

## Conflict Over Caregiving Is Common But families can take steps to minimize disputes

**Jane Mahoney**

Older Americans Act Consultant  
Greater Wisconsin Agency on Aging Resources

If caring for an older person is causing conflict within your family, you are not alone. Conflict is often part of family caregiving situations. Even the best of intentions to help mom or dad may cause tension. Because everyone approaches things differently, each family member's opinion about what is best for mom or dad can vary greatly. But there are steps you can take to keep family conflict at bay when dealing with caregiving concerns.

**Why the conflict?** Different attitudes toward family caregiving, depending on personality or family situation, can lead to conflict and alienation between siblings and other relatives. Sometimes the family member with the strongest personality dominates the decision-making process or takes on caregiving responsibilities without consulting other family members. Some family members might deny there is a need and be unwilling



to offer assistance. There are also situations where people who have their own children to care for expect an unmarried or childless sibling (or other relative) to take on caregiving responsibilities. The unmarried family member may not welcome this expectation.

**Minimizing conflict.** Family caregivers need to recognize that conflict is not unusual and getting help is important. If differences continue, family relationships can be permanently damaged. Also, the person being cared for may feel guilt, believing he or she is the cause of conflict. The best way to approach family conflict is to get everyone concerned about the care of the person into the same room to discuss their feelings, create a care plan and assign responsibilities. Face-to-face discussion eliminates the potential for misunderstandings due to information being received second-hand. If conflict continues, the next best

step is to get everyone in the same room but with a non-family member in the discussion. The person should be someone whose opinion everyone agrees to respect.

**Other steps to take.** Sometimes these suggestions just don't seem to work. Don't lose heart. Resolving conflict among families takes time. Be patient and keep doing your best at open, honest communication. Attending a support group by yourself or with family members can also be helpful. Other members may share ideas that worked in similar situations, and you will have the reassurance that you are not alone in your struggles! Lastly, seeking professional counseling as an individual or with family members can greatly improve the situation.

If you are dealing with conflict over family caregiving issues you may contact The Aging & Disability Resource Center in Waupaca County (715) 258-6400 for resources and tips on how to handle conflict.

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**Waupaca County  
Dept. of Health &  
Human Services:**  
715-258-6300



Current and past issues of *The ADRC Connection* are available on our website [www.co.waupaca.wi.us](http://www.co.waupaca.wi.us).

Visit the national website  
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Our mission is to be a resourceful place of information and respectful provider of support for the elderly and disabled residents of Waupaca County and their caregivers and to help them achieve dignity and quality of life through maximum independence and choice.

**PLEASE NOTE:** Being an advertiser in this newsletter does not constitute an endorsement from Waupaca County Department of Health & Human Services.



## Seniors & People with Disabilities Need You Waupaca County: Volunteer Drivers Needed!

Any given day, you can count on 15+ Waupaca County Volunteer Drivers to provide essential transportation to area seniors and people with disabilities. Thousands of miles are driven and countless hours are clocked; ensuring that people are getting to their non-emergency medical appointments, essential shopping and more. For rural areas like Waupaca County, reliable, safe and convenient transportation options are slim to none. Often, seniors and people with disabilities have even fewer options as they may need wheelchair accessibility, assisted transportation (to and from the car and facility) and reduced-cost transportation options.

Waupaca County...seniors and people with disabilities



need you. Becoming a Volunteer Driver is a gift you can give that provides dividends in return. Our current Volunteer Drivers note that with the satisfaction of knowing you assisted someone and the relationships that are built, the mileage

See **VOLUNTEER DRIVERS** page 3

# How Sleep Is Affected by Time Changes

## What Difference Could an Hour Make?

By: **Michael J. Breus, PhD**  
From the WebMD Archives

The daylight-saving time change will force most of us to spring forward and advance our clocks one hour. This effectively moves an hour of daylight from the morning to the evening, giving us those long summer nights. How time changes actually affect you depends on your own personal health, sleep habits, and lifestyle.

Moving our clocks in either direction changes the **principal time cue -- light** -- for setting and resetting our 24-hour natural cycle, or circadian rhythm. In doing so, our internal clock becomes out of sync or mismatched with our current day-night cycle. How well we adapt

to this depends on several things.

