

senioraffairsdallas

A newsletter by the City of Dallas Office of Community Care, Senior Services



Letter from the Senior Services Staff

As we wrap up a new way of enjoying the summer season, we want to ensure seniors remain safe and well in harsh weather conditions. No one is immune to the effects of summer weather, but our senior population is more vulnerable to the effects of hot temperatures.

Here are a few tips to protect yourselves from extreme heat:

- Keep the temperature in your home on a cool, comfortable setting and closing window shades when it gets too hot.
- Take care of your mental, emotional and physical health:
 - Participate in activities that promote physical well-being and improve mood, like listening to music and meditation.
 - Ensure that outdoor activities are done outside of the sun's peak hours (early morning and late afternoon).
 - Stay hydrated! Drink plenty of fluids, especially water.

Although COVID-19 has changed how we enjoy the summer, social distancing doesn't have to mean social isolation. In this issue, Adult Protective Services shares information on services they offer, highlighting the importance of preventing social isolation to create stronger, healthier communities. To prevent social isolation, stay in touch with friends, family members and neighbors while practicing the following safety measures:

- Wear face coverings in public and while visiting others
- Wash your hands frequently for 20 seconds with soap and water.
- If water and soap are unavailable, use hand sanitizer with at least 60% alcohol.
- Always keep a distance of 6 feet from others. If you or someone you know show COVID-related symptoms, consult a healthcare professional and seek testing at a COVID-19 testing location listed in this issue.

Also, in this issue, the Alzheimer's Association provides some resources for those in need of assistance and information regarding Alzheimer's and Dementia. The Alzheimer's Association understands the importance of people recognizing early signs in themselves and loved ones, and how crucial it is that they discuss signs with their doctor. For people living with dementia during COVID-19, visit The Centers for Disease Control and Prevention's (CDC) [website](#) for additional resources.

We have great news regarding transportation for seniors! The City of Dallas' Senior Medical Transportation Program has partnered with Dallas Area Rapid Transit (DART) through its DART Rides Rider Assistance Program (RAP) to provide transportation services! This issue provides an overview of changes and how to apply for the program.

The Dallas Police Department will keep you safe by providing some important safety tips, information on COVID-related scams, and more community resources as well as an update on the Senior Affairs Commission (SAC).

We hope you have enjoyed your summer so far and always stay safe, healthy and happy!

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Senior Medical Transportation Program (SMTP) Transition to Dallas Area Rapid Transit (DART)



The City of Dallas' Senior Medical Transportation Program updated its client service model to provide clients an on-demand service in partnership with Dallas Area Rapid Transit (DART) through its DART Rides Rider Assistance Program (RAP). This new service model allows participants to schedule same-day services directly through DART using a reloadable program debit card. This transition means there were several changes to how clients use the program, including how to schedule rides and the ability for a client to manage and schedule their services.

Since May 1, 2020, the City NO longer schedules rides for the Transportation Program, and ALL current clients must go through DART's application process to qualify for transportation services.

Criteria includes:

- Be age 65 or older OR have a certified disability, but not eligible for DART Paratransit Services and
- Present proof of residency (such as a government ID, a recent utility bill or other documentation to verifying residency) and
- Have NO other means of transportation available to you (for example DART Paratransit Services).

Once this verification is approved by the program, eligible residents may purchase up to \$100 in Rider Assistance Program (RAP) value each month. Once the debit card is received, clients must go to www.DART.org to register the card. By registering, riders will be able to check the card balance at any time and recover the value in the event a card is lost or stolen.

During the first six months, the City of Dallas will fund the total cost with the reloadable program debit card. Starting the seventh month, each rider will be required to provide 25% of the card balance. The value may be added in \$5 increments up to \$25 per calendar month.

The program operates during the same hours as DART's Paratransit, fixed-route bus, and rail service which is approximately 5 a.m. to 11 p.m. seven days a week and is intended for travel in the DART service area. This program will continue to be a service of LAST RESORT.

