

# Aging Matters

REDUCING RISK THROUGH EMPOWERMENT



## Objectives

- Describe one program that addresses attitudes, behaviors and conditions to reduce risks
- Address the importance of building risk reduction programs based on actual risk
- Review the impact of aging on living
- Explain the importance of clearing a path for everyone
- Discuss the value of risk
- Show the value of Empowerment as a risk reduction strategy

## Case Study: Residence du Havre

- L'Isle-Verte, Quebec
- 1,500 residents
- Small town agencies



Built in 1997 (no sprinklers)  
Wooden, 3-stories  
Addition in 2002 (sprinklers, oui)  
52 residents

- 5 capable of self-preservation

January 23, 2014: Predawn





## Spring 2012

We had spent hundreds of hours with low-risk audiences, buffet programming

Recession, budget cuts and personnel changes combined in a perfect storm.

Sunrise: Now we're targeting high-risk audiences



## We Created CORRP

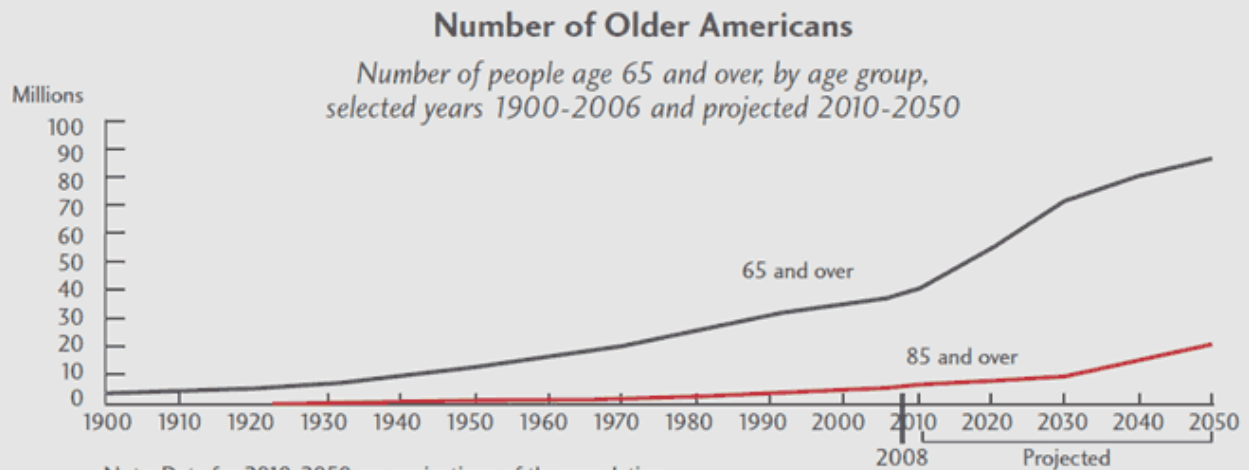
### Coordinated Occupancy Risk Reduction Program

- Partners

### High-Risk Occupancies deserve more attention than Low-Risk Ones

- Hospitals
- Apartment Complexes
- At risk schools
- Special Properties (Mall, Amphitheatre, etc.)
- Assisted Living Communities

## An Aging Nation



## An Aging Community

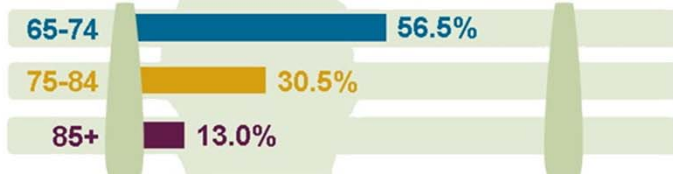
Colorado has over **550,000** seniors



**1 in 9 Coloradans**  
is a senior\*

\*Senior: a person over the age of 65.

