



Centered News

February 2024

Family Caregivers Center & the Innovation Center

Events & Groups at the Center

The Family Caregivers Center offers events and groups in two locations and also via Zoom. Check out this month's *Centered Events* calendar for details or call the Center at (319) 221-8866.

Thank you for your support!

The Family Caregivers Center is donor-funded. Gifts help support programs for family caregivers. If you would like to give, please [click here](#) or call Mercy's Foundation at (319) 398-6206. Thanks to all our wonderful donors!

Since the ribbon-cutting at The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia, there have been many questions about the relationship of the Family Caregivers Center with the DeWolf Innovation Center and the relationships of the DeWolf Innovation Center with HallMar Village. Relationships are important and, usually, the more we understand relationships, the better it is.

Mercy Medical Center and Presbyterian Homes & Services have a 50/50 partnership and jointly own HallMar Village and the DeWolf Innovation Center. The day-to-day operation of HallMar Village is managed by Presbyterian Homes & Services as a leading developer and operator of more than fifty senior living communities throughout the Midwest. The day-to-day operation of the DeWolf Innovation Center is managed by Mercy Medical Center as the components within the Innovation Center are connected with Mercy.



The second location of Family Caregivers Center is within the DeWolf Innovation Center. The Caregiver Coffees, Good Time Social and Conversations for Couples all have been relocated to the DeWolf Innovation Center while the Innovation Series - discussion/support groups - continue to meet at the 901 8th Avenue location. Having two locations has provided more space. Small group respite is being provided at the DeWolf Innovation Center for caregivers who wish to bring the person for whom they care with them when they attend programs there. The *Centered Events* always identifies the location of Family Caregivers Center events and programs.

On December 18, I became the Senior Director of the DeWolf Innovation Center. Kindel Dillon, in addition to her role as Director of Patient Experience at Mercy, became the Operations Director at the DeWolf Innovation Center. Kindel will oversee the day-to-day operations at the DeWolf Innovation Center, while together, we will continue to create and develop the programs and services of the components that are housed at the Center, including the Family Caregivers Center.

-Kathy Good, Senior Director & Co-Founder

Downtown - 901 Building | 901 8th Ave. SE | Cedar Rapids, IA 52401
DeWolf Innovation Center | 9000 C Ave. NE | Cedar Rapids, IA 52402
(319) 221-8866 | fcgc@mercyare.org | familycaregiverscenter.org



Holiday Event Review

In December, the Family Caregivers Center held several fun events for family caregivers and persons living with chronic conditions at the DeWolf Innovation Center.

Holiday Arrangements

The Linn County Master Gardeners hosted a workshop where close to 30 participants created their own holiday arrangements to display in their homes!



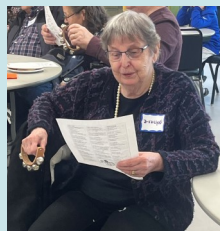
Memory Café

Participants living with dementia and their care partners joined in conversation about creating memories during the holidays. They enjoyed ice cream and took fun photos to share with family.



Good Time Social

Participants frosted and decorated their own sugar cookies; the ingredients generously donated by Hy-Vee and General Mills. They were joined by students from Excelsior Middle School who performed holiday classics. It was a blast!



We plan to include more fun events in 2024 and hope you can join us!



Beware of Scams Targeting Older Adults

According to the Federal Bureau of Investigation (FBI) Internet Crime Complaint Center (IC3), in 2022, there were 88,262 complaints of fraud from people age 60 and above resulting in \$3.1 billion in losses.

