



CONTINUING EDUCATION HOURS Request Form

Please Print Clearly

- Instructions:
1. Fill out the form in its entirety for a *proposed* course or one already taken.
 2. **Attach a course agenda, outline and/or course description.**
 3. Attach copies of certificates, sign in sheets or other proof of attendance, if applicable.
 4. Send the completed form and attachments to:

Susan Pruchnicki
 Florida Institute of Government at UCF Phone 407-235-3960
 36 West Pine Street, #204 Fax 407-317-7750
 Orlando, FL 32801

Chapter Name: **GOLD COAST ASSOCIATION OF CODE ENFORCEMENT**

If applicable

Name & Title: **PAT UBER- PRESIDENT**

Of person submitting request

Address: **9551 W.SAMPLE RD, CORAL SPRINGS, FL 33065**

Of person submitting request (Street / City / State / Zip)

Phone #'s: **954-344-5955 OR CELL 954-448-2474, FAX-954-344-5927**

Of person submitting request (Both Work and Fax number)

Course Title: **Communicating with Elderly**

Course Date(s) **July 19,2012**

Course Location: **City of Miramar**

Course Length (# **1.5 Hours**)

Course Instructor : **Cindy Heafy Community Involvement Coordinator, City of Coral Springs, PD**

Briefly explain how the course is related to your job and/or the code enforcement profession:

Please see attached Bio and power point.

PROFILE

Cynthia Heafy has been with the City of Coral Springs Police Department since October, 1979. Currently she holds the position of Community Involvement Coordinator since 1997. A civilian employee Cindy is responsible for child safety programs, special events, and geriatric management for both the police and fire departments. She is the only certified geriatric manager and professional guardian working senior services in a police agency in the South Florida area.

Since 1999, Cindy has assisted seniors who had difficulties with the activities of their daily living, assisted investigations of crimes against seniors, handled self neglect issues involving senior victims, and addressed repeat calls for services from senior residents for both the police and fire department.

Today, Coral Springs has participated in or added many programs to assist seniors including the "Seniors and Law Enforcement Together" program, emergency cell phone program, "Are U Ok" daily telephone reassurance program, State Attorney's Multi-Disciplinary Team that inspect adult care facilities, Florida Attorney General's Office Seniors vs. Crime, and Project Lifesavers an emergency tracking device for memory impaired adults and children.

In addition to her daily job requirements, Cindy monitors the 38 assisted living facilities and one nursing home facility in Coral Springs. She works closely with Agency for Healthcare Administration (ACHA), code enforcement, fire inspectors, Department of Children and Families Services (DCF), and the Ombudsman Council of Broward County.

She is a member of many professional organizations including the Broward Triad, Florida Guardianship Association, Broward Guardianship Association, Coral Seniors Advisory Board, American Red Cross Disaster Team and the Coral Springs Fire Auxiliary Team.

A graduate from Broward Community College with a Associates degree in Police Science, Cindy has now returned to University of Maryland to work for a certificate in Gerontology.

Presentations have been made by Cindy in the past at the Florida State Guardianship Association and the F.B.I Women in Law Enforcement Conference, and Broward Triad.

Cindy is currently living in Coral Springs, Florida and is married for twenty-five years to her husband, Ed, and has a twenty year old daughter, Sandra, who is to be married this November.

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I Elder Issues

- a. The number of older persons in this country is increasing and will continue to increase well into the next century. As a result each community will host higher populations levels of persons 60 years of age and older.
- b. As professionals you are the first line of defense of the aging and disabled residents within your areas. Only knowledge and awareness of elderly/aging issues will help protect them and improve their lives.
- c. Between 1989 and 2030, the 65 plus population will double. (May not be important to you now, think how old you will be in 2030).
- d. Currently, Florida is number 1 in the nation hosting the highest population over 60.

II Florida Residential Facilities

- a. There are many types of facilities you will find in a community. Nursing homes or also known as skilled nursing facilities, Assisted Living Facilities (ALF), Foster homes, Adult Family Care Home, Adult Day Care Center.
- b. Most of the facilities have to be licensed to operate in your cities or counties in addition to having certification/ licensing in the state which is issued usually by ACHA (Agency for Healthcare Administration) or Department of Children and Families (DCF).
- c. Assisted Living Facilities may be larger locations like Park Summit or Bristol Park or private homes in neighborhoods that can be licensed for up to six residents. Foster homes can have up to two unrelated people residing there and not be licensed. Adult Family Care homes can hold up to five residents. Licensed facilities are subject to state inspection yearly.