### Colorado Seniors by Age Group

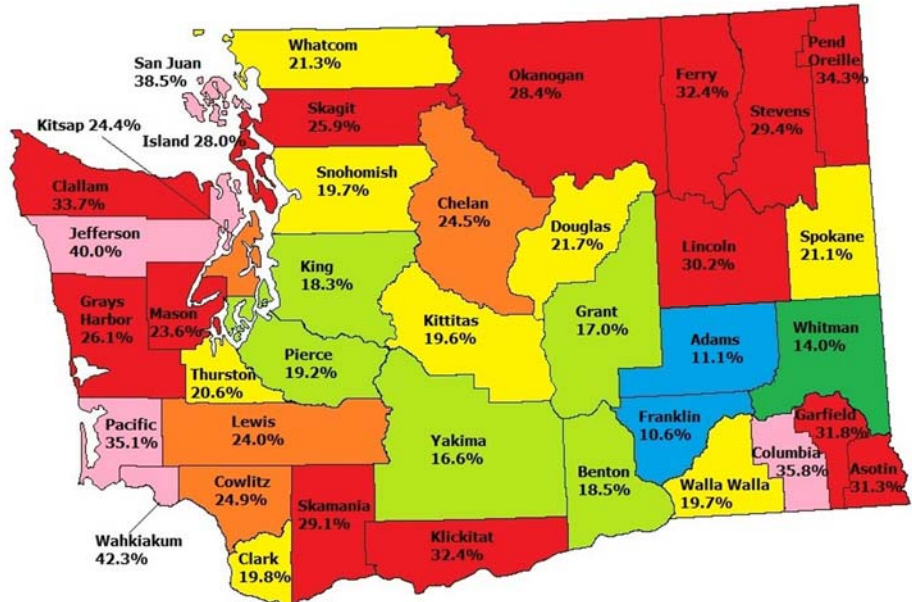


**650** Coloradans are over 100 years old!

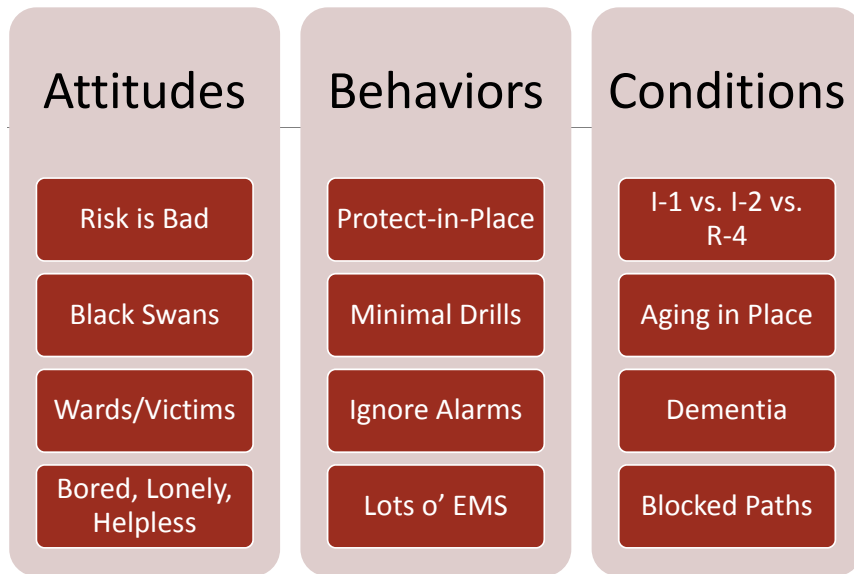
➔ By 2030 one in five Coloradans will be over the age of 65.

Elders in Washington (2020)

Elders in Washington (2030)



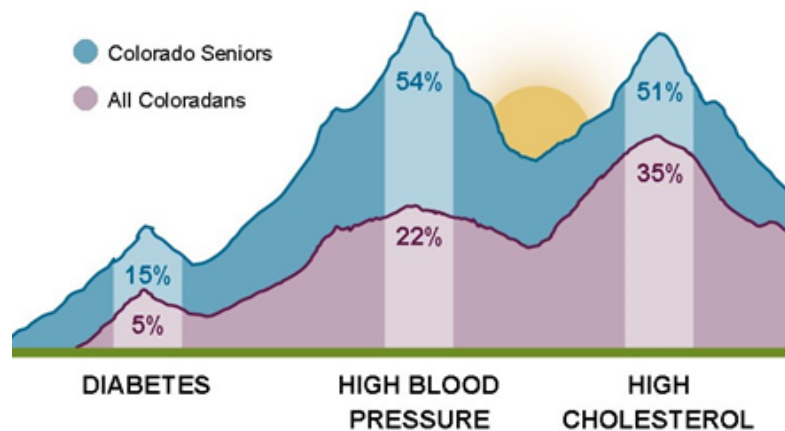
## Elders are High-Risk



These chronic conditions – as well as acute ones – are the usual reasons why our paths intersect with theirs. They get worried, sick, injured, or dead and call us for help.