In general, "losing" an hour in the spring is more difficult to adjust to than "gaining" an hour in the fall. It is similar to airplane travel; traveling east we lose time. An "earlier" bedtime may cause difficulty falling asleep and increased wakefulness during the early part of the night. Going west, we fall asleep easily but may have a difficult time waking.

**How long will it take you to adapt to time changes?** Though a bit simplistic, a rule of thumb is that it takes about one day to adjust for each hour of time change. There is significant individual variation, however.

**How will you feel during this transition?** If you are getting seven to eight hours of sound sleep and go to bed a little early the night before, you may wake up feeling refreshed. If you are sleep-deprived already, getting by on six hours, you're probably in a bit of

trouble, especially if you consume alcohol or caffeine close to bedtime. In this situation, you may well experience the decrements of performance, concentration, and memory common to sleep-deprived individuals, as well as **fatigue** and daytime sleepiness.

**What can you do to reset your internal clock to adapt more quickly to the time changes?** Your circadian rhythm is internally generated but is influenced by the environment, behavior, and **medications**.

- As mentioned, **light** is the principal environmental cue. Light suppresses the secretion of the sleep-inducing substance **melatonin**. So it is important to expose yourself to the light during the waking hours as much as possible, and conversely, do not expose yourself to bright light when it is dark outside. For example, if you get up at night to go to the bathroom, do not turn on the light. Prepare beforehand by installing a night light. Interestingly, specifically timed light therapy may either advance or delay your sleep cycle, depending on when it is delivered.
- Sleep hygiene is a term used to describe those actions you can take to create sleep-friendly environments

and enhance your chances of falling asleep, staying asleep, and sleeping soundly. Basic sleep hygiene includes reducing or eliminating caffeine and alcohol, **exercising** several hours before bedtime, creating calming rituals before bed to gradually relax yourself (taking a hot bath for example), and wearing ear plugs and eye masks, to name a few. Also important is going to bed and rising at the same time every day. Though there is no evidence that certain diets will actually influence your circadian rhythm, carbohydrates tend to make it easier to fall sleep.

So there may be some tired and groggy people hitting the streets Monday morning, in the dark. Interestingly, some studies show an overall reduction in traffic accidents and fatalities due to daylight-saving time changes. However, one study showed a significant increase in accident rates on the Monday following daylight-saving time. The author attributed sleepiness as a cause. I am not sure exactly which way to go on this one, but maybe you may want to just sit back and have another cup of coffee -- decaf, of course -- and start your day a bit later, when the sun is up?

## National Volunteer Week!

### April 19-25, 2020

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## Volunteer Drivers from page 1

reimbursement is just icing on the cake. Our goal is to never turn down an eligible participant for a ride. To meet our goal, we need to add to our dedicated pool of Volunteer Drivers who are willing to answer the call. a

We've asked some seniors and people with disabilities, "How would you get to your medical appointments or to the grocery store without the Volunteer Driver Transportation Program?" – the response is simple, "I wouldn't." Access to regular, routine healthcare and access to adequate and affordable food are two key ingredients of a healthy life. Seniors who don't have these things are

at a higher risk of additional health concerns as well as the threat of continued isolation from society.

If you or someone you know would make a perfect Volunteer Driver, call us today! A simple Volunteer Application and Background Check is required. Important facts you should know are below.

### Transportation Program Facts:

- 400+ round trips are needed monthly by seniors and people with disabilities in Waupaca County
- 100+ individuals served every

month

- Close to 40,000 miles are driven each month by Volunteer Drivers which encompasses trips to 250+ essential non-emergency medical appointments for seniors and people with disabilities.
- Common Destinations: Medical Entities in Waupaca County, Appleton, greater Fox Valley, Madison, Milwaukee; Nutrition Sites; Grocery Stores; Pharmacies; Physical Therapy; Dialysis and more.

### What to Know as a Volunteer Driver:

- Volunteer Drivers are not reim-

bursed for their time. They are, however, reimbursed for every mile driven at the current IRS mileage reimbursement rate of \$0.575/mile.

