

Senior News

Georgia

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May 2022
Vol. 36, No. 5

VA recognizes Michelle D. Lord as National HeRO Awardee for commitment to patient safety!

Special to SeniorNewsGeorgia

Submitted by James W. Huckfeldt
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Carl Vinson VA Medical Center
Dublin, Georgia
James.Huckfeldt@VA.gov

The U.S. Department of Veterans Affairs (VA) announced it will honor

Veterans Health Administration (VHA) National HeRO Awardee Michelle D. Lord from Carl Vinson VA Medical Center for their contributions to VHA's Journey to High Reliability March 18, 2022.

VHA's enterprise-wide Journey to High Reliability aims to continuously improve its processes by maximizing patient

safety and reducing harm to restore trust and ensure every Veteran receives the high-quality care they deserve. The awardees were recognized for their safety efforts and process improvement initiatives to provide the best possible care to Veterans every time.

"I am immensely proud of the work Michelle has accomplished," Carl Vinson VA Medical Center Director Manuel Davila said. "Receiving a HeRO Award means our staff members have embraced High Reliability Principles and practices by continuously improving our processes to ensure VHA delivers the best care possible. Veterans have a champion on their side when it comes to Michelle."

All ten teams and individuals were nominated by their leadership in one of five categories: Clinical Individual from a Veterans Integrated Service Network (VISN) or Facility, Non-Clinical Individual from a VISN or Facility, Clinical Team from a VISN or Facility, Non-Clinical Team from a VISN or Facility, and Individual or Team from VHA Central Office.

The National HeRO Award is the highest level of HRO recognition available within VHA and is reserved to honor employees who advance VHA's Journey to High Reliability through demonstration of VHA's HRO Principles in action.

Learn more about VA's Journey to High Reliability at VA National Center for Patient Safety.

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Homegrown Natural Dye Garden Project

Special to *Senior News Georgia*

Submitted by Corrie Bryant-Habib, Homegrown Natural Dye Garden Project Coordinator, Board of Directors, Southeast Fiber Arts Alliance

Southeast Fiber Arts Alliance, SEFAA, is organizing its inaugural "**Homegrown Natural Dye Garden Project**" to support individual fiber artists interested in growing natural dye plants and learning more about creating eco-friendly textile dyes from locally available natural materials. Each participant is encouraged to grow as many or as few dye producing plants in their landscaping, vegetable garden, or even in a patio pot!

The project is for any and all, whether you are an experienced dyer and have a green thumb or if you are new to the process. SEFAA is providing a dedicated Facebook group for support, knowledge from our local experts, assistance with plant cultivation, and connection with other area enthusiasts. The culmination of the growing project is the opportunity to join our "**Day to Dye For**" at the SEFAA center in Chamblee on October 29!

We will share our dye materials and make community dye pots with our crowdsourced, homegrown dye plants. Participation in the project is free and registration, including links to the Facebook group and much more information, is encouraged at www.fiberartsalliance.org... select the Participate button on the home page.



Georgia Dermatology & ☺

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Senior News & Views of Georgia

Taking Care

How to foster resilience as a caregiver!

by LISA M. PETSCHÉ
lmpetsche@gmail.com

Although it has its rewards, caring for a chronically ill or frail older relative can be physically, psychologically and emotionally demanding.



Lisa Petsche

The caregiving journey is particularly challenging when it continues over a long period of time, and when the elder has a progressive disease, complex needs, a demanding personality or mental impairment.

Some caregivers seem to cope better than others with the ups and downs of providing care. The reasons can be varied, but one of them has to do with resilience.

The Merriam-Webster dictionary defines resilience as "an ability to recover from or adjust easily to misfortune or change."

If you are a caregiver, read on to learn about strategies for fostering resilience. They can help you cope with the ongoing stress and periodic crises involved in caring for someone who has a chronic illness.

Accept the reality of your relative's disease. Denial will prevent you from moving forward.

Learn as much as possible about the illness and its management, and educate family and friends to help them understand. Being informed is empowering.

Hope for the best possible outcome but prepare for the worst case scenario.

Pick your battles; don't make a major issue out of every concern.

Use positive self-talk. Emphasize phrases such as "I can," "I will" and "I choose."

Do things that bring inner peace, such as meditating, reading, writing in a journal or listening to music.

Create a relaxation room or corner in your home – a tranquil spot you can retreat to in order to rejuvenate.

