

LSCO Times

MAY 2020

500 – 11 Street South, Lethbridge, AB T1J 4G7 • Phone: 403-320-2222 • www.lethseniors.com

*I love spring anywhere,
but if I could choose, I would
always greet it in a garden.*

– Ruth Stout





Executive Director

Rob Miyashiro
rmiyashiro@lthseniors.com

LSCO and the COVID-19 Pandemic

What a difference a few weeks makes!

At the end of February I was writing about the importance of attending our AGM that was scheduled for March 31...and on March 13 we closed LSCO to our members and the public in order to help stop person-person spread of COVID-19. Our doors may be locked, but we continue to provide necessary services to our members and the community.

Our almost full compliment of staff are busy, busy, busy:

- Meals on Wheels is running full steam ahead with our chefs, Brenda and Bonnie, preparing meals for over 130 customers. We have a dedicated, but smaller, COVID-19 corps of 35 volunteers continuing

to deliver meals to those in need, all supported by Natasha.

- Shawn and her fitness instructors are providing on-line classes, some recorded...and some live!
- Our front desk staff, Kari and Diane, are doing wellness checks on our members and are reassuring voices when people call us.
- Heather, LSCO Social Worker, and her new Seniors System Navigators—Amy and Kennedy, are providing face-to-face and telephone support to seniors requiring their help. These three have also partnered with support workers at Nord-Bridge and Lethbridge Housing Authority to provide a broader reach into the community.
- Joanne, LEARN Case Manager, continues to provide crisis support and links to services for those experiencing elder abuse.
- Shiloh, LSCO Volunteer Coordinator, is doing wellness checks with our volunteers and is working with Heather to get our volunteer income tax program (by telephone) operational.
- Sharon, Adult Day Program Coordinator, is doing wellness checks with

members and Adult Day Program participants.

- Chris, Finance Tech, is our very own Jack of All Trades. In addition to her duties in our finance office, Chris helps in the kitchen and with MoW!
- This writer is involved with many virtual meetings related to service delivery and sharing of information: Local services coordination effort of over 100 people from approximately 50 helping organizations, Alberta Age Friendly Communities of Practice, Alberta Seniors and Housing Stakeholders, Minister of Seniors and Housing Advisory Committee, Alberta Association of Seniors Centres, and Pan-Canadian Age Friendly Communities Reference Group.

I would like to thank all of the groups, companies and individuals who have donated goods and money to LSCO in the past month. Your gifts to us are very much appreciated and needed.

And lastly, I want to assure our members and our community that LSCO will continue to strive to be a leader in services and support as we have always been.

Please be safe. ★



New Meal Option for Meals on Wheels
Soup of the Day and Sandwich \$6.00

Monday: Ham & Cheddar
Tuesday: Turkey & Swiss
Wednesday: Beef & Cheddar
Thursday: Egg Salad
Friday: Ham & Swiss

Please phone in orders to LSCO by 12:00pm the day before
403-320-2222

LSCO Meals on Wheels would like to thank the volunteers and community for all of their support! We truly do appreciate it!

Meals on Wheels continues to deliver a hot nutritious meal, Monday through Friday, at a subsidized price. If you are in need of help, please do not hesitate to call! 403-320-2222.

SENIORS GOLF

Drop in every Tuesday and/or Thursday for 9 holes at Evergreen Golf Centre at 5225 – 24 Avenue South. Book your tee time by calling 403-329-4500. Golfers must have their own clubs.

Cost: \$11.00/person (includes GST) please pay at Evergreen



Good day!

I'm writing this the first week of April. I'm not sure when Lisette will be able to publish the *LSCO Times* again.

By now, probably like you, I've already learned as much as I ever wanted to know about viruses, pipelines and the world market for crude oil. The news is getting tiresome as is the isolation.

However, there's a strange calm that comes with the situation. Reminds me of the saying; we are human beings not human doings. It has given me time to reflect on what is necessary in life and what is just nice to have. Its also given me the opportunity to reflect on previous situations and what we learned from those experiences.