Top Scam Types:

- **Government impersonation** (Social Security, Medicare, IRS) – Use threats and misinformation to scare you into feeling an urgency to make a payment or get you to providing your confidential information to be used for identity theft.
- **Lottery and Sweepstake claiming false “wins”** – Try to convince you to send money or gift cards to collect your prize.
- **Robocalls or phone scams** – The caller creates urgency for a payment being overdue or threat of legal action.
- **Computer tech-support scams** – A pop-up message or blank screen appears on your computer telling you it’s damaged and asks you to call a number to fix it.
- **Grandparent scam** – The caller acts as a fake grandchild and asks for money to take care of an urgent bill. Or, the caller acts as law enforcement, a doctor or a lawyer creating urgency to send money to help their grandchild.
- **Romance scams** – Romance scammers create elaborate fake profiles, often on social media, and exploit older adults’ loneliness to get money.

If you encounter any of these scenarios, the American Banker’s Association has the following advice:

- Don’t respond to texts from numbers you don’t know.
- Never click on links in emails or text messages. Block the numbers they come from.
- Don’t call the number listed in the “urgent” email or message. Look up the number and call your bank or the company directly.
- Never provide account or personal information (PIN, one-time passcode, etc.).
- Never send money or gift cards.

Bottom line – Don’t be embarrassed if you aren’t sure what to do or if you think you’ve been scammed. Ask a friend or family member to talk through the situation with you.

[The Top 5 Financial Scams Targeting Seniors \(ncoa.org\)](https://www.ncoa.org/article/the-top-5-financial-scams-targeting-seniors)
[8 Online Scams Taking Advantage of Seniors \(seniorsafetyadvice.com\)](https://www.seniorsafetyadvice.com/8-online-scams-taking-advantage-of-seniors)

Welcoming New Staff to the DeWolf Innovation Center!



Kindel Dillon Operations Director

Hi! I'm Kindel Dillon, and I recently became the Operations Director of the DeWolf Innovation Center. I have worked at Mercy Medical Center for 10 years. For six years, I was the Patient Advocate, and for the last three years, I have been the Director of Patient Experience; I will continue in this role in addition to my role here at the DeWolf Innovation Center. In my roles at Mercy, I have had the opportunity to work closely with patients, families, and residents to improve their experiences in the healthcare setting; advocate for them; and assist the organization in process improvement based on the feedback of the patients and families we serve.



I am a Minnesota native and am married with two children: a seven-year-old daughter, and a five-year-old son. I graduated from Minnesota State University with a Bachelor of Science and received my Master of Business Administration from Upper Iowa University.

My interests outside of work include spending time with my family, reading, hiking, biking and spending time at my parent's farm.

It has been inspiring to watch the Family Caregivers Center evolve and meaningfully connect with so many caregivers over the year bringing forth the support, resources and services that are most-needed for caregivers and their loved ones in our community. The seed was planted, and it has never stopped growing.

Connecting with others and fostering meaningful relationships is important to me, therefore I'm grateful and excited to be part of the Family Caregivers Center team. I look forward to being involved in growing and enhancing the services we provide and contributing to the abundance of support, love, and compassion that is so very evident here at the Family Caregivers Center.

Melissa McClure Community Connections Adult Day Facilitator

I grew up with three younger brothers on our family farm in Denison, Iowa. I graduated high school then went to the University of Iowa and never left eastern



Iowa. I worked at Pathways Adult Day in Iowa City while finishing college. Later, I went to work as the Wellness Director of Meadow View. It wasn't too long into my career at The Views that I oversaw all the activities of each building. I moved on to Tailored Living and worked with individuals

struggling with mental health for seven years. I provided outreach or hourly services to over 80 individuals with a staff of 12. I accepted a position at To The Rescue as their Adult Day Program Manager and remained there for six years. While at To The Rescue, my staff and I taught our participants with intellectual disabilities social skills through recreation and volunteering. I started at the DeWolf Innovation Center in December 2023.

I am forever grateful to have grown up on a farm. I learned about hard work, dedication and witnessed the cycle of life each day. I was involved in 4-H, FFA and was an athlete. I played most sports: soccer, volleyball, tennis, basketball, softball and ran track. I was also a lifeguard for our local community pool. I have many stories to share about my time on the farm and taking care of my ornery brothers. I met my husband and my stepson in 2004. We were married in 2008. God blessed us with two more little boys in 2009 and 2011. He knew I could handle boys! As a family, we love to hike, swim, ride bikes, and spend time with our families. We also go to as many amusement parks as we can when summer arrives!