- Volunteer Drivers set their own schedule and drive as far or as near as they prefer.
- Volunteer Drivers must provide proof of current vehicle insurance and a copy of their valid WI Driver's License.
- Volunteer Drivers work closely with the Waupaca County Transportation Coordinator who is the daily point of contact and support for Drivers. Call: 715-258-6400

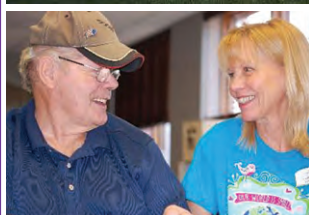
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# The Call is Not Coming from Inside the House

By Elder Benefit Specialist

Are you getting calls from your own phone number? Or, maybe from a number that looks like it could be a neighbor, a local business, or even a government agency, but when you answer it's a telemarketer or collection agency?

Scammers know that when your phone rings and it looks like a local call or a government agency, you may be more likely to answer. They can easily fake the number that shows up on your caller ID, which is called "caller ID spoofing." This also lets them get around call-blocking services and the National Do Not Call Registry.

Even government agencies' phone numbers have been spoofed. Last year, a woman in Jacksonville, Florida, received a call that looked like it was coming from the Department of Health and Human Services Office of Inspector General (OIG). The caller told her that she had won a \$9,000 grant from the federal government and all she

had to do was either wire \$250 to him through Western Union or give him the confirmation code for a \$250 iTunes gift card. The man also wanted her to confirm her name, address and some other personal facts. She became suspicious and eventually ended the call.

Although the woman didn't send money, she was scammed into confirming and giving out personal information that could be used to steal money from her bank account or for other fraudulent activity. She wasn't the only one who received a phone call like this. The OIG hotline phone number for reporting fraud — 1-800-HHS-TIPS (1-800-447-8477) — had been spoofed. Thousands of calls using the spoofed number were made to people across the nation.

**Just a reminder: The federal government will not call you unless you called them first.** If the Internal Revenue Service, Social Security

See **SCAM ALERT** page 6

**SCAM ALERT**



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# Below are the definitions the National Weather Service uses for tornadoes.

**Tornado Watch:  
Be Prepared!**

Tornadoes are possible in and near the watch area. Review and discuss your emergency plans and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives! Watches are issued by the **Storm Prediction Center** for counties where tornadoes may occur. The watch area is typically large, covering numerous counties or even states.

**Tornado Warning:  
Take Action!**

A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows. If in a mobile home, a vehicle, or outdoors, move to the closest substantial shelter and protect yourself from flying debris. Warnings are issued by your **local forecast office**. Warnings typically encompass a much smaller area (around the size of a city or small county) that may be impacted by a tornado identified by a forecaster on **radar** or by a **trained spotter**/law enforcement who is watching the storm

Severe Weather		
Watch	versus	Warning
a few to several hours	Duration	20 minutes to an hour
large sections of states or portions of a few states	Coverage Area	portions of counties
hour to several hours	Advance Notice	minutes
Have a plan	Actions	Take cover
US National Weather Service – Wichita, Kansas		
<a href="http://weather.gov/Wichita">weather.gov/Wichita</a>	<a href="#">US National Weather Service Wichita</a>	<a href="#">@NWSWichita</a>



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# Prescription Drug Take-Back Day

On April 25, 2020, the Wisconsin Department of Justice (DOJ) will coordinate a Prescription Drug Take Back Initiative throughout Wisconsin. The Prescription Drug Take-Back Day goal is to provide a safe, convenient, and responsible means of disposal of prescription medications, while also educating the general public about the potential for abuse of these medications. Unused prescription medications in homes create a public health and safety concern, because they can be accidentally ingested, stolen, misused, and abused.

Unused or expired medicine should never be flushed or poured down the drain. Removing potentially dangerous pharmaceutical substances from our state's medicine cabinets helps to prevent them from going into our water supply. Water reclamation facilities are not designed to remove all of them and trace amounts of pharmaceuticals are showing up in rivers and lakes around the world.

No businesses allowed. All waste pharmaceuticals must be generated by a household.

On Saturday, April 25, 2020, participating law enforcement agencies can host one or more collection sites at locations and times of their choosing. Law Enforcement agencies do not need to host a take-back event in order to participate in this program. Agencies offering a permanent drug drop box can turn over the collected drugs to DOJ for disposal.

Bring: Prescription (controlled and non-controlled) and over-the-counter medications, ointments, patches, non-aerosol sprays, inhalers, creams, vials and pet

medications.