President's Message

Keith Sumner

I'm optimistic! Some good will come of this experience. I certainly can't simply go back to the way things were. I'm also certain there's going to be opportunities for change, some obvious and some very subtle. The key will be to recognize those opportunities and seize them.

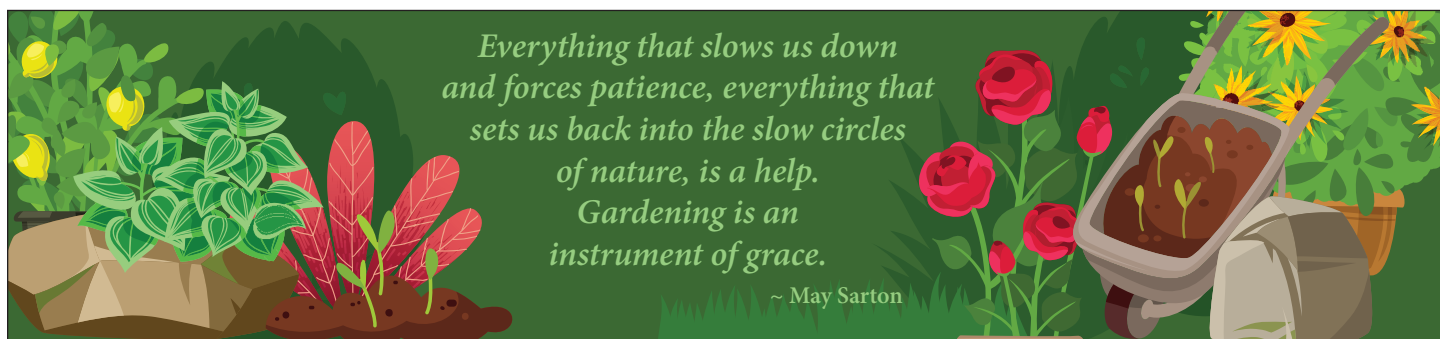
So, my challenge to you; join me in looking for those opportunities that will

enhance the LSCO's service to members. Share your ideas with the Board so we can discuss them and see if we can implement them or if our long-range plans need to be altered.

Most of our membership now are either Boomers or Gen X, we grew up in a constantly fast pace changing world. These next few months really won't be any different for us. Let's take advantage of the times.

I'd be remiss if I didn't take the opportunity to thank our staff and the Meals on Wheels volunteers who continued to work through the pandemic providing necessary services to our membership. I appreciate you!

Namaste! ★



“What should I Say?”

I've tried to write this article several times. I'd really like to write something, give some pearls of wisdom, you know ... “say the right thing” but I keep asking myself “What should I say?” What should be said to provide comfort, reduce the overwhelming sense of loss we are experiencing and make sense of this unprecedented time?! I've read articles and listened to experts talk about how to cope with loneliness, fear and loss related to covid19 but I still can't decide what I should say. All I know is that no matter your age, your family composition, your job or volunteer responsibilities, your health, financial or housing situation, this is hitting every single person in this city, province, country and world, hard. Emotions are high, complex and dynamic.

Some days are easier. We feel productive and occupied, satisfied with how we are managing, adapting to changes and making the best of the unknown. Other days are tough. We miss routine



LSCO Social Worker

Heather Bursaw
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and structure, we feel hopeless and ineffective and the smallest task seems unachievable. We miss our loved ones, our friends and neighbors, and those people we cross paths with who make us smile. We miss being independent and having the freedom to be who/where/how we want to be. We are overwhelmed by information on what we should or shouldn't be doing, where we can or cannot go, how to protect ourselves and others, making typically mindless decisions paralyzing. Even knowing whether or not to go outside has become a challenge. It's exhausting.

This will end. Eventually. Life will resume and we will begin the task of creating a “new normal” where we can reinvest in our relationships, resume the freedoms lost and make choices on how to move forward. We will all be changed by living through this. Some of us will become avid “hand washers”, others will embrace technology leading them to new ways of engaging and staying connected, and others may be awakened to seriously consider what is most important to them. There is no right or wrong way to survive during this time. All we can do is be kind to ourselves and the people within our community because we are all struggling.