I look forward to getting to know everyone, recruiting volunteers, starting a program at the DeWolf Innovation Center, as well as assisting churches in our community to offer respite for individuals with dementia. I have a passion for helping and educating others to live their best lives.

Community Resource Highlight:

Jones County Senior Center: Lisa Tallman Celebrate 20 Years of “Loving What She Does”

As the youngest child of older parents, Lisa Tallman feels as if she was always good at, and somewhat destined, to care for seniors.



“I also come from a long line of caregivers,” she said. “My family always took care of lots of people, and we were jacks-of-all trades for many of those folks.”

Lisa added that she cared for her mother, who had Alzheimer’s Disease, for 13 years.

“She was my best friend,” she said. “Near the end of her life, sometimes she didn’t quite know who I was, but she knew that she liked me. That was all that mattered.”

Every day, Lisa utilizes that caregiver experience and expertise in her role as Director of the Jones County Senior Center. She works alongside eight other staff members cooking, serving and delivering up to 160 hot meals to homebound seniors throughout the 577 square miles of Jones County, Monday through Friday, every week. Frozen and supplemental meals are also provided for the weekends and holidays for those who request them. (As part of their delivery system, the Center provides meals to seniors on Monday, Wednesday and Friday in Olin, Wyoming, Center Junction, Onslow and Oxford Junction.)

Lisa emphasized, “Our drivers know everyone on their routes and are not just providing them food, but making sure they are well, haven’t fallen or had a home emergency that they couldn’t deal with. We have emergency contacts for 99 percent of those on our routes and don’t hesitate to use that information when a loved one needs their help. Obviously, if it’s a medical emergency, we contact area medical assistance providers first.”

The Jones County Senior Center, housed at 112 N. Ford St., Anamosa, Iowa, is a cozy space with the aroma of just-cooked meals wafting throughout. Meals like meatloaf, party potatoes, pudding, rolls, vegetables, and fruit are created in the kitchen for delivery that begins at 10 a.m. every day. The Center is open from 7 a.m. to 3:30 p.m., Monday through Friday, for seniors who have access to transportation and want to play cards or board games, watch movies, socialize or just eat their noon meal there with others.

Lisa says the biggest barriers facing the program are threefold: people or families who think the food

program is only for those considered low-income; continued funding for the program (which has especially been impacted by recently doubled food costs); and people who use the Jones County Senior Center program usually also need some additional caregiving. (Lisa added that she does provide referrals for these people.)

“There are a whole lot more people I wish we were reaching,” Lisa said. “Sometimes it’s the stigma of feeling as if we’re just here for low-income folks and sometimes it’s just a pure independent streak that won’t let people ask for help or even information. All that said, the reality is the sooner we reach someone and help provide a daily wellness-check and a hot meal, the longer they can usually stay in their homes.”

Seniors older than 60 years are asked to donate whatever they can for meals.

“Anyone younger than 60 is also welcome anytime,”

Lisa said. “Because of our funding stream though, those younger than 60 years old are asked to pay \$7 for a meal.”



The Jones County Senior Center is funded by Jones County, Anamosa and

Monticello, as well as other smaller cities. The Center also receives some federal funding through the Heritage Area Agency on Aging, contributions from clients and an annual “Dining Dollars” campaign sponsored by the Journal-Eureka newspaper.

“Our clients frequently also need some caregiving which can be provided by area groups such as ‘Above and Beyond,’ for example,” Lisa said. “We would really like some volunteers who would come into the Senior Center a couple of hours a day to assist with or provide some activities and even just talk with our clients.”

Lisa began working at the Jones County Senior Center 20 years ago as a kitchen assistant.