Develop a calming ritual to help you unwind at the end of the day.

Look after your health: eat nutritious meals, get adequate rest, exercise and see your primary physician regularly.

Stay connected to your friends and com-

munity groups to which you belong.

Minimize contact with people who drain your energy or make you feel inadequate.

Simplify your life. Set priorities and don't waste time or energy on things that aren't important.

Be flexible about plans and expectations. Recognize that there will be good days and bad days, and that how you and your relative feel will fluctuate. Take things one day at a time

Give yourself permission to feel all emotions that surface, including resentment and frustration. Remind yourself that you are doing your best and are only human.

Don't keep feelings and problems to yourself – talk to a trusted family member, friend or counselor. Join a caregiver support group in your community, or an Internet group if it's hard to get out.

Seek help from your primary physician or a counselor if you continually feel sad, angry or overwhelmed. Depression is treatable.

Accept offers of help. Ask other family members to share the load and be specific about what is needed. Find out about community support services – including respite care options – and take full advantage of them. Information can be obtained from the local office on aging.

Don't promise your relative you will never pursue placement in a long-term care home. It's important to keep all options open, because it's impossible to know what the future holds in terms of your relative's functioning and care needs and your own obligations and health status.

Do something nice for someone who is going through a difficult time. It will take your mind off your own situation, boost your self-esteem and strengthen the relationship. It may also help to be reminded that other people face challenges, too.

Look for ways to include laughter and joy in each day. This will enhance your relationship with your relative--and others with whom you come in contact--and help foster a positive outlook.

Lisa M. Petsche is a social worker and a freelance writer specializing in boomer and senior health and wellness. She has personal experience with elder care.

On the Cover

Let's Visit the World of Coca-Cola!

By Carolyn Brenneman

Cover: Ladies drinking coca-cola!

What a wonderful way to spend a day... on a tour in Atlanta at the World of Coca-Cola! It is certainly lots of fun to spend the day in beautiful Atlanta and take several hours to visit the *World of Coca-Cola*. My family and I recently visited, and enjoyed the tour, learning about the bottling process, seeing a movie about the history of Coca-Cola, viewing the memorabilia everywhere on different floors of the building, learning about the Coca-Cola's formula origins and how many competitors over the years have tried to copy the drink; and lastly, sampling different sodas from around the world... all you can drink!

The museum, as Coca-Cola calls it, was first opened in May of 2007 and currently has daily tours where we can learn about the complete history of the company. The tour is fascinating and led first by an entertaining presenter all dressed in red. Then we are led to a theatre to view a 3-D short movie about the history of the company from the late 1800's. It was Asa Griggs Candler, an American business tycoon, who purchased the Coca-Cola recipe for \$238.98 from chemist John Pemberton in Atlanta. Thereafter, Candler founded The Coca-Cola Company in 1892 and developed it into a major company; and, over the years, the company has kept the coke recipe a secret which is still protected today. As a matter of fact, this legendary secret formula of this popular drink is now concealed in *The Vault*, right in the museum and is closely guarded electronically as well as with a patrol of agents making sure no one attempts to obtain the secret recipe. It is one of the most closely watched secrets of all time!

Well, anyway, after the 3-D movie, we are on our own to explore the story of this beverage. It is actually inspiring, viewing all the art and memorabilia from yesterday. There is *The Loft*, which stores a mix of over 200 historical and international artifacts that represent more than 130 years of Coke's memories. There are also more than 35 different countries represented in the *The Loft* from Germany, to Vietnam, to Zimbabwe. We see the Coca-Cola syrup urn, from 1896, Coca-Cola beach pants from the 1970's, the famous yellow car, and much more. With

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Check out the older coke machines



Our presenter for the tour



Enjoying coke ads



The famous yellow car

Coca-Cola

from page 5

numerous artifacts in every room, we can grab one of the Coca-Cola Ambassadors to share stories about these captivating artifacts in the museum.

Of course, we didn't want to miss the viewing of *The Vault* where the legendary secret formula for Coca-Cola is secured... in the Red Room. Guarded for decades, the recipe is stored in *The Vault* under 24-hour surveillance!

Lastly, we enjoyed the Coca-Cola tasting experience. *Our Taste It!* exhibit is dedicated to serving beverages from many different countries. We tried Fanta Melon Frosty from Thailand, Inca Kola from Peru, Minute Joy from Korea, Spar Letta Sparberry from Zimbabwe, Thums Up from India, Fresteo from Indonesia, Bonbon Anglias from Madagascar, and Bibo from South Africa.