If you are experiencing emotional challenges and need someone to talk to, LSCO has staff on hand, prepared to provide support.

If you are in distress and require immediate support, please contact the **Distress Line** of Southwestern Alberta @ **403-327-7905 or 1-888-787-2880.** ★

A big thank you

*to everyone who has donated
to MOW during this pandemic.*

Green 'n Yellow Group of Lethbridge
AVE Farms

Kinette Club of Lethbridge

Gujarti Society of Lethbridge & Area

Lethbridge College TRG Students

100 Companies that Care

10 individuals (who wish to remain anonymous)

The Rotary Club of Lethbridge

Lethbridge Food Bank Society &
Interfaith Food Bank have made
various donations of fresh produce.

Black Velvet Distilling Company has donated
hand sanitizers for the Meals on Wheels
Volunteers & LSCO Social Workers
who are in contact with seniors.

*thank you
for your awesomeness!*



**I'm fine, thanks.
What I really mean is...**



CMHA

Mental Health Week

**May 4-10,
2020**

Don't just get loud, **#GetReal**

Visit mentalhealthweek.ca for info and tools!

Spring and Summer Programs

MEMBERSHIP EXTENSIONS

LSCO will offer extensions to memberships due to the Covid-19 pandemic, provided that they were current prior to March 14, 2020. Extensions will reflect the number of weeks that LSCO was closed. For detailed information feel free to email shamilton@lethseniors.com.

GOLF

Lessons have been scheduled at Evergreen Golf Centre with tentative start dates as shown below. Please note: Registration will not be taken until Alberta Health Services has given Golf Courses permission to open. Limited space will be available (4 golfers per session). If you are interested in taking lessons please email shamilton@lethseniors.com indicating which session and lessons you would like to register including your name and phone number.

INTERMEDIATE GOLF LESSONS

Designed for the golfer with experience who needs a refresher of the basics as well as more in depth instruction. This class covers topics such as full swing, fundamentals, short game, and on course strategy. **1 hour lesson every week with the option to play 9 holes** after the lesson (same day play only – no rain checks, unless raining). Maximum 4 golfers.

When: **Session 1:**
Mondays, May 25 – June 22
Time: 1:00 – 2:00 pm
Fee: \$80 LSCO; \$95 NM

When: **Session 2:**
Wednesdays, May 27 – June 17
Time: 1:00 - 2:00 pm
Fee: \$80 LSCO; \$95 NM

LADIES ONLY BEGINNER LEVEL 1

Designed for the lady who has little to no experience. You will learn the complete basics of golf equipment, terminology, etiquette, putting, chipping, full swing and apply these skills on the golf course. Maximum 4 golfers.

When: **Session 1:**
Tuesdays, May 26 – June 16
Time: 1:00 – 2:00 pm
Fee: \$70 LSCO M; \$85 NM

LADIES ONLY INTERMEDIATE LEVEL 2

Designed for the lady who has golf experience. This class covers putting, green reading skills, chipping, sand play, driving, course management and provides drills for you to practice with. Lessons will be on range and on course. 1 hour lesson every week with the option to play 9 holes after the lesson (same day play only – no rain checks, unless raining). Maximum 4 golfers.

When: **Session 1:**
Thursdays, May 28 – June 16
Time: 2:15 – 3:15 pm
Fee: \$80 LSCO; \$95 NM

BEGINNER GOLF

Designed for the player who has little to no experience. Lessons cover basics of equipment, etiquette, putting, chipping, full swing and apply these skills on the golf course. Maximum 4 golfers.

When: **Session 1:** Fridays, July 3 – 24
Time: 1:00 – 2:00 pm
Fee: \$70 LSCO M; \$85 NM

When: **Session 2:** Fridays, August 7 – 28
Time: 1:00 – 2:00 pm
Fee: \$70 LSCO M; \$85 NM

INTERMEDIATE GOLF

Designed for the golfer with experience who needs a refresher of the basics as well as more in-depth instruction. This class cover topics such as full swing fundamentals, short game and on course strategy. 1 hour lesson every week with the option to play 9 holes after the lesson (same day play only-no rain checks, unless raining). Maximum 4 golfers.