To schedule a ride, clients may advance schedule and/or call up to an hour ahead of time, but vehicles usually arrive within 20-30 minutes of the call. A variety of vehicles will operate the program and not all vehicles are wheelchair accessible. Accessible service must be requested at the time of scheduling. Please contact DART's Rider Assistance Program at www.DART.org or call 214-828-6717 for more information.

DART will need the following for you to transition:

- Proof of age (photo ID, driver's license)
- Proof of residency within the city of Dallas (utility bills, lease)
- Proof of disability (social security letter, medical provider letter)

ALL DOCUMENTS MUST BE MAILED TO:

DART - DART Rides
P.O. Box 660163
Dallas, Texas 75266-7271

Dallas Police Department

PROTECT YOURSELF AGAINST CRIME AND COVID-19

SUMMER SAFETY REMINDERS FOR SENIORS

Submitted by: Felecia Foster, Community Outreach Representative, Dallas Police Department

As we experience the Coronavirus pandemic and the national *Black Lives Matter* movement, this summer season has looked and felt different for many. Even amidst these concerns, Dallas Police Department is still prioritizing the safety of Dallas residents. Below, we've listed everything you need to continue having a safe and healthy summer during these unprecedented times.

SUMMER SAFETY TIPS

- Hide your belongings, lock your car, and take your keys. Never leave valuables in your car, even overnight.
- Be alert. Change up your daily outdoor exercise (walk) routine.
- Make sure your home is secure.
 - Repair broken locks or windows.
- Test your fire alarm and burglar alarm systems to ensure they work properly.
- Never go to sleep or leave home while cooking.
- Never let anyone you do not know into your home.

COVID-19 SCAMS

- Never pay for a COVID-19 test via phone or door-to-door solicitors. This is a scam.
- Do not give your SSI or Medicare information to verify COVID results. It's an attempt to steal your info.
- Do not share banking or personal information to a stimulus check deposited from the IRS.
- Report all fraud and scam attempts to the police.
- Be vigilant in safeguarding your identity. Hang up the phone if you are asked for personally identifiable info.

COMMUNITY RESOURCES

- To report suspicious activity, call 214-671-4TIP.
- For COVID-19 related needs, contact the Resources Hotline at 214-670-INFO.
- Free Food Distribution-Harmony Food Pantry 214-467-6712.
- To file an anonymous report with the DPD, download the iWatch Dallas APP.
- Call 911 if you are the victim of a crime. Report it immediately.
- Remember, stay home if you are sick, wash your hands, wear a mask, and social distance 6 ft.

For more information, contact the Office of DPD Community Affairs at 214-671-4045.

Adult Protective Services

Submitted by: Katrina Wall-Briggs, APS Community Engagement - DFW

THE LAST FEW MONTHS HAVE BEEN CHALLENGING FOR EVERYONE, BUT THEY HAVE BEEN ESPECIALLY HARD FOR OUR SENIORS.

Adult Protective Services works to eliminate elder abuse and neglect and raise awareness on how we can prevent abuse and neglect from happening in the first place. Older adults and those with disabilities live alone or depend on others for their care. This can put seniors at risk for abuse, neglect, and financial exploitation. During these unprecedented times of COVID-19, it is imperative to reach out and check on our seniors while practicing safe social distancing methods. Maybe family members have stopped visiting, so now our seniors find themselves isolated and alone. Aging adults may no longer be able to provide for their health and safety during this time. They may be living in unsanitary conditions, without running water or can't meet their basic daily needs or they may need medical attention. We can be their champions by recognizing and reporting any mistreatment. Their welfare is everyone's business.

Stopping Adult Abuse is Everyone's Business

EveryonesBusiness.org

Be a champion for older Texans and those with disabilities.

Millions of Texans are 65 years or older or have a disability, and protecting them from abuse, neglect, and financial exploitation is everyone's business.