**Do Not Bring:** Illegal drugs, needles/sharps, aerosol cans, bio-hazardous materials (anything containing a bodily fluid or blood), mercury thermometers, personal care products (shampoo, soaps, lotions, sunscreens, etc...), household hazardous waste (paint, pesticides, oil, gas).

- Participants may dispose of solid, non-liquid medication(s) by removing the medication from its container and disposing of it directly into a disposal box or into a clear sealable plastic bag. Plastic pill containers should not be collected. Blister packages are acceptable without the medications being removed.
- Liquids will be accepted during this initiative. However, the liquids, creams and sprays must be in their original packaging and evenly distributed within the boxes of collected solid prescription medications. Liquids without the original packaging will not be accepted.
- Illicit substances such as marijuana or methamphetamine are not a part of this initiative and should not be placed in collection containers.
- All participants must retain possession of their own medication during the surrender process. Law enforcement personnel should not handle the medications at any time.

## Waupaca County Medication Disposal

Local law enforcement agencies collect medication to assure it is disposed of properly. This prevents theft,

accidental poisoning of children and pets, and protects the environment. Individuals are asked to bring medication to the nearest collection site.

## PERMANENT DROP-BOX LOCATIONS

- **Clintonville Police Dept.** 35 S. Clinton Avenue  
24 hours/day; 7 days/week
- **Manawa Police Dept.** 500 S Bridge Street  
7:30 am - 4:30 pm (Mon - Fri)
- **Marion Police Dept.** 217 N Main Street  
8:00 am - 4:00 pm (Mon - Thurs)
- **New London Police Dept.** 700 Shiocton Street  
8:00 am - midnight (Mon - Sun)
- **Weyauwega Police Dept.** 109 E. Main Street  
8:00 am - 4:30 pm (Mon-Fri)
- **Waupaca County Sheriff** 1402 E Royalton Street  
7:30 am - 4:00 pm (Mon - Fri)

**Accepted:** Expired/unwanted prescription meds, over-the-counter meds, pet meds, liquid meds, medicated ointments and creams, inhalers, vitamin supplements.

**NOT Accepted:** Needles, lancets, syringes, thermometers, IV bags, nebulizer machines, diabetes test kits, personal care products (shampoo, lotion, etc.).

### NEW Guidelines:

- Empty pills into a plastic sealable bag
- Keep liquids, creams, powders in original containers
- Recycle empty pill bottles and paper boxes at home

**Questions?** Contact the Waupaca County Solid Waste Department, 715-258-6240.



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# About REAL ID

If you plan to fly within the U.S., visit a military base or other federal buildings, the Department of Homeland Security will require identification that is REAL ID compliant (or show another acceptable form of identification, such as a passport) beginning **October 1, 2020**. Wisconsin DMV issues REAL ID compliant products (marked with a ⭐) in accordance with the federal **REAL ID Act** of 2005.

## What it means for you

- If it's time to renew your driver license or ID, you can upgrade to a REAL ID-compliant card for no additional fee (if the upgrade takes place at the same time as your renewal).
- If your current driver license or ID will not expire before 2020, and you wish to obtain a REAL ID-compliant card, the cost of a duplicate card will apply.
- Wisconsin offers both REAL ID-compliant and non-compliant driver licenses and ID cards. The cards look similar; REAL ID-compliant are marked with a ⭐, while non-compliant cards are marked "NOT FOR FEDERAL PURPOSES." Should you choose to continue to hold a non-compliant



card, you will need another form of identification to board a plane or access federal sites.

- If you have a valid U.S. passport or another acceptable form of federal identification, you can use that for identification, in place of a REAL ID-compliant driver license or ID card.

## What should I bring to DMV to get a REAL ID?

To obtain a REAL ID-compliant driver license or ID card, you must present **additional documentation** when you apply. One original document or certified copy (not a photocopy, fax or scan) from each category is required. Some documents may be used for more than one category, whereas some will only satisfy the requirements of a single category. The document categories include:

- Proof of Name and Date of Birth
- Proof of Legal Presence in the U.S.
- Proof of Identity
- Proof of Name Change (if applicable)
- Proof of Social Security Number
- Proof of Address

Use DMV's **interactive driver licensing guide** to receive a personalized checklist of the required documents you will need to bring. It also allows you to pre-fill any required application(s), print and bring with you or submit electronically (if eligible). You may also be able to schedule an appointment for the DMV for faster service.