When: **Session 1:** Fridays, July 3 – 24
Time: 2:15 – 3:15 pm
Fee: \$80 LSCO; \$95 NM

When: **Session 2:** Fridays, August 7 – 28
Time: 2:15 – 3:15 pm
Fee: \$80 LSCO; \$95 NM

SENIORS GOLF

Drop in every Tuesday and/or Thursday for 9 holes at Evergreen Golf Centre at 5225 - 24 Avenue South. Book your tee time by calling 403-329-4500. Golfers must have their own clubs.

Cost: \$11.00/person (includes GST)
pay at Evergreen

Upcoming Classes

UPCOMING CLASSES

A variety of classes will be offered through the spring and summer. Days and times will be similar to those that were offered January – March. Please check frequently on the LSCO website and Facebook page for additional information or e-mail shamilton@lethseniors.com and ask that you be forwarded updated information.

CLASSES at HOME

Some of LSCO's instructors are presently offering classes online or providing ideas /suggestions to keep you busy whether it is art, exercise, etc. If you would like more information please contact Shawn Hamilton.

HEY YOU!
I'M THE FITNESS FAIRY

I JUST SPRINKLED
MOTIVATION
DUST ON YOU

NOW GO ON
AND MOVE
THIS STUFF IS
EXPENSIVE

~~I'm tired~~
~~It's too cold~~
~~It's too hot~~
~~It's raining~~
~~It's too late~~
Let's go



LETHBRIDGE
Senior Citizens
ORGANIZATION

NEED HELP!
403-320-2222

TAX RETURN ASSISTANCE

LSCO will be offering free assistance with simple tax returns to seniors aged 65+ with an income threshold of \$35,000 (single) and \$45,000 (couple).

PHONE BASED INCOME TAX PROGRAM

Assistance available to those who meet the following criteria:

- ① simple tax returns only
- ① seniors only (aged 65+)
- ① consent, SIN and tax details will be collected over the phone to avoid the need for face to face contact
- ① **if you are uncomfortable with this arrangement or would have difficulty providing these details over the phone this may not be the best option for you**
- ① income threshold single – \$35,000 couple \$45,000

NOTE: Revenue Canada has extended the 2020 income tax deadline given pandemic limitations.

CALL TO MAKE AN APPOINTMENT FOR THE PHONE BASED INCOME TAX PROGRAM

403-320-2222

Seniors System Navigators

Hello! I would like to introduce myself to so many of you that I have not yet had the pleasure of meeting. My name is Amy Labossiere and I am one of the new Senior Systems Navigators. I am originally from Kenora, Ontario but spent much of my life in Medicine Hat before moving to Lethbridge in 2011. I am a Registered Social Worker that graduated with my BSW in 2019 and a B.A Psychology in 2017.

While we are living in unique and trying times, I am saddened that there will be a delay until I can meet you all in person. Despite the current limitations, I am thrilled to be part of this wonderful organization and to be able to be a resource for all of you. By the way... I have been told that you are all pretty amazing humans! Many of you have probably received wellness calls from various members of our LSCO team. I have spoken with a handful of you over the phone in our wellness calls as



Seniors System Navigator

Amy Labossiere
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403-320-2222 ext. 25

we make our way through our member list, and I have come to find the word around here could not be more true! I have had the pleasure of speaking with many incredible, kind and resilient individuals. We are still working through the list, so I look forward to speaking with and getting to know more of you!