Texas Abuse Hotline

800-252-5400
TxAbuseHotline.org



TEXAS
Department of Family
and Protective Services



I encourage you to learn more at everyonesbusiness.org and educate yourself on the signs of elder abuse. Take a moment to pick up the telephone and call on elderly neighbors, friends or family members to make sure they have enough groceries on hand, their A/C is working properly or offer to help them with yard work.

If you suspect abuse, neglect, or financial exploitation of an adult with disabilities or an elderly person who is 65 years or older, report it by calling 1-800-252-5400 or online at: www.txabusehotline.org.

Early Stage Alzheimer's Disease

Submitted by: Scott Finley, Mgr. Media Engagement - Texas, Alzheimer's Association

You may have spoken with someone living with Alzheimer's disease

recently and may not have realized it. This is because changes in the brain related to Alzheimer's begin years before any signs of the disease. This period, which can last for years, is referred to as preclinical Alzheimer's disease.

As these changes continue, many develop Mild Cognitive Impairment (MCI). People with MCI due to Alzheimer's disease have evidence of Alzheimer's brain changes plus subtle problems with memory and thinking. When the early changes of Alzheimer's occur, the brain compensates for them, enabling individuals to continue to function normally.

Not everyone who is diagnosed with MCI will go on to develop dementia due to Alzheimer's, but many people will. Individuals with dementia due to Alzheimer's experience multiple symptoms that change over years. Symptoms reflect the degree of damage to nerve cells in different parts of the brain.

alzheimer's  association[®]

800.272.3900 | alz.org[®]

The pace at which symptoms of dementia advance from mild, to moderate, to severe, differs from person to person. During the mild phase of Alzheimer's dementia, an individual may still be able to drive, work, and participate in favorite activities. Most people can function independently in many areas but are likely to require assistance with some activities to maximize independence and remain safe.

Common early difficulties may include:

- Coming up with the right word or name
- Remembering names when introduced to new people
- Having difficulty performing tasks in social or work settings
- Forgetting material that was just read
- Losing or misplacing a valuable object
- Experiencing increased trouble with planning or organizing

Symptoms may not be widely apparent at this stage, but friends, family, or others close to the individual may notice such difficulties.

Alzheimer's disease is not normal aging. If someone is recognizing early signs in themselves or someone they love, it is critical that they discuss signs with their doctor. Early detection allows an individual to actively participate in their own care planning and make important legal and financial decisions. During a detailed medical interview, doctors may be able to detect problems in memory or concentration.

If you have a question about Alzheimer's disease, call the Alzheimer's Association 24/7 helpline at 800-272-3900 for more information or go to alz.org.

For information on younger-onset Alzheimer's, visit www.alz.org/help-support.

Office of Community Care, Senior Services Program Update

The senior services staff continues to provide referrals and information to seniors 60 and over that live in the city of Dallas, needing resources for:

Elder Abuse
Housing
Health and Dental Care
Utility Assistance
Transportation and other Social Services
and Senior-Related Issues



Our biggest concern is the safety of older adults and staff. Staff is working remotely and developing creative ways to continue providing outreach to the community while practicing social distancing.

The senior services staff has also updated the Senior Housing Options Guide, a resource for affordable housing options for seniors. The updated resource is now available at the [Office of Community Care website](#).

For assistance, please call our Senior Services Main Line at 214 670-5227.



Senior Affairs Commission Update



The Senior Affairs Commission (SAC) is a 15-member advisory board appointed by the Mayor and City Council to help ensure the provision of services to the elderly. They meet once a month, except in July.

Due to COVID-19, and for the safety of Commissioners, Staff, and Citizens, the SAC had their first virtual meeting on Monday, June 22, 2020, and citizens had the opportunity to call in. Pictured here on the right is Chair Black during the virtual meeting.



The guest presenters included Daryl D. Quarles, Service Area Manager-Senior Program Division, Parks and Recreation (seen below during the virtual meeting); Heather Lowe, Adult Services Administrator-Dallas Public Library; Jessica Galleshaw, Director of the Office of Community Care; and Ana Camacho, Manager, OCC Senior Services Program. The presenters provided updates and information regarding changes in City services and operations due to COVID-19.