- Documentation
- Renewal information
- Check your status
- Reinstatement eligibility and requirements
- Getting a driver license
- New residents

## Driver Information Section

P.O. Box 7983

Madison, WI 53707-7983

**Email** Wisconsin DMV email service

**Phone** (608) 264-7447

**Fax** (608) 267-3812

## Scam Alert from page 4

Administration, Centers for Medicare and Medicaid Services, or any other agency needs to reach you, they will contact you by mail.

If you see a number that you're not sure about on your caller ID, remember that it could be faked. Letting calls go to voicemail is one option. If you do pick up and don't recognize the caller — hang up. Don't be fooled by a caller's knowledge of your name or any other personal information. Never give out or confirm personal financial or other sensitive information like your bank account, credit card, or Social Security number unless you know the company or person with whom you are speaking. Scammers can use your information to commit identity theft.

You can report unwanted calls to the Federal Trade Commission at <https://complaints.donotcall.gov/complaint/complaintcheck.aspx>. Reporting these calls helps phone companies that are working on ways to block these calls. Your report will also help law enforcement identify scammers making these calls.

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# Spring – INTO– Shape



## Getting started:

Check with your doctor before starting any exercise program if you do not exercise regularly, are older than 50, are significantly overweight, or have a chronic health condition such as diabetes, asthma, heart disease, or high blood pressure.

## What senior citizens can do to spring into shape:

- Taking the stairs – stair climbing exercises the same muscles necessary for keeping your balance while rising from a chair, so it is important to keep these muscles strong.
- Making little changes that add up – parking farther away from church, or a store entrance and walking the extra distance – every little bit helps.
- Exercising at home with exercise programs on TV, or with a DVD or home workout video.
- Swimming – check into the local YMCA, community

colleges, fitness centers or gyms.

## Be Safe:

- Wear shoes with rubber grips to prevent falls in slick weather conditions.
- Remember to warm up before and cool down and stretch after any exercise activity to lower risk for injury and to keep you motivated to continue.
- Drink water to stay hydrated.
- Make increasing physical activity part of a daily routine.

## Eat better while eating less:

- We need fewer calories as we age, so the quality of the diet is even more important. Make every calorie count by including nutrient-rich foods: whole grains, lean protein, low-fat or non-fat dairy, healthy fats, and plenty of fruits and vegetables.
- Choose fiber rich foods such as whole grain breads

and cereals, beans, fruits and vegetables to help control weight, keep you regular, and lower your risk of heart disease and diabetes.

- Balance your plate by filling half your plate with vegetables, and the other half with moderate portions of starch like potatoes, pasta, rice or other grains, and lean protein, such as fish, skinless chicken, or lean cuts of pork or beef.
- Add-in small amounts of healthy fats like nuts, seeds, or avocado to salads, yogurt, or cereal and cut back on unhealthy fats like bacon, butter, cream, and cream cheese.
- Don't eat out of the bag or box. Place one serving in a small bowl or cup to limit how much you have of high fat and high sugar snacks like chips, crackers, candy, ice cream or cookies.

Adapted From: U.S. Department of Veterans Affairs: [https://www.maryland.va.gov/publications/newsreleases/2010/03-08-10\\_SpringIntoShape.asp](https://www.maryland.va.gov/publications/newsreleases/2010/03-08-10_SpringIntoShape.asp)

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- Respite Care Program

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- Independent Living
- Assisted Living
- Villa Living with Attached Garages
- Respite Care
- Veterans Benefits—Aid and Attendance
- Free Transportation (Wheelchair Friendly)
- Free Laundry Facilities
- Peaceful, Park-Like Setting on Picturesque Golf Course
- 24/7 Registered Nurse Access
- 24/7 Caregiver Staff
- Emergency Pendants Included
- Choice of Kitchen Style (Full or Kitchenette)
- Three Home-Cooked Meals Served Daily
- Social, Physical & Creative Activities
- On-Site Church Services
- Live Entertainment
- In-House Beauty Salon
- Weekly Happy Hour
- Weekly Out-of-Town Excursions

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