly



MARK YOUR CALENDARS!!

It's time to schedule the 4th Annual Elder Symposium

FRIDAY, SEPTEMBER 7, 2007
4th Annual Elder Symposium

Location: Lake Receptions

Address: 4425 Hwy 19A, Mount Dora, FL

Time: 8:00 a.m.—2:00 p.m.

Stay tuned for more details...

THURSDAY, JULY 19, 2007:

Elder Affair Coordinating Council Meeting

Location: Community Services Complex Bldg. E

Address: 1300 Duncan Drive, Tavares

Time: 9:00 a.m.

Contact Name & Number: Allison Thall 352.742.6525

NATIONAL BLUEBERRY MONTH

July 1-31

To celebrate the peak month for fresh blueberries.

For more information browse www.blueberry.org

NATIONAL RABBIT WEEK

July 15-21

To pay tribute to the rabbit for being a great companion to humans as a house pet. Special recognition should also be given to any rabbit that has done something special to help mankind (e.g., saved someone's life, visited patients at a hospital, etc.) To inform the public on the proper care of rabbits and the problems of buying an "Easter" rabbit. For more information, e-mail magician@total.net

RESTLESS LEG SYNDROME (RLS) EDUCATION AND AWARENESS WEEK

July 18-25

More than 12 million Americans have severe leg pains called restless Leg Syndrome (RLS), and this education awareness week calls attention to treatments and diagnosis. For more information, browse, www.ppsinc.org

and courteously addressing client questions and concerns and performing their services in the client's best interests.

- **Fairness.** CSAs shall conduct their professional activities fairly and impartially and must disclose all potential or perceived conflicts of interest that may arise. CSAs must rigorously safeguard client, potential client and business associate information.
- **Professionalism.** CSAs must serve with the highest degree of professionalism, use due diligence and act in good faith in all matters, upholding both the standards of the CSA designation and any other licenses or credentials they hold.

Why should You Work with a Certified Senior Advisor?

When you work with a professional who has added the CSA designation to his or her credentials, you know you're working with someone who has invested time and effort in learning about the things that are important to you. CSAs become CSAs because they want to learn more about the health, financial and social aspects of being 55 or older. They have made specific efforts to earn your trust. And they have committed to ongoing CSA continuing education standards that encourage volunteering for activities that help seniors and that require regular training in dealing with the specialized ethical challenges or working with seniors.

Insist on working with a Certified Senior Advisor; work with someone who wants to work with you.

To find a CSA in your area, or to verify that a CSA is a member in good standing, visit the CSA website at www.csa.us or call the Society of Certified Senior Advisors at 1-800-653-1785 or email them at society@csa.us



DISABILITY ETIQUETTE

(Excerpted from a publication of United Spinal Association)

Tips on Interacting with People with Disabilities

This is the fourth installment of a 5-part series on how to practice disability etiquette.

People Who are Deaf or Hard of Hearing

American Sign Language (ASL) is an entirely different language from English, with a syntax all its own. Speech reading (lip reading) is difficult for people who are Deaf if their first language is ASL because the majority of sounds in English are formed inside the mouth, and it's hard to speech read a second language.

People who are hard of hearing, however, communicate in English. They use some hearing but may rely on amplification and/or seeing the speaker's lips to communicate effectively.

There is a range of communication preferences and styles among people with hearing loss that cannot be explained in this brief space. It is helpful to note that the majority of late deafened adults do not communicate with sign language, do use English and may be candidates for writing and assistive listening devices to help improve communication. People with cochlear implants, like other people with hearing impairments, will usually inform you what works best for them.

When the exchange of information is complex—such as during a job interview or doctor's visit or when reporting a crime—the most effective way to communicate with a native signer is through a qualified sign-language interpreter. For a simple interaction—such as ordering in a restaurant or registering for a hotel room—writing back and forth is usually okay.

Follow the person's cues to find out if she prefers sign language, gesturing, writing or speaking. If you have

Answers to the May BrainAEROBICS

1. 26 Letters of the Alphabet
2. 7 Days of the Week
3. 7 Wonders of the World
4. 12 Signs of the Zodiac
5. 66 Books of the Bible
6. 52 Cards in a Pack (Without Jokers)
7. 13 Stripes in the United States Flag
8. 18 Holes on a Golf Course
9. 39 Books of the Old Testament
10. 5 Toes on a Foot
11. 90 Degrees in a Right Angle
12. 3 Blind Mice (See How They Run)
13. 32 is the Temperature in Degrees Fahrenheit at which Water Freezes
14. 15 Players in a Rugby Team
15. 3 Wheels on a Tricycle
16. 100 Cents in a Rand

The Connection Helpline 352-483-2800

Everyone has times of crisis. During these times, problems can seem overwhelming. Through non-judgmental listening, The Connection Helpline volunteers empathetically listen to you, help you identify problems, explore beneficial options, and refer you to the community resources that will provide the best support.