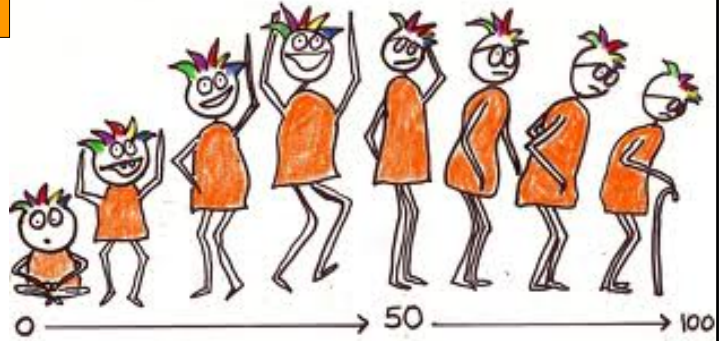
But we can do better . . .

In the US, **80% of seniors** have at least one chronic health condition



## Physiological Changes

- Progressive Deterioration (1% per year)
- Less Vitality, More Vulnerability
- Hearing
- Vision
- Sleep Patterns
- Bone Strength
- Brain Shrinkage
- Less Perceptive Nervous System
- Cardiovascular
- Respiratory



## Alzheimer's: A National Epidemic





## 21<sup>st</sup>-Century Aging

People live longer, enter assisted living later in life

Residents of these communities age in place

## Who are these aging people?

- Senior Citizens
- The Retired
- Third Age
- Graying Americans
- The Platinums
- The Vintage Group
- The Silver Tsunami
- Blue Hairs
- Elders





We Needed a Program...





...So We Went to Work





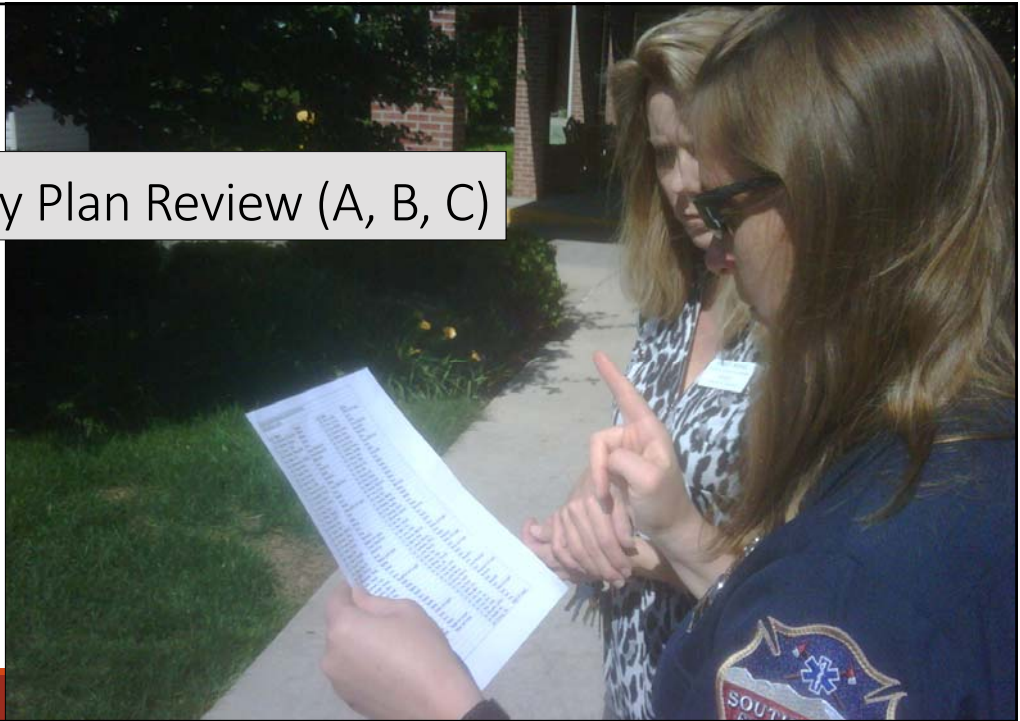
## Aging Matters

Emergency Plan Review  
Safety Shepherds  
Multiple Modules



**AGING**  
Matters

Emergency Plan Review (A, B, C)