It's all you can drink... and so tasty!

So, make plans this month to take the grandkids, family and friends to visit the wonderful *World of Coca-Cola* and enjoy the time together. For more information check out www.worldofcoca-cola.com.



The Loft features great artifacts



The family loves the bottled drink



Coca-cola is refreshing



Happy people refreshed by a coke



Drinking coca-cola may be beneficial

On the Cover

Let Us Entertain You!

by CLAIR HOUSER-DODD

COVER

The Flower Fantasy at Pineola Farms!

Our bragging rights of Fort Valley skyrocketed last weekend. We were invited to the dress rehearsal on Friday for *The Flower Fantasy at Pineola Farms* on Saturday and Sunday from 10-6 Saturday and 1-6 on Sunday.

As advertised, “it was not your normal flower extravaganza,” but it surely was an EXTRA GANZA – from front to back, yard and home!

Sandra Haga met me at the entrance with a wheelchair and pushed me across the perfectly groomed lawn. (That was not easy! Thanks, Sandra.)

We walked up to the perfect wide front porch, dark green painted floor with white wicker furniture. A porch to sit on and rock the hours away.

Open the door and you are greeted with 650 Monarch Butterflies (originally called Flutterbys). Their beauty was unbelievable, and you wanted to pull up a chair and stay awhile. But no, the rest of the 150-year-old home beckoned us.

The Morning Room was inviting with antiques and a flower arrangement flanking the fireplace. They were fresh Gladiola and such propped in frames angled out to show them off!

The dining room, resplendent with antiques, china, silverware and large Bamboo, both black and horsetail very tall and handsomely done to decorate the festive table.

The bedrooms were beautifully arrayed with flowers and greenery. One

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Flower Fancy

from page 7

was completed with the sound of crickets to match the greenery.

We enjoyed sitting in the room next to the kitchen with a hand carved nautical chandelier from Belgium, many naval pieces, but with a large Bison overhead. The fireplace installation was made of Pampas grass, palm fronds husk and river birch logs complete with the sound of fire cracking.

And here is where we met several people including our new Mayor, Mr. Jeff Lundy, who had just come from a Workday meeting and had stopped on the way over to pick up some trash along the way: including a discarded old tire. We were so glad to meet him again and he talked about his Goals for Fort Valley and his ABC plan... which calls for another article.

The refreshments were delicious as was the fruit punch.

The Flower Fantasy at Paul and DeLise Knight's beautiful old Bassett Home is a one-of-a-kind event, and one you don't want to miss.

Those helping were Betty Lynn Slappy, Barbara Davidson, Jene O'Shields, Angela Meeks, Lucille Parham, Joyce Barrett, Janice Polmatier, Sandra Haga; and, of course, the Knights. The proceeds go to the Garden Club of Georgia Scholarship Fund.

We've had some important birthday celebrations lately: Dollie Horton and Bill McGehee for two. Did you know eighty is the new sixty? Must be as 30 is the new 50! Also, Mike Griffin celebrated with us on Easter as his birthday is the day before and he never gets any attention, very much like Matthew who has a birthday just before Christmas.



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At Sweetwater



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Looking to Unload Your Timeshare?

by **KELVIN COLLINS, President/CEO, BBB of Central Georgia & the CSRA, Inc.**

OFFICES

- **Macon:** 277 M.L. King Jr. Blvd, Ste 201, Macon, GA 31201
- **Augusta:** 4400 Columbia Rd, Ste 100, Augusta, GA 30907
- **Columbus:** 233 12th Street, Ste 911-B, Columbus, GA 31901

Many families are looking for ways to reduce their expenses. One popular option is to unload any timeshares they own so they can hopefully recoup their investment and stop paying maintenance fees. Many businesses specialize in reselling timeshares, but the Better Business Bureau warns that many companies are using deceptive sales tactics to bilk thousands from already cash-strapped timeshare owners.

Many timeshare owners want to cash out now but unfortunately, not as many vacationers are buying. Timeshare sales have been steadily dropping and as a result, timeshare owners who are eager to sell are increasingly susceptible to offers that are simply too good to be true. Some unscrupulous timeshare resellers are taking advantage of the situation by misleading timeshare owners into paying thousands of dollars in the hopes of unloading their timeshare quickly. Many companies succeed in convincing timeshare owners that they already have interested buyers but require thousands of dollars in upfront fees – such as closing costs – from the sellers but ultimately fail to complete the promised sale.

