# Senior News

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#### Taking Care

## Enhance your ability to cope with changes and challenges... How to develop resilience as a family caregiver

by LISA M. PETSCHE

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



"

Lisa Petsche

demanding. The car

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 relatives

disease. Denial will prevent you from moving forward and getting your relative the help he or she needs.

- 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. Unanticipated situations can be the most difficult to handle.
- Pick your battles; do not make a major issue out of every concern.
- Use positive self-talk. Emphasize phrases such as I can, I will and I choose.
- Nurture your spirit. 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.
   Avoid listening to or watching the news before going to bed.
- Look after your health: eat nutritious meals, get adequate rest, exercise and see your primary physician regularly.
- Stay connected to your friends and community groups to which you

belong

- Minimize contact with people who drain your energy or make you feel inadequate, those who are pessimistic, critical or self-focused, for example.
- Simplify your life. Set priorities and do not waste time or energy on unimportant things. If finances permit, hire a housecleaning service or a personal support worker or companion for your relative, to free up some of your time and energy.
- Be flexible about plans and expectations. Recognize that there will be good days and bad days, and therefore 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.
- Do not keep feelings and problems to yourself. Seek support from a family member, friend or counselor. Join a community caregiver support group (some offer concurrent care), or an Internet group if it is hard to get out.
- Seek help from your primary physician or a counselor if you are continually feeling sad, angry or overwhelmed. There is no need to suffer,

because 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 your local office on aging.
- Do not promise your relative you will never place him or her in a longterm care home. It is important to keep all options open because it is impossible to know what the future holds.
- Do something nice for someone who is going through a difficult time.
   It takes your mind off your own situation, boosts your self-esteem and strengthens 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.

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



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#### AGENCY ALERT

#### Programs and services offered to seniors through The Senior Citizens Council

by KATHLEEN ERNCE Executive Director, The Senior Citizens Council Augusta, Georgia kernce@seniorcitizenscouncil.org

have been asked by several individuals to include an article about the programs and services offered to



Kathleen Ernce

area seniors through The Senior Citizens Council. The agency is an approved Georgia non-profit organization - a 501(C)(3) organization. Your contributions and donations are gratefully accepted and

are tax-deductible.

We have two independent departments within the agency – Advocacy

Programs Department and Senior

Corps Department.

The services that are available through our Advocacy Programs Department are:

- Casework Services help seniors and their families/caregivers access community resources that will enable them to remain independent in safe and familiar surroundings. Individual client assessment plans are developed and are reviewed as needed to ensure needs are met.
- Managing Business Affairs That Are Personal (MAP) offers assistance with financial management for day-today personal business affairs. Staff members guide seniors to manage their income and expenses through counseling and assistance with check writing and bill paying. All matters are handled accurately and confidentially.
- Senior Health Insurance and Education (SHINE) provides counseling service for seniors and their families/caregivers who have concerns regarding Medicare, Medicaid, Long-Term Care insurance coverage, and other health insurance questions or issues.
- Caregiving Respite, Referral, and Information Services (CRRIS) provides information to caregivers on available resources, including programs, services, equipment, and supplies that will make their duties manageable, reduce stress, and enable caregivers to spend more quality time with their loved ones.
- The Center for Prevention of Elder Abuse, Neglect, and Exploitation promotes awareness of the often hidden tragedies of abuse, neglect, and exploitation through direct services, counseling, community education, and collaboration with volunteers, families, caregivers, law enforcement professionals, health care providers, and the general public and promote self-esteem, self-advocacy, and self-responsibility through awareness.

The Senior Corps is a nationwide network of programs of The Corporation for National and Community Service, an independent federal agency created to connect Americans of all ages and backgrounds with opportunities to give back to their communities and their nation and we sponsor two Senior Corps programs – the Foster Grandparents or the Senior Companion program.

Direct benefits for Foster
Grandparents and Senior Companion
who meet income guidelines and a
background check include a \$2.65
hourly stipend; travel reimbursement;
paid training, holidays, paid time-off; a
physical exam each year; excess accident, liability, and life insurance while
volunteering; and a smock to be worn
while in service. Many Foster
Grandparents and Senior Companions
receive a free meal each workday.

Foster Grandparents (FGP) serve 20 hours weekly, in Head Starts, public schools, shelters, and after-school programs with children who have been identified by their teachers as seeing "special assistance". Currently we have approximately 90 Foster Grandparents who serve children in Richmond, Columbia, Burke, Jefferson, and McDuffie Counties. Foster Grandparents may tutor, go on field trips with children, read, rock, or cuddle homeless children, or encourage children in therapy activities. Always, they are attentive listeners and good role models.