Safety Shepherds (A, B)





### Medical Self Awareness (A, B)

- Heart Attack
- Stroke
- Diabetes
- Dementia
- Abdominal Pain

### SPOT A STROKE



### Stroke Warning Signs and Symptoms

## Paperwork of Aging (A, B, C)

- File of Life – Resident's Past
- Advanced Directives – The Future
  - MOST Form
  - CPR Directive
  - DNR
  - Living Will
  - Others

SEND FORM WITH PERSON WHENEVER TRANSFERRED OR DISCHARGED

### Colorado Medical Orders for Scope of Treatment (MOST)

• FIRST follow these orders, THEN contact Physician, Advanced Practice Nurse (APN), or Physician Assistant (PA), for further orders if indicated.  
 • These Medical Orders are based on the person's medical condition & wishes.  
 • Any sections not completed implies full treatment for that section.  
 • May only be completed by, or on behalf of, a person 18 years of age or older.  
 • Everyone shall be treated with dignity and respect.

**A** CARDIOPULMONARY RESUSCITATION (CPR) **Person has no pulse and is not breathing.**

Check One Box Only

No CPR Do Not Resuscitate/DNR/Allow Natural Death

Yes CPR Attempt Resuscitation/ CPR

**B** MEDICAL INTERVENTIONS

Check One Box Only

Comfort Measures Only Do not Transport

Limited Additional and cardiac monitoring and ventilation. Transport

Full Treatment

**FILE OF LIFE**

KEEP INFORMATION UP TO DATE !!  
Review At Least Every Six Months!

REVIEWED AS OF MO. YR. Sex: M F

Phone #:

AGENCY CONTACTS

Phone #:

Phone #:

Living Will  
DECLARATION

... day of ... being of sound mind,  
... shall not be artificially prolonged.

... that my moment of death shall not be artificially prolonged.

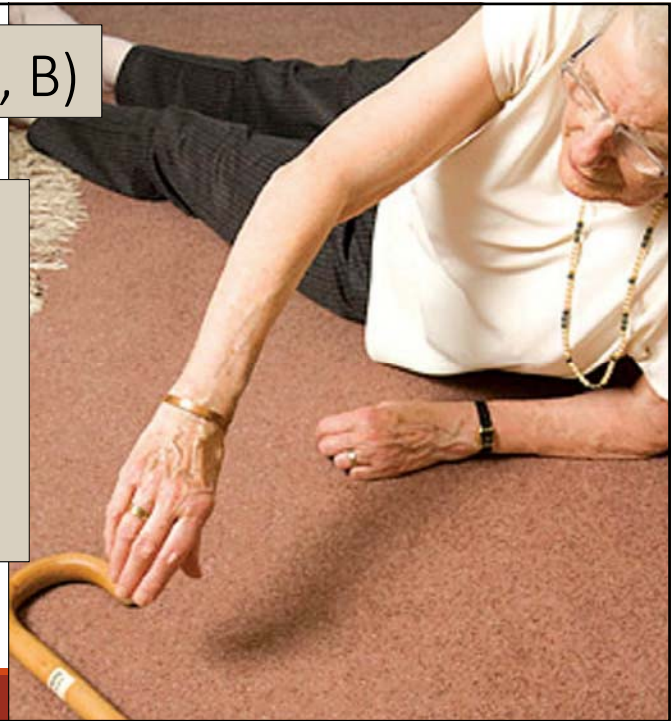
## Fall Prevention (A, B, C)

- ❖ One of every three adults age 65 or older is injured in a fall every year in the U.S.
- ❖ Falls are the leading cause of death in this age group.
- ❖ Falling is not a natural part of getting older.



## Self-Lift after Falling (A, B)

- Self-Assessment
- Reach for nearby devices
- Roll or scoot to sturdy furniture
- Arms, then legs
- Improving strength, balance, reaction time are essential
- Stepping On



## Hands-Only CPR (A, B, C)

- Many assisted living communities forbid staff from performing CPR
- Why not teach residents to fend for themselves?