“I was trained by the head cook here, before she retired,” she said. “Thanks to her, I learned about quantity cooking. Then, due to two retirements and a staff member who left in my first couple of years, I learned all of the positions, so I can fill in at any job in the organization when a co-worker has to be gone. Some staff members are also cross-trained.”

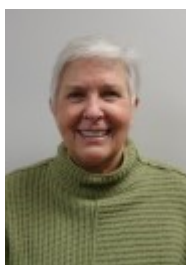
“Everyone who works here cares about people,” Lisa said. “But to me, our clients are all extended family and the challenging ones are my favorites. This isn’t just a job. I love what I do.”



“Volunteer Spotlights” highlights our wonderful volunteers who give of their time and talents. If you are interested in becoming a volunteer, call the Center at (319) 221-8866 or email fcgc@mercycare.com to learn more.

I grew up in Cedar Rapids. I have two sisters and two brothers, who are all still in the area. I went to La Salle High School and then attended University of Northern Iowa. I majored in Physical Education and played collegiate field hockey, basketball and softball. I got my first teaching job in a small town in Colorado called Julesburg, teaching PE to grades Kindergarten through 12. I also coached girls volleyball, basketball and track. I loved teaching and still stay in touch with some of my students.

After three years in Julesburg, I moved to Greeley to attend the University of Northern Colorado for my Masters Degree. I moved back to the Midwest, and for the next four years, taught PE majors and supervised student teachers at the University of Wisconsin - La Crosse. Then, I landed a position I couldn't refuse with the National Association for Sport and Physical Education in Reston, Virginia and spent the next 20 years there. After, I had a variety of jobs



Lori Kluber

that kept me busy and enjoying life ending in a corporate recruiting job with the mortgage company, Fannie Mae. I was able to move back to Iowa and worked remotely until retiring in 2015.

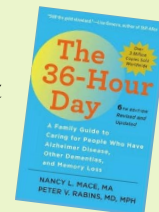
My main activity, besides volunteering, is pickleball – I absolutely love it! My wife, Jo, and I have been together for 23 years. She enjoys volunteering at Dogs Forever, a wonderful rescue shelter, in Cedar Rapids. In my volunteer role at the Family Caregivers Center, I make *Mercy Touch* calls to check in with caregivers and provide respite at the DeWolf Innovation Center, as well as in homes. I've recently joined a committee to provide outreach to caregivers in rural communities; I'm enjoying that very much. I decided to volunteer with the Center because I want to give back to others. My dad had Alzheimer's Disease, and I know how hard it was for my mom and how she would've benefited from the services available.

My mom was a volunteer at Mercy in the “Fresh Flower Design” area for many years. I saw how much she loved it and how happy it made her that I'm following her lead. My advice to other volunteers and caregivers is to be yourself, ask for help if you need it, find strength in others and above all...REMEMBER, YOU ARE NOT ALONE!

Book Review

12 Best Books for Alzheimer's and Dementia

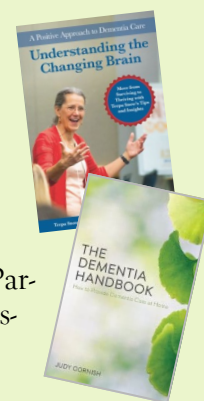
At the end of 2023, DailyCaring, rated Best Senior Caregiving Website in 2023, released a list of twelve must read books about Alzheimer's and dementia. These books cover everything from information and helpful techniques to personal stories from those living with dementia and caregivers.



The Family Caregivers Center has most of the books listed in our resource lending library at both the downtown- 901 Building and DeWolf Innovation Center locations. We believe in the importance of connecting to trusted resources and learning to help you be as prepared as you can on your caregiving journey. As DailyCaring states, “Learning as much as you can about the condition helps you solve everyday issues and improves quality of life for both of you.”

Please see below for a list of the books highlighted in DailyCaring's listing. If you are interested in checking out a book, please stop by or call us at (319) 221-8866 to see if a copy is available.