The Senior Companions (SC) program are volunteers age 55 and older lend a hand to adults who are frail or disabled by serving 20 hours weekly in private homes or in shelters or workshops where they are assigned to help their clients live as safely and as independently as possible.

Both of these programs are "feelgood" programs because these volunteers know they are giving back to their community by helping a child become a better student or the frail, isolated senior become less isolated.

Want to learn more about these "volunteer positions?" Please call us at 706-868-0120 during normal business hours and request an application. Once you have returned the completed application, we will call you for an interview and begin the process of finding the perfect "volunteer opportunity" for you as a Foster Grandparents or a Senior Companion.

For more information or general questions, please call me at 706-8680120, we are happy to answer your questions, arrange an appointment either in your home or in the office to provide you with updated, accurate answers and referrals that will enable you to "Age in Place."

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### Poets' Corner

#### THE BELL

by Dot A. Jones

On a pole in my back yard I have a big black bell, one hundred and fifty plus years. It rings loudly when a chain is pulled, as if a message to tell.

The bell came from my grandparents' farm, where it was for many years. It heralded the beginning and ending of each day, called the workers at dinner time, and when needed, to sound an alarm. I am glad I was chosen to inherit the bell, it has so many stories to tell. Now, I will leave it to my granddaughter to cherish as well. We have shared many memories of this old farm bell.

The bell rang when a new child was born into the world. Sometimes, a mischievous boy or girl rang it in fun. This wasn't encouraged, because neighbors didn't know and left everything to come. At my house, it's a sound to enjoy at special times. We ring in the new year and the 4th of July. The family finds joy in hearing the loud chime. It is an oddity to listen to in our modern times.

I say "Thank You" for the farm bell. My grandparents knew I would treasure it and be glad I could ring it with joy to tell.

I am sure the sound reaches heaven and God knows we are praising His name, as we pull the chain on an old farm bell.

## Why we suffer

by DANIEL W. GATLYN, USN Ret. Minister/Journalist

have been around for a while! To the extent that daffodils are totally mature, the pines are a hundred feet tall, and the elephant in now celebrating menopause! That has given me time, without undue effort, to observe humanity, and all their antics! I am persuaded that we are akin to the most untoward (and antiquated) reptiles when it comes to wisdom; for the plunder we ponder introduces liabilities at each turn, so much so that we spend a lifetime tending to aches, pain, injuries, and inconsistencies! We are insidiously the victim of our careless and wanton woes! Explain you say? To begin with, we have trashed all morals; and, dismissed the Godly foundations of our Nation!

From conception to deception, we insist on making beds that no one really desires for slumber! It is awful! It is wretched! Miserable! Uncouth! Unrealistic! Unbelievable! And, Unjustified! Granted, wrath of the elements, enemies (and friends) bring circumstances warranting band aids and pills at, seemingly, every juncture! But a majority of ills are caused by us mocking the ostrich... head in the sand!

We eat too much, sleep too little, frown too often, drink too much (but never enough water), exercise minimally, talk too much... and listen far less, live and drive like there is no tomorrow (and for many it comes to pass), almost never rationalize, brag of our exploits (though they appear marginal), befriend only those who pat our back, curse the darkness, the habits, the convictions of others, agree to disagree on most everything, strain at a gnat, but easily digest a hippopotamus, find something, or somebody, or some cause, to bring on anger and indigestion at every sunrise, fault the eager, trounce the talented; and, have the audacity to label our foolishness as "super academic!" What do we really expect the outcome to be? It is no surprise that we arrive at the half way house crippled, torn, twisted, malnourished, and systemically

retarded! We shoot ourselves in the foot; then wonder why the shoes don't fit! We award stupidity with goods and gadgets; receiving their direction as law!

I speak specifically of crime, war, terrorism, disease, hatred, carelessness, unbelief, malice, error, (third leading cause of death is medical error), inattentiveness, accident (accidents don't happen, they are caused). Let's be truthful! Most miseries are of our own making!

Physical, emotional, spiritual, political, academic, psychological; and, the list goes on! Instead of work, we whine and whimper! Instead of safety, we challenge all possibilities! It is time to eat decent, drive carefully, turn on the lights, set the alarm, close the gate, lock the door, consult the Bible, observe the signs, know your destination, upgrade our manners, act right, stay sober, stay alert, and plan for irregularities... it's a jungle out there! Orlando's infamous stints of mayhem did not have to happen! A host were asleep on their watch! Common sense remains a virtue!