III General Criteria

- a. resident must be able to perform their ADL's (Activities of Daily Living) with supervision or assistance
- b. A ALF can provide meals, housing, one or more personal services
- c. A resident cannot be bedridden, cannot have above a Stage 2 bedsore or other criteria.
- d. Some facilities have special licensing for extended congregated care, limited nursing services, limited mental health.
- e. The state website it will also list NON-OSS or OSS which means beds available for people receiving optional state supplementation cash assistance.
- f. Someone must be in the home 24 hours a day to provide supervision. They also must be licensed in items like CPR, First Aid, Medication Assistance, etc

IV. What are you required to do if you have observed an incident involving a facility?

- a. You will need to notify ACHA and file an "Adverse Incident Report"

Headlines

- An elderly woman living in deplorable conditions is thankful for her neighbor's help. She had no running water, fridge, stove or A/C
 - Elderly Man, Cats Found in Deplorable Conditions in Carrick
 - Deplorable conditions lead to house's condemnation
- **ELDERLY WOMAN FOUND LIVING IN DEPLORABLE CONDITIONS**
 An 84-year-old woman was found Thursday living in deplorable conditions in a home near New Smyrna Beach along with about 50 cats, 15 turkeys, 20 ducks and a dog. The woman had apparently been living in the home against her will, having been set up there by her daughter. A deputy responding to the residence reported that there was an overwhelming smell of cat urine, and that animal feces, new and old, covered the floors in nearly every room. The daughter, Mary Bosket, was arrested later and charged with neglect of the elderly.



Communicating with Elderly

Cindy Heafy Community Involvement
 Coordinator
 Coral Springs Police Department
 954-344-1833



Communications and Changes

- Vision changes with age. Eyesight tends to yellow. Stand in well lighted areas and in front where they can see you clearly. Introduce yourself each time as they may not recognize you.
- Voices become weaker and harder to understand. Some develop memory issues. Have patience.
- Seniors tire easily you may have to come back to finish your visit or do the visit first thing in morning.



Seniors Aging

- Multiple physical and mental ailments
- Differences in ideals and viewpoints makes it difficult to communicate with
- Dementia or paranoia





Reminisce of days gone by

- Many seniors want to share feelings about days in past or those they are grieving for. Allow them to share (to some degree) and then move back to your topic. Many seniors suffer from depression, social withdraw, and irritability.
- Be respectful of their backgrounds, knowledge, and values.



Tools to communicate better

- Sitting face to face or getting down to their level
- Never approach from behind
- Talking at a rate they can understand
- Do not shout but speak up and talk clearly
- Be willing to repeat things
- Be a good listener
- Try to stay calm and show empathy.



Other tools to communicate

- Reduce external interference, such as television noise and background noises
- Do not ask to many questions at one time
- Use physical responses like nodding your head, pointing to what you are talking about
- Do not be eating, smoking or chew gum
- Keep hands away from your face



More suggestions

- Write things down or use drawings to explain
- Be concise with statements or information
- With a visual impaired person describe things the best you can and let them know when you are leaving
- Ask if you can help by increasing the lighting, reading something to them



Aphasics

- Is total or partial loss of power to understand words or use words. Often result of a stroke.
- Like having the word on the “tip of your tongue”.
- Be honest- allow time-avoid guessing what they are trying to say. Ask them to write down the word



Communicating with impaired people

- If things are getting out of hand use distraction
- Use a low-pitched, soft speaking voice which older adults hear better
- Ask one question at a time to avoid confusion
- Repeat key words
- Smile if understanding what they are saying



What to do when something is wrong!



- Ask for next of kin information- Tell them it is required for report
- Contact Department of Children and Families Services. You are a mandated reporter for self neglect, abuse, neglect, exploitation (financial or sexual). 1-800-96-ABUSE (1-800-962-2873).
- Call local law enforcement
- Reassure them you are there to help and make things better for them.
- Contact local mental health assistance. Like Henderson Clinic in Fort Lauderdale.
- Dept. of Elder Affairs. Disability and Aging Resource Center in Sunrise 954-745-9567
- Food Pantry of Broward County-954-537-2936

Community Resources

- Check with local religious organizations like men’s clubs
- Community organizations like Kiwanis, Rotary Club, Lions Club, Fraternal Order of Police, Channel 4 Neighbors helping Neighbors –they may be available to assist.
- Community grants through building departments.



Other Issues

- Do what you have to- cite if necessary- have patients to allow them extra clean up time, or be willing to go by and encourage them to move on through process.
- It will help them in the long run. Even those removed from home, they might be upset and angry but they are safe, clean and cared for.