LSCO now has two Social Workers working as Seniors System Navigators. I am pleased to be working alongside Kennedy Coston who was previously the Social Work Student doing her practicum at LSCO. Kennedy has temporarily

been hired on to offer increased support during the demands created by the COVID-19 pandemic. As Senior System Navigators, we are here to offer support to those needing connections to other community resources, or assistance with service planning to ensure emotional and physical wellbeing is met. Are you feeling anxious and stressed about the implications of COVID-19? Or, maybe you need some help navigating daily tasks that are no longer simple because of COVID-19 restrictions? Give us a call! Right now we are receiving calls that range in requests; anything from food security, financial hardships, to housing concerns, and more. We understand that many people are faced with various challenges which are compounded by the current COVID-19 situation. Please don't hesitate to reach out to us so we can help you get what you need!

403-320-2222 and ask for Amy or Kennedy! Take Care and Stay Safe! ★

IT'S TIME TO APPLAUD OUR VOLUNTEERS.

VOLUNTEER APPRECIATION WEEK

NATIONAL VOLUNTEER WEEK

April 19-25, 2020

Thank You ~ We appreciate you every day!

Thanks and Gratitude

Hello to our members and volunteers from the volunteer office!

Although the volunteer program is temporarily suspended, the staff at LSCO are working together to coordinate services, provide social support to seniors and facilitate the growth of our Meals on Wheels program. As we all transition through this together, I am inspired by your stories and your acts of kindness and compassion to others in our community.

We were able to complete our flower and bulb fundraiser. Delivery to LSCO is on time and anticipated the last week in April. I will be calling those who



Volunteer Coordinator

Shiloh Sabas
volunteer@lethseniors.com
403-320-2222 ext. 31

ordered and coordinating pick up and/or delivery times. Our annual volunteer appreciation dinner will be rescheduled for a later date.

I want to extend my thanks and gratitude to our community, LSCO members

and to our volunteers. My appreciation and admiration grows each day for the staff at LSCO. We are working as a team to reach out and connect with all of you, especially with our more vulnerable seniors. If you need to connect with us at LSCO or know a senior that could use support, we encourage you to call us. We are here Monday-Friday 7:00 am – 3:00 pm.

Stay safe, encourage each other, and reach out to others if you need help.

My thoughts and heart are not far from you all and I look forward to the time we can meet again. ★

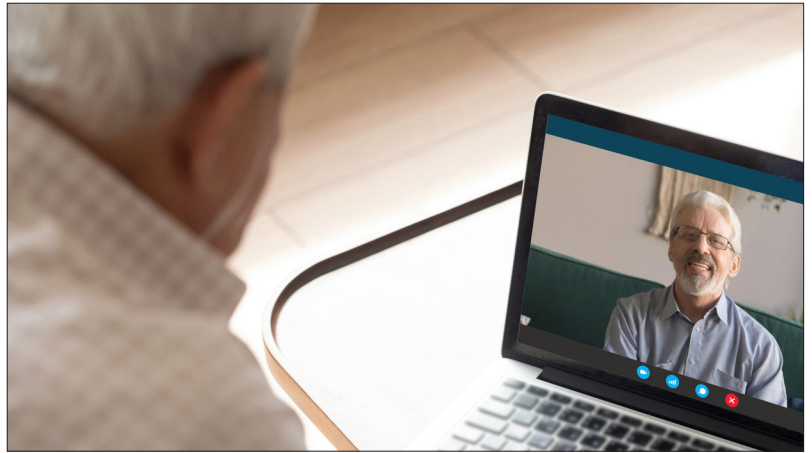
Computer Corner

by Sjoerd Schaafsma

Conferencing Apps for Seniors

In this time of lockdown and staying at home, it's important not to get cabin fever. If you are reading this you must be one of the 2/3 of seniors who have internet access, and if not already using video conferencing you may have the hardware and software to do so.

The internet and the news are abuzz with the use of video conferencing to stay in touch with the outside world. The crunch for many of us who regularly use the internet is to learn to use unfamiliar software, and sometimes hardware.



Hardware

If you have a smart phone or a laptop made in the last 10 years, you probably have a camera, microphone, and speakers. If you don't have a webcam yet, it may be hard to find one. As I write this mid April, the demand is still extremely high, most stores and online suppliers are sold out of reasonably priced consumer level webcams.