#### WILSON HOUSE

from cover

The home, which is well preserved and extremely interesting, is a two story brick structure, and there is a service building and carriage house around in the back. During our tour with a fabulous and well informed docent, we learned that the interior has been preserved to resemble the furnishings of 1860 and contains many artifacts of President Wilson.

Woodrow Wilson's first name was Thomas, and was often called Tom or Tommy as a child. He lived in the house from 1860 to 1870 while his father served as pastor of the First Presbyterian Church. Tommy spent the formative years of his childhood in Augusta, years that would affect him for the rest of his life. In one of the bedrooms, there is a window that has the name Tom etched in it, and this was created by him while living there.

Wilson, while living in Augusta for the ten years, began his education and attended the Presbyterian church across the street during that time. He grew up during a time experiencing the difficulties of the Civil War and Reconstruction period.

The tour is very informative and enjoyable for all ages and now is a great time to take the tour in the air conditioned house. We started the tour by watching a video of President Wilson's life and then walked around the house to see the kitchen, bedrooms, front rooms and the backyard.

Tours are from Thursday



The gardens surround the house

through Saturday from 10 am to 4 pm and last about 45 minutes. The docents are friendly and well informed. Admission is only \$5 for adults and \$4 for students and active military. The Woodrow Wilson House is located at 419 7th Street in Augusta. For more information or to schedule a group tour call 706-722-9828.

Take a tour this summer with the grandkids!



Inside the front room of the home



The house decorated during Christmas season

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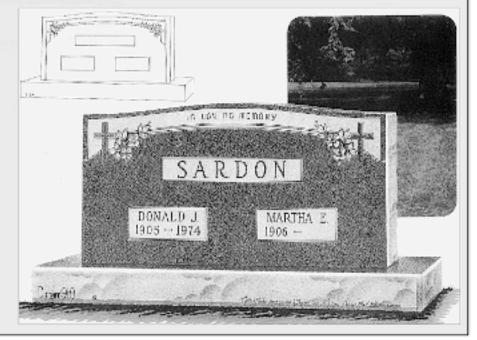
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AUGUSTA/CSRA METRO AREA Senior Services & Events Directory For additional Services & Events listings. please visit our website at: seniornews-

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#### The Senior Citizens Council

4210 Columbia Road, Suite 13A, Martinez, GA 30907; 706-868-0120 www.seniorcitizenscouncil.org

The Senior Citizens Council is open Monday through Friday for the following

- Advocacy Programs Department including: Caseworker Services -Caregiver Respite, Referral Information and Suuport (CRRIS); Bill and Money Management (MAP); Senior Health Insurance and Education (SHINE) - the Center for the Prevention of Elber Abuse, Neglect and Exploitation.
- The Senior Corps Department: Foster Grandparent Program (FGP) and Senior Companion Program (SCP) for income-eligible persons age 55 and older who "serve up to 20 hours a week with special needs children or adults." Call us at 706-868-0120 for complete details. The Retired and Senior Volunteer Program (RSVP) for individuals looking for "fun and rewarding ways to make a difference in the community" or just get out-of-the-house a few hours a month. RSVP recruits individuals age 55 and over for the opportunity to apply their skills, expertise, and experience to help meet critical community needs while meeting other like-minded folks in our community. RSVP pairs talented volunteers with a variety of local nonprofit, health care, governmental, and faith based organizations to assist these groups with meeting the needs of those they serve. Please call us at 706-868-0120 for details on any of our programs or make an appointment for a needed service. Our physical address is 4210 Columbia Road, Suite 13A, Martinez, GA 30907, Monday through Friday, 8:30 a.m. to 5:00 p.m.

#### CSRA Senior Centers

Over 60? Enjoy socializing, parties,

cards, crafts, Bingo and travel? Interested in staying healthy and active? Tired of eating lunch alone? If you answered YES to these questions, then you need to check out a Senior Center near you!

 Blythe Area Recreation Department Patricia Strakosch; 3129 Highway 88, Blythe, GA 30805; 706-592-6668