One man who complained to the BBB was promised that the business had a buyer for his timeshare. The representative assured him that if the sale did not go through, he would get his money back. He paid a total of \$7,710. The sale never went through, and he never got his money back, despite the verbal guarantee from the company.

The BBB offers the following advice to timeshare owners who are looking for help in selling their timeshare:

Use a business you can trust – Make sure the timeshare reseller you use is a BBB Accredited Business or at the very least has a good rating with the BBB. Avoid any company that fails to pro-

vide a street address and alternate contact information. A UPS or post office box is not enough. Check out bbb.org for business reviews and warnings. Verify the address with a mapping service, property manager and the licensing authority.

Confirm licensing requirements – Some timeshare resellers will use fake addresses or PO boxes in order to mislead timeshare owners. Confirm where the company is located and in what

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NORTHSIDE SENIOR VILLAGE

A Macon Housing Authority Property

~ TAKING APPLICATIONS ~

This is to notify the public that **Northside Senior Village**, located at 3568 Northside Drive, Macon, GA, will begin accepting applications on **Tuesday, May 3, 2022**. There are several ways to obtain an application as follows:

- (1) Call **478-752-5033** between 9:00 a.m.-5:00 p.m. Monday-Thursday and Friday from 9:00 a.m.-12:00 p.m.
Or
- (2) Send a request with your name and mailing address via email at northside@maconhousing.com;
Or
- (3) Pick up an application packet from the drop box at the **front of the MHA CO** located at 2015 Felton Ave.
Or
- (4) Print an application packet from the MHA website at: <https://www.maconhousing.com>.

Assistance for persons with hearing or speech impairments or limited English proficiency may be requested through **Georgia Relay Service at 7-1-1** or their website at <http://georgiarelay.org>. Applications must be submitted with a **non-refundable application fee of \$25.00/adult** via check or money order. The pre-application packet must be filled out completely and all documents signed by each adult household member.

The property contains 72 units consisting of 48-1BR, and 24-2BR units. All units have **Section 8 Project Based Voucher** rental assistance. All units are **accessible and adaptable** as defined by the Fair Housing Act and Section 504 Rehabilitation Act. In addition, units are available that are designed specifically for **persons with mobility, hearing, or visual impairments**. Persons with disabilities or those with limited English proficiency needing assistance filling out the application may call the above application line or contact the Georgia Relay Service for assistance as listed above.

To qualify for residency, applicants must be **at least 62 years of age** with a total family income **at or below 50% AMI for Macon-Bibb County**, have a good rental history, and pass a background check, credit history check, and criminal history screening.



Northside Senior Village is an Equal Housing Opportunity property and provides housing to all without regard to race, color, religion, sex, disability, familial status, or national origin.



Timeshare

from page 9

states it does business. Ask if the company's salespeople are licensed to sell real estate where your timeshare is located. If so, verify this with that state's licensing board.

Get the facts on the figures – Find out if the business charges a commission. Do they handle the entire closing and provide escrow services? Do they charge an up-front listing or advertising fee? What does it cover and is it refundable?

Be wary of upfront fees – Many complainants to BBB were burned by companies charging an advance "appraisal" fee for services or were told that they just had to pay closing costs and the timeshare would be taken off their hands. Consider opting for a company that offers to sell for a fee only after the timeshare is sold. If you are asked to pay any upfront fees, be sure to ask about the company's refund policy.

Be aware of the "Balloon Strategy" – Dishonest timeshare resellers may start with an outrageous fee, and then reduce it to a more appealing number, to lure the seller to pay.

Don't fall for the hard sell or empty promises – Don't agree to anything over the phone but instead ask the salesperson to send you written materials; take the time to think it over and don't be pressured. Unscrupulous timeshare resellers may claim that your property is in demand, and they can sell it immediately; unfortunately, these promises are often empty. Also remember that a guarantee is only as good as the company backing that guarantee.

Review the contract – Before you sign a contract with a reseller, review the terms and conditions of the contract. It should include the services the reseller will provide; fees, commissions, and other costs you will pay and when; whether you can rent or sell the timeshare yourself at the same time the reseller is trying to sell your unit; the length and term of the contract; and who is responsible for documenting and closing the sale. If the deal isn't what you expected or wanted, don't sign the contract. Negotiate changes or find another reseller.