- *If you don't have a camera you can still use some conferencing apps with audio only. Using a hands free head set is the best option.**
- far as I've been able to tell, ALL these apps have the ability to work on PCs, tablets, and smartphones, you'll need to obtain the version appropriate to your device.

Software

The good part of all this software is that much of it is free and in many cases already installed on your device. Because of the heavy demand on some of these apps, one may work better than others at any time. They are all receiving heavy use, what works now may not by the time this article is published.

Support Software

To give and receive technical help, the Teamviewer app for desktop or mobile allows a remote computer to control another device running Teamviewer. I find it works best on the desktop. This is secure software as long as you trust the person to whom you are giving control.

Teamviewer Download: <https://www.teamviewer.com/en/download/windows/> When asked, I have always skipped registration.

Free Video Conferencing Apps

In alphabetical order. A brief note on each including a link to a "how to" web site with more details are included below.

CISCO Webex Meetings

Up to 100 participants for an unlimited duration. Webex allows users to use a standard telephone to join any conference. Participants who want to use their webcams have a choice of website, dedicated desktop apps, or mobile apps for iPhone and Android (complete with their own screen sharing features).

How to: <https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings#Get-Started>

Note the difference in the following two apps. *Facetime* – Is an apple program, for iPhones, iPads and Mac PCs. *Facebook Messenger* – is the messenger app used by Facebook. It is NOT the same as iOS (Apple) Messenger!

Facebook Messenger

Requires a Facebook account.

How to video: <https://www.youtube.com/watch?v=gvNpyt2oEdA>

Facetime

If you own an apple device, be it iPhone, iPad or a Mac. You can chat with up to 32 people at a time.

How to video: <https://www.youtube.com/watch?v=4s1vNywzw-Q>

To chat with multiple users it helps to put them into a message group.

How to text version: <https://support.apple.com/en-ca/HT209022>

Free Conference

Up to five video participants and 1000 audio participants for an unlimited duration.

How to: <https://www.freeconference.com/faq/online-web-meeting-apps#faq-wc-02>

Google Hangouts

Supports up to 10 participants for an unlimited duration.

Requires a free Google account, can be used in most web browsers, or via the Google Hangouts apps for iPhone and Android.

How to: <https://support.google.com/hangouts/answer/3115553?co=GENIE.Platform%3DDesktop&hl=en>

Skype

Up to 50 participants for an unlimited duration. You'll need a free Skype account. Works on most devices.

How to video: <https://www.youtube.com/watch?v=NRcb3uB3Jac>

How to Group call video: <https://www.youtube.com/watch?v=kMay2WLPXAg>

How to text version: <https://support.skype.com/en/faq/FA10613/how-do-i-make-a-call-in-skype>

Zoom Meetings

Supports up to 100 participants for 40 minutes, 3 participants or less for an indefinite time.

Be careful of where you download from. The first 4 hits on a Google search were for 3rd party advertisers.

Get the software directly from: <https://zoom.us/download>

How to: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

How to text version: <https://www.theverge.com/2020/3/31/21197215/how-to-zoom-free-account-get-started-register-sign-up-log-in-invite>

Overview of free video conferencing apps

<https://www.howtogeek.com/661906/the-6-best-free-video-conferencing-apps/>

Computer Club Notes

The computer club has been running group Zoom conferences to keep in touch and help each other with computer questions.... *Including video conferencing.*

To subscribe to the computer club email list, or if you have questions about the Computer Club.

Email: computerclub@lethseniors.com

COVID-19 Fraud and Scam Alert

COVID-19 Fraud and Scam Alert Protect yourself, beware of:

- **Unsolicited calls, emails and texts** giving medical advice or requesting urgent action or payment
 - If you didn't initiate contact, you don't know who you're communicating to o Never respond or click on suspicious links and attachments o Never give out your personal or financial details
- **Unauthorized or fraudulent charities** requesting money for victims, products or research
 - Don't be pressured into making a donation o Verify that a charity is registered
- **Spoofing and Phishing**
 - Spoofing is disguising a phone number someone is calling from to make it to look like a legitimate business
 - Phishing is when a website link appears to be real but will lead you to a website that also appears to be real but is used to gain personal information
- **High-priced or low-quality products** purchased in bulk by consumers and resold for profit. These items may be expired and/or dangerous to your health
- **Questionable offers**, such as miracle cures, herbal remedies, vaccinations, faster testing