- · Carrie J. Mays Recreation Center Sheryl Jones; 1015 11th Ave., Augusta, GA 30901; 706-821-2831
- · East View Community Center Roberta Sullivan; 644 Aiken St., Augusta, GA 30901; 706-722-2302
- HH Brigham Senior Center Heather Kooms; 2463 Golden Camp Rd., Augusta, GA 30906; 706-772-5456
- McBean Community Center Willamae Shaheed; 1155 Hephzibah-McBean Rd., Hephzibah, GA 30815; 706-560-1814 or 706-560-2628
- Sand Hills Community Center Lillie Rosier; 2540 Wheeler Rd., Augusta, GA 30904; 706-842-1912 or 706-842-1916
- New Bethlehem Community Center, Inc. Millicent E. West; 1336 Conklin Ave.,
- Augusta, GA 30901; 706-722-0086 · Bessie Thomas Community Center Jeff Asman; 5913 Euchee Creek Dr., Grovetown, GA 30813; 706-556-0308
- Burke County Senior Center Jackie Brayboy; 717 W. 6th St.. Waynesboro, GA 30830; 706-437-8007 Glascock County Senior Center Anita May; 568 Brassell Park Ln., Gibson,
- GA 30810; 706-598-3050 · Grovetown Senior Center Jennifer Thomas: 103 W. Robinson Ave.,
- Grovetown, GA 30813; 706-210-8699 · Betty Hill Senior Citizens Center Cathie Birdsong: 330 Waters Work Rd., Sparta, GA 31087; 706-444-7532
- Harlem Senior Center Tina Sidener; 405 B West Church St., Harlem, GA 30814; 706-449-8400 Jefferson County Senior Center Marie Swint; 209 E. 7th St., Louisville,
- GA 30434; 478-625-8820 · McDuffie Senior Center Melinda Hill; 304 Greenway St., Thomson, GA 30824; 706-595-7502
- Jenkins County Senior Center Shirley Chance; 998 College Ave., Millen, GA 30442; 478-982-4213
- Lincoln County Senior Center Pam Parton; 160 May Ave., Lincolnton, GA 30817; 706-359-3760
- Sylvania Senior Center Cathy Forehand; 209 E. Ogeechee St., Sylvania, GA 30467; 912-564-7727
- Taliaferro County Senior Center Allene Oliver; 119 Commerce St., Crawfordville, GA 30631; 706-456-2611
- Warren County Senior Center Gwanda Murray; 48 Warren St.,

Warrenton, GA 30828; 706-465-3539 Washington County Council on Aging Jane Colson; 466 Maurice Friedman Rd., Sandersville, GA 31082; 478-552-0898 (Mon., Tues, and Thurs.) 478-552-0013

· Wilkes County

Diana Hall; 108 Marshall St., Washington, GA 30673; 706-678-2518

 Shiloh Comprehensive Community Elizabeth Jones; 1635 15th St., Augusta,

GA 30901; 706-738-0089 H. H. Brigham Senior Center 2463 Golden Camp Rd., Augusta

#### Contact: Patricia A. Jenner 706-772-5456; 1 a.m.-3 p.m.

Tourism 902 Vaucluse Rd., Aiken, SC 29801; 803-642-7559;

Aiken County Parks, Recreation &

www.aikencountysc.gov/tourism Courtney Senior Center

- 49 Roy St., Wagener, SC; 564-5211 Senior Bingo: 3rd Fri., 2 p.m., Free
- Canasta Club: Wednesdays, 12 noon,

Harrison-Caver Park 4181 Augusta Rd., Clearwater, SC; 593-

Aiken County Recreation Center 917 Jefferson Davis Hwy., Graniteville, SC: 663-6142 Roy Warner Park

4287 Festival Trail Rd., Wagener, SC; 564-

Hearing Loss Association of Augusta

Meetings are normally held on the 3rd Saturday, 11 a.m.-1 p.m., September-April except for December, at University Hospital, 1350 Walton Way, Dining Rooms 1-3. For information on the organization please contact Gayle Tison at g.m.tison@wowway.com.

#### Morris Museum of Art

1 Tenth Street at Riverwalk in Augusta Riverfront Center, Call 706-724-7501 for more information or visit the Museum's website at www.the morris.org.

- · Mommy and Me: A Day at the Beach: Thurs., Aug. 4, 10-11 a.m. Advance registration required
- Films on Friday: Carmen Jones (1954): Fri., Aug. 5, noon, Free
- · Artrageious! Family Sunday: Morris Summer Olympics: Sun., Aug. 7, 1 p.m.

#### Augusta Museum of History

560 Reynolds Street in downtown Augusta. Call 706-722-8454 for events · This August, Beat the Heat and come to the Augusta Museum of History for Dollar Dog Days of Summer. Throughout the entire month of August, admission to the Museum is only \$1 per person!

 Audio Tours now available at the Augusta Museum of History!