Commissioner Kline, Funding Priorities Ad Hoc Sub-Committee Chair, reported on the progress of said Ad Hoc Sub-Committee over the past three months. The committee assembled a list of traditionally provided programs, discussed service priorities, and how the COVID epidemic is affecting seniors. Recommended priorities were outlined in their report, emailed the prior week to the Commission for their review. The Funding Priorities Report was unanimously approved and will be transmitted to the Mayor, Council, and City Manager. The next SAC meeting is scheduled for Monday, August 24, 2020, at noon.

For more information about the SAC and/or the Sub-Committees, and meeting dates and locations, please call 214-670-5227 or visit the following link:
dallascityhall.com/government/meetings/Pages/senior-affairs-commission.aspx

Resources for COVID-19

DALLAS COVID-19 DRIVE-THRU TESTING

LOCATIONS:

Ellis Davis Field House
9191 S Polk St.
Dallas, TX 75232
8 a.m. to 5 p.m.*
* or until daily testing capacity is reached

Eastfield College
3737 Motley Dr., Lot P8
Mesquite, TX 75150
7 a.m. to 1 p.m.*

Open Monday to Saturday

Must be a city of Dallas or Dallas County resident with address verification (example: utility bill, library card).

For testing criteria visit dallascityhall.com/covid19 or call 214-670-INFO(4636)



Starting July 15, both COVID-19 drive-thru testing locations are open exclusively for Dallas city and county residents. Test results will be delivered in 48 to 72 hours. View testing criteria at: dallascityhall.com/covid19 or call 214-670-INFO for more information.

Desde el 15 de julio, ambos locales para test de COVID-19 en auto, abrirán sólo para residentes de Dallas y del condado. Los resultados del test se entregarán en 48 72 horas.

Ver criterios de prueba en: dallascityhall.com/covid19 o llame al 214-670-INFO para más información.

TEST DE COVID-19 EN EL AUTOMÓVIL

LUGARES:

Ellis Davis Field House
9191 S Polk St.
Dallas, TX 75232
8 a.m. a 5 p.m.*
* o hasta que se agote la capacidad de pruebas diarias

Eastfield College
3737 Motley Dr., Lot P8
Mesquite, TX 75150
7 a.m. a 1 p.m.*

Abierto de lunes a sábado

Debe ser residente de la ciudad de Dallas o del condado de Dallas, con documentación que verifique su dirección (ejemplos: una factura de servicios públicos o carnet de la biblioteca).

Para conocer los criterios de pruebas visite dallascityhall.com/covid19 o llame al 214-670-INFO(4636)



For more senior-related information on COVID-19 and additional resources, visit: dallascityhall.com/covid19

For updated COVID-19 information from the CDC, visit: cdc.gov/coronavirus.

Special Thanks

T.C. Broadnax
City Manager

Jessica Galleshaw
Director, Office of Community Care

Candy Coblyn
Manager, Office of Community Care

City of Dallas Communications,
Outreach, and Marketing Office

Felecia P. Foster
*Community Outreach Representative, Dallas
Police Department*

Katrina Wall-Briggs
APS Community Engagement – DFW

Scott Finley
*Mgr. Media Engagement – Texas
Alzheimer's Association*

Imelda Aguirre
*Coordinator, Programs, and Services
Alzheimer's Association, Dallas and
Northeast Texas Chapter*

Dallas Area Rapid Transit (DART)

Office of Community Care /
Senior Services

Ana Y. Camacho
Senior Services Manager / Editor

Myckycle Hart
Caseworker II

Lynn Jenkinson
Caseworker II

James Ramirez
Caseworker II

Senior Affairs Commission (SAC)



City of Dallas
Office of Community Care Senior Services
2828 Fish Trap Rd | Dallas, Texas 75212
214-670-5227