The Connection Helpline volunteers are trained to help people hurting and struggling through life with many types of problems such as:

Abusive Relationships, Alcoholism, Anger, Child Abuse, Crisis Pregnancy, Depression, Divorce, Drug Abuse, Grief, Loneliness, Martial Crisis, Medical Problems, Money Issues, Rejection, Stress, Unemployment.

All calls are considered confidential and callers may remain anonymous.

Counselors are available from 1:00 p.m. to 10:00 p.m. 7 days a week at **352-483-2800**

For more information visit their website at www.connectionhelpline.org.

Continued on page 4 column 1...

Disability Etiquette

Continued from page 3

trouble understanding the speech of a person who is deaf or hard of hearing, let her know.

When using a sign-language interpreter, look directly at the person who is deaf, and maintain eye contact to be polite. Talk directly to the person ("What would you like?"), rather than to the interpreter ("Ask her what she'd like.").

People who are deaf need to be included in the decision-making process for issues that affect them; don't decide for them.

Before speaking to a person who is deaf or hard of hearing, made sure that you get her attention. Depending on the situation, you can extend your arm and wave your hand, tap her on the shoulder or flicker the lights.

Rephrase, rather than repeat, sentences that the person doesn't understand.

When talking, face the person. A quiet, well-lit room is most conducive to effective communication. If you are in front of the light source—such as a window—with your back to the it, the glare may obscure your face and make it difficult for the person who is hard of hearing to speech read.

Speak clearly. Most people who are hard of hearing count on watching people's lips as they speak to help them understand. Avoid chewing gum, smoking or obscuring your with the your hand while speaking.

There is no need to shout at a person who is deaf or hard of hearing. If the person uses a hearing aid, it will be calibrated to normal voice levels; your shout will just sound distorted.

Next Time...Cognitive Disabilities: Mental Retardation

It's Time For...

BrainAEROBICS



Below is the second half of the original puzzle designed to test your memory and intelligence. Again, the answers for this section will be published in the next edition **OR** you can go to the Elder Affairs website at www.lakecountyfl.gov and click on **Departments** and under **Community Services** click on **Elder Affairs**. Good Luck.

You have to work out what the letters mean. See number 0 as an example.

- 0 24 H in a D 24 hours in a day
- 1 11 P in a F (S) T _____
- 2 12 M in a Y _____
- 3 13 is UFS _____
- 4 8 T on an O _____
- 5 29 D in F in a L Y _____
- 6 27 B in the N T _____
- 7 365 D in a Y _____
- 8 13 L in a B D _____
- 9 52 W in a Y _____
- 10 9 L of a C _____
- 11 60 M in a H _____
- 12 23 P of C in the H B _____
- 13. 64 S on a C B _____
- 14 9 P in S A _____
- 15 6 B to an O in C _____
- 16 1000 Y in a M _____
- 17 15 M on a D M C _____

FEEDBACK

Your feedback is very important. If you have any suggestions for future articles or if there is any information you would like to see included in your newsletter please let me know. I can be reached at 352.742.6525 or athall@lakecountyfl.gov. Thank you.
Allison Thall
Elder Affairs Director



BrainAEROBICS

Answers for the July, 2007 Elder Ledger

| No. | Cryptic | Answer |
|-----|----------------------|---|
| 1 | 11 P in a F (S) T | 11 players in a football (Soccer) team |
| 2 | 12 M in a Y | 12 months in a year |
| 3 | 13 is UFS | 13 is unlucky for some |
| 4 | 8 Ton an O | 8 tentacles on an octopus |
| 5 | 29 D in F in a L Y | 29 days in February in a leap year |
| 6 | 27 B in the N T | 29 Books in the new testament |
| 7 | 365 D in a Y | 365 days in a year |
| 8 | 13 L in a B D | 13 loaves in a bakers dozen |
| 9 | 52 W in a Y | 52 weeks in a year |
| 10 | 9 L of a C | 9 lives of a cat |
| 11 | 60 M in an H | 60 minutes in an hour |
| 12 | 23 P of C in the H B | 23 pairs of chromosomes in the human body |
| 13 | 64 S on a C B | 64 squares on a chess board |
| 14 | 9 P in a S A | 9 provinces in South Africa |
| 15 | 6 B to an O in C | 6 balls to an over in cricket |
| 16 | 1000 Y in a M | 1000 years in a millennium |
| 17 | 15 M on a D M C | 15 men on a dead mans chest |