Know the process – Inexperienced timeshare sellers can be easily misled. Before doing business with a broker, know the approximate value of what you own. Call the timeshare company itself to get the current selling price. Also ask them about any restrictions,

limits or fees that could affect your ability to resell or transfer your ownership. Find out if the agent's fees and marketing practices are consistent with the practices of other agencies. To ensure the proper value of your property BBB suggests using a timeshare appraisal service. To do this for U.S. based timeshares, you'll need to research the company with the real estate commission in the state in which your timeshare property is located. The Federal Trade Commission also has helpful tips for timeshare buyers and sellers.

Remember the "Too Good to be True" rule - Trust your gut, if it seems too good to be true; it probably is.

For more tips you can trust, visit BBB.org.

Kelvin Collins is president & CEO of the Better Business Bureau serving the Fall Line Corridor, serving 77 counties in East Alabama, West Georgia, Southwest Georgia, Central Georgia, East Georgia and Western South Carolina. This tips column is provided through the local BBB and the International Association of Better Business Bureaus (IABBB). The Better Business Bureau sets standards for ethical business behavior, monitors compliance and helps consumers identify trustworthy businesses. Questions or complaints about a specific company or charity should be referred directly to the BBB at Phone: 1-800-763-4222, Web site: www.bbb.org or E-mail: info@centralgeorgia.bbb.org.



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BBB Alert: Watch out for “free roof inspections”

by KELVIN COLLINS, President/CEO, BBB of Central Georgia & the CSRA, Inc.

OFFICES

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- **Augusta:** 4400 Columbia Rd, Ste 100, Augusta, GA 30907
- **Columbus:** 233 12th Street, Ste 911-B, Columbus, GA 31901

With the warmer weather and summer storms, roofing scams become more common. BBB Scam Tracker frequently receives reports of shady “free” roof inspections. Homeowners should be on the lookout for these cons.

How the scam works

You receive a call, or a person shows up at the door claiming to represent a roofing company. According to Scam Tracker reports, con artists often use the name of the state (i.e. Alabama, Georgia, South Carolina) plus “Roofing” or “Construction” as their business name.

The “roofer” offers a free inspection. Why, you ask? The person may claim that their company is working on a neighbor’s home and is offering inspections to those living nearby. But if you ask questions about where the business is located or how their services work, you’ll most likely be met with vague answers, or, if you are speaking on the phone, they

may simply hang up.

You accept the free inspection, and the “inspector” shows up at your house. If they don’t find enough wear and tear to merit a whole new roof, they may fabricate it, by tearing off shingles to mimic wind damage. Or they may simply show you pictures of someone else’s damaged roof. Don’t hire this company! Any repairs done by such a dishonest business are not likely to be high quality.

How to avoid roofing scams

- Beware of unsolicited offers. Most scams begin with a contractor who “just happens to be in the area” and notices your roof or home has the appearance

of needing repairs from the outside. Roofing scams typically increase in frequency after a powerful storm, so stay alert.

- Get your insurance company to inspect your roof. Filing a claim with your insurance company goes on your record and could affect future claims or your continued coverage. Before signing any paperwork or contracts with a roofing company, have your insurance company to come out for an inspection to verify the need for repairs or replacements.
- Research roofing companies before you hire. Look at a

continued on page 12

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FREE PRESCRIPTION DELIVERY

Roof Inspections from page 11

company's business rating on BBB.org. Keep a close eye on previous reviews and any complaints other consumers might have had. This is one of the best ways to know if a roofing company is reputable or just a cover for a scam.

Storm chasing has become a multi-million-dollar industry, complete with computerized hail forecasting, teams of out-of-state installers and trained salespeople who go door-to-door soliciting work.

For more information about hiring a roofing company, see

BBB.org/Roofers. You can also find valuable information at BBB.org/ScamTips and our Consumer HQ.

Kelvin Collins is president & CEO of the Better Business Bureau serving the Fall Line Corridor, serving 77 counties in East Alabama, West Georgia, Southwest Georgia, Central Georgia, East Georgia and Western South Carolina. This tips column is provided through the local BBB and the International

Association of Better Business Bureaus (IABBB). Better Business Bureau sets standards for ethical business behavior, monitors compliance and helps consumers identify trustworthy businesses. Questions or complaints about a specific company or charity should be referred directly to the BBB at Phone: 1-800-763-4222, Web site: BBB.org or E-mail: info@central-georgia.bbb.org.

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