- “The 36-Hour Day”
- “Learning to Speak Alzheimer's”
- “Creating Moments of Joy”
- “Surviving Alzheimer's”
- “Thoughtful Dementia Care”
- “Activities to Do with Your Parent Who Has Alzheimer's Disease”
- “The Dementia Handbook”
- “When Reasoning No Longer Works”
- “Understanding the Changing Brain”
- “The Caregiver's Guide to Dementia”
- “Loving Someone Who Has Dementia”
- “Navigating Eldercare & Dementia”



To view DailyCaring's article with additional information about each book, visit their website <https://dailycaring.com/must-read-alzheimers-books-for-caregivers/>

About the Center

The Family Caregivers Center of Mercy is a resource for family caregivers who are caring for adults living with chronic conditions, such as dementia, Parkinson's, cancer, diabetes, heart and lung diseases, arthritis, COPD, etc.

Caregivers may often feel alone, overwhelmed and are not sure where to find help. Sometimes it is difficult to even know what help is needed. Through individual meetings, trained volunteers and staff members listen to caregivers to help them identify needs, strengths, answer questions and connect to community resources. Support groups, multi-week discussion groups, and educational sessions help caregivers connect to others in similar circumstances with access to trusted resources in two welcoming and supportive environments.

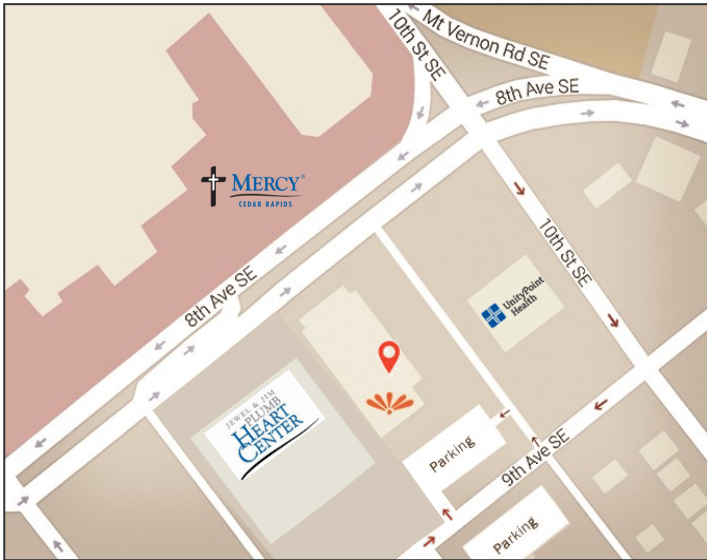
The Center Provides

- One-on-one meetings to discuss your caregiving situation
- Men's, Women's and Wednesday Afternoon Coffee Groups
- Multi-week supportive learning and discussion groups
- Multi-week series for caregivers whose loved-one has died
- Educational events
- Question & Answer sessions (i.e. Veteran's benefits and Medicaid)
- Together in Song Chorus
- Master Gardener events
- Up-to-date resource lists and connection to trusted community resources
- Book lending library

Family Caregivers Center at the...

Downtown- 901 Building

901 8th Ave SE, Cedar Rapids, IA 52401



Directions: Take 8th Avenue and turn onto 7th Street. Travel one block south, then turn left onto 9th Avenue. Travel 1^{1/2} blocks east and turn into the parking lot.

Parking: Parking is available in the in the back of the building, where the Family Caregivers Center's entrance can be found.

Family Caregivers Center at the...

DeWolf Innovation Center

9000 C Ave NE, Cedar Rapids, IA 52402



Directions: Take C Ave NE, heading North, go past St. Mark's Lutheran Church, to Hallmar Village Senior Living Community and the Innovation Center entrance. Turn right into the drive and proceed to the main parking lot directly in front of the Chris & Suzy DeWolf Family Innovation Center for Aging and Dementia.

Enter the building and check in at the Family Caregivers Center information desk on your left.

Contact Us

(319) 221-8866 | fcgc@mercycare.org | familycaregiverscenter.org