## Home Fire Prevention (A, B, C)

- Cooking
- Smoking
- Electrical
- Smoke Alarms
- CO Alarms



## Gerontologic Pharmacology (A, B, C)


- Reactions to medications
- Metabolism of medications
- Medication interactions
- Talk with doctors



## ★ The IRS releases an annual list of tax scams to watch

# Cyber/Fraud Protection (A, B, C)

Under Construction



**Phishing emails:** The IRS does not initiate contact with taxpayers by email to request personal or financial information.

**Shady tax preparers:** will skim off their client's refunds, charge inflated fees, and promise guaranteed or inflated refunds.


**Two W2s:** You receive a letter stating you received wages from an unknown employer.

**Stolen SSN:** If your SSN is stolen, the thief may report income earned by them to the IRS using your info, making it appear as if you didn't report all of your income.


**Bogus websites:** The only true IRS website is: [www.irs.gov](http://www.irs.gov).

**IRS impersonation:** All kinds of media are used for IRS schemes during tax season - E-mail, phone, websites, even tweets!


★ **Identity thieves get your personal information by many different means, including:**




STEALING YOUR WALLET/PURSE



REQUESTING INFORMATION BY PHONE/EMAIL



LOOKING THROUGH YOUR TRASH



ACCESSING THE INFORMATION YOU PROVIDED ON AN UNSECURED WEBSITE

## If risk reduction was easy...

- We'd have fat budgets
- We'd have legions of soldiers
- But we don't
  
- We can't ignore these communities. These residents deserve our greatest efforts.
- We also can't apply the same old tools; we need new perspectives.







## Risk Reduction!

When people move into senior housing, they often lose their...

- Identity
- Freedom of movement
- Autonomy
- Meaning
- Ability to form and act on relationships
- Folly



"The only risk-free environment is a coffin, but who can live there?"  
—Dr. William Thomas



**60  
MINUTES**

**Surplus Safety?**

We don't want residents to get hurt or dead.  
We don't want to be cited by the state or feds.  
We don't want to be sued.  
We don't want to star in an episode of *60 Minutes*.

## Who Benefits from Managing Risk?

- Residents
- Families
- Staff
- Emergency Responders
- Code Enforcers
- Taxpayers
- Tax Users
- Insurance Companies
- Insurance Policy Customers



## Clearing a Path

- If we can manage risk in senior housing, we can manage risk for all housing.
- When we review plans, inspect buildings, design emergency plans, make evacuation decisions, etc., are we thinking about the other half of the population?



## Clearing the Path

- All people have some obligation to be responsible for their own safety.
- We are in a position to give people tools and skills for success.
- If we can collaborate with our elders to reduce risk, we can be successful with everyone.



## Lincoln Meadows

Opened in 2009

220 Residents (IL, AL, MC)

3-story Type V (wood truss)

190,000 square feet



## Some Roses, Some Thorns

1100 hrs, 5 January 2014

911: "Smoke in the kitchen"

Alarm Company: Fire in the kitchen

Below freezing temperatures

E44 and M44 arrived within 4 minutes

No evacuation:

"Residents were walking around the facility as if nothing was going on."



## 'More work needs to be done'

- Crew entered the kitchen: "Oh yea, we burnt some food."
- Executive Chef was in charge
- He said they burned food, "which happens all the time," and the alarm was from the kitchen.
- When asked why he ignored the evacuation plan, he said he was confident it was from the kitchen, there was no fire, so he stopped the evacuation.
- "I know there has been a lot of effort put into a fire alarm plan by the facility and SMFRA. Looks like more work needs to be done." --Capt. Lanigan

## Our Risk Reduction Toolbox

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Emergency Response

Education

Engineering

Enforcement

Economic Incentives

Empowerment

Evaluation

## Why is Aging Matters Working?

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- Risk-based
- Residents aren't ignored
- Staff is engaged
- Collaborative and Coordinated
- Not afraid of failure

## Lessons Learned

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- ✓ Build rapport
- ✓ Empower
- ✓ Top down not working? Go for grassroots
- ✓ Be in the resident's world, not mine
- ✓ Residents should be in a community that matches their needs
- ✓ More contact is better than less contact
- ✓ Staff changes require more contact
- ✓ Share AARs with responders

## Readiness for Risk

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"The art of war teaches us not to rely on the likelihood of the enemy's not coming, but on our own readiness to receive him; not on the chance of his not attacking, but rather on the fact that **we have made our position unattainable.**"

~Sun Tzu, 5<sup>th</sup> Century BC





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