EFFECTIVELY COMMUNICATING WITH OLDER ADULTS

Rethinking the intake process for older adult clients.

Jane Moore Older Adult Advocate and Navigator

Who is your client?







Understanding starts before the meeting

50 diri

C'è una

Touch Taste Smell Hearing Vision











Loss of Hearing

How common is it and what can you do to prepare and understand how your client might feel.

Challenges to hearing well

- Background noise
- Distractions
- Stress and fatigue
- Poor lighting
 - Too bright
 - Too much glare

Understanding body language

- Tipping their head or changing position to facilitate hearing
- Asking to have something repeated
- Blank looks, disorientation inappropriate responses-"yes" or nods when they don't really understand.
 "Deer in the headlights"

Good communication practices

- Have the person's attention before speaking and be sure you are facing them.
- Speak clearly and slowly remember you are not speaking with a peer, you are speaking with someone who might be compromised by hearing loss and is hearing information for the first time.
- Ask if they can hear you It's ok to begin and then stop and check in with them.
- Allow them time to respond.

Williams Sound Pocket Talker



Loss of Vision

How do changes in vision affect daily life for older adults?

What about loss of independence?

Normal Vision



The Big Three

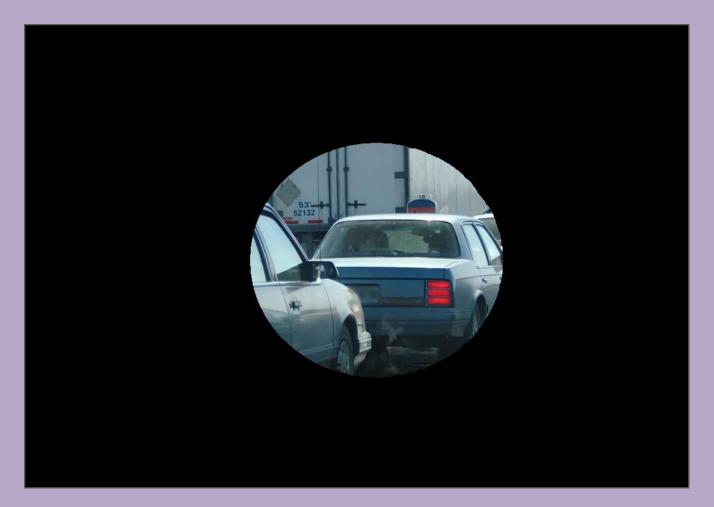
Cataracts, Glaucoma & Macular Degeneration

- Very sensitive to glare and bright light
- Difficulty reading, detecting stairs and low objects
- Orientation problems in unfamiliar places

Cataracts



Glaucoma



Glaucoma

with research and development

Organized

four Domains within the W3C, with two Acti

hnical Activity rotocols and Formats Working Group (PFW reb Content Accessibility Guidelines Work horing Tool Accessibility Guidelines went Accessibility Guidelines

Macular Degeneration



Macular Degeneration

- racificating development of evaluation and repair tools for a
- conducting education and outreach
- coordinating with research and development that can affect



How does it feel?"



SEE HEAR LISTEN

Put pieces of cotton balls in your ears.

- Wrap the rubber bands around your fingers.
- Write down
 - 3 cherished freedoms
 - 3 favorite possessions
 - 3 loved ones

Walk in their shoes...

Popcorn or small beans in your shoes.

Treat your older adult client as you would want your family to be treated.