LEARN Case Manager

Joanne Blinco
learn@lethseniors.com
403-394-0306

- **Fake and deceptive online ads**, including:
 - cleaning products
 - hand sanitizers o other items in high demand
- Anyone requesting payment or donation in the form of gift cards

Reported scams

Criminals are posing as:

- Cleaning or heating companies
 - offering duct cleaning services or air filters to protect from COVID-19
- Public Health Agency of Canada
 - giving false results saying you have been tested positive for COVID-19
- Red Cross and other known charities
 - offering free medical products (e.g. masks) for a donation
- Door-to-door sales people
 - selling household decontamination services o offering fast COVID-19 tests

- Selling fraudulent products that claim to treat or prevent the disease
- Employment Insurance/Government of Canada
- Offering cash as part of the federal government's Emergency Response Benefit
 - If you didn't apply, then you will not be receiving this
- Grandchildren
 - caller says they need money from grandparent for medication or other forms of support because they have contracted COVID-19

Pay attention. Say no or I will call you back. Check in with someone you trust. Report to police.

Sources: Canadian Anti-Fraud Centre Alberta Council on Aging ACA 04.07.2020 www.acaging.ca

I work full time Monday to Friday from 8:00 am – 4:30 pm. So if you, or someone you know is experiencing elder abuse, please give me a call. **When it comes to Elder Abuse, silence is not an option.** 403-394-0306 or email learn@lethseniors.com ★

The Lethbridge Elder Abuse Response Network (LEARN) is a collaboration of human service organizations working together to educate and support senior citizens at risk of or experiencing abuse. For more information or to report a concern, please contact the LEARN Case Manager, Joanne Blinco 403-394-0306 or e-mail: learn@lethseniors.com.

Virtual Tours Can Whisk You to Ancient Egypt

Egypt's Ministry of Tourism and Antiquities lets you see the sites virtually

Have you ever wanted to visit Egypt but never had the chance? Counterintuitively, quarantine might be the best time to do so now that Egypt's Ministry of Tourism and Antiquities has posted links on its Facebook page (<https://www.facebook.com/moantiquities/>) that let you take virtual tours of the country's wonders – for free!

With the help of 3-D modelling from Harvard University, the ministry has created tours that let you "walk" through ancient Egyptian civilization sites, all scanned in high-resolution detail. To explore, all you need to do is click hotspots on the floor. Tours of the tombs include background information on the lives of those entombed.

The oldest of the historical wonders is the tomb of Queen Meresankh III. Her sarcophagus, which is

actually kept at the Egyptian Antiquities Museum, has been digitally reconstructed for the virtual tours. It's in an underground burial chamber accessed by a spiralling narrow stone stairway featuring wall carvings of hunters catching water-birds, bakers making bread, and servants bearing offerings. The tomb itself showcases 10 statues of women standing shoulder to shoulder.

The second tomb is that of the scribe Menna, located near the town of Luxor. The colourful paintings on the walls have made it one of the most visited sites, and unfortunately all the paintings of Menna have been defaced. According to the tour, ancient Egyptians believed that paintings of people contained their souls and "destroying the face would 'deactivate' the image." It's been

said that the tomb site has been used to communicate with the dead.

The other tours include the Red Monastery, a Coptic Orthodox Christian church covered in elaborate murals, the Mosque-Madrassa, which boasts an open-air court and is known for its innovative architecture, and the Ben Ezra Synagogue in Old Cairo, which is a treasure trove of historical and religious documents and is said to be the site where Moses was found as a baby.

"Experience Egypt from home," the Ministry of Tourism and Antiquities urges on Facebook. "Stay home. Stay safe."

By Erika Morris

April 20, 2020

Goodtimes Magazine, goodtimes.ca