#### USA DANCE Augusta Chapter 6074 Every Third Saturday of the Month

The USA Dance is a National Dance Organization. Our Chapter 6074 focuses on the Augusta and Aiken areas. Our dances are held on the THIRD SATUR-DAY of each month. The dance is held at American Legion Post 63, 90 Milledge Rd., Augusta, from 7:30 to 11 p.m. Lessons at 8 p.m. If you are able, please bring something sweet or savory for the goody table. Tasty food, the best dance floor in the CSRA, great music, a friendly and welcoming atmosphere all add up to a perfect Saturday evening experience. Cost is \$8.00 for USA Dance members or \$10.00 for non-members. For additional information call Kay Cooke at 706-210-8780 or Rudy Brostrom at 803-442-9337. Join us for an evening of fun and fellowship! Monthly dance details below:

- Aug. 20: Ice Cream Bolero
- Oct. 15: Halloween Salsa
- Nov. 19: Thanksgiving West Coast Swing
- Dec. 17: Christmas (No Dance Instructor)

#### Augusta Christian Singles Dance

Dances are at 7:30 p.m. with complimentary dance lessons at 6:30 p.m. Admission will be \$10.00 for guests and \$8.00 for members. Light refreshments will be served.

Located at The Ballroom Dance Center, 525 Grand Slam Drive, Evans, GA

#### Friday Night Dance

Every Friday, 8-11 p.m., American Legion Post 63, 90 Millege Rd., Augusta. With band or DJ. \$10 cost. Free coffee and cake. Everyone welcome. Call 706-733-5184.

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## **Grandparent Scams still targeting** seniors... Do you know the red flags?

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

he Better Business Bureau is warning well-meaning seniors about "emergency" scams designed to fool them into thinking that their grandchild is hurt, has been arrested or is stranded, and in need of money.

According to recent FBI reports, the "Grandparent Scam" has been around since 2008, but there has been a surge in these scams over the last few years. Retirees are an attractive target for financial scammers since they may have more disposable income and they are less likely to report being scam victims. Emergency scams play off of peoples' emotions and strong desire to help others in need. Scammers impersonate their victims and make up an urgent situation - "I've been arrested," "I've been mugged," "I'm in the hospital" - and target friends and family with urgent pleas for help, and money.

One recent victim reported sending four transactions totaling \$4,400 over a two day period. She was duped after receiving calls alleging that her grandson had been arrested

after being in an accident. The money was initially to cover fines and representation to get the grandson released. Soon, the caller needed money to cover the medical bills for a person injured in the accident. The victim claims that the scammer not only knew details about her grandson but also allowed her to briefly speak with someone that sounded like her grandson.

We also see this scam target families with loved ones deployed overseas, claiming to need the money to get back from a weekend pass. If you don't send the money, they face being arrested for being

The BBB offers the following tips to avoid the Grandparent Scam:

- Communicate. Loved ones should share travel plans with family members before leaving the state or country. Also, discuss this scam with older family members so they are aware of how the scam works.
- · Share information. Loved ones should provide the cell phone number and email address of a friend they are traveling with in the case of an emergency. Family members should remind students to be cautious when sharing details about travel plans on social media, this is

where a scammer usually gathers a lot of their information.

- . Know the red flags. Typically, the grandparent receives a frantic phone call from a scammer posing as their grandchild or a so-called "officer of the court". The "grandchild" explains that he or she has gotten into trouble and needs help, perhaps caused a car accident or was arrested for DUI or drug possession. The "grandchild" pleads to the grandparents not to tell his or her parents and asks that they wire thousands of dollars for reasons of posting bail, repairing the car, covering lawyer's fees or even paying hospital bills for a person the grandchild injured in a car accident.
- · Ask a personal question, but don't disclose too much information. If a grandparent receives a call from someone claiming to be their grandchild in distress, the BBB advises that the grandparent not disclose any information before confirming that it really is their grandchild. If a caller says "It's me, Grandma!" don't respond with a name, but instead let the caller explain who he or she is. One easy way to confirm their identity is to ask a simple question that the grandchild would know such as their middle name or what gift they

gave the grandchild for Christmas.

· Discuss with family members. Even though the scammer will plead with you to keep this a secret from the parents, discuss the situation with someone and chances are you will find that your grandchild is safe and secure at home.

For anyone victimized by this type of distressed loved-one call, the BBB recommends reporting the incident immediately to your local police department. For more consumer tips you can trust or to report a scam, visit bbb.org.

Kelvin Collins is president/CEO of the Better Business Bureau of Central Georgia & the CSRA, Inc. serving 41 counties in Central Georgia and the Central Savannah River Area (CSRA). This tips column is provided through the local BBB and the Council of Better Business Bureaus. 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 or info@ csra. bbb.org. For more consumer tips that you can trust, visit bbb.org.

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## What you should know before buying a used Smartphone... BBB warns consumers about the risk of losing money because of hidden problems

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

f your smartphone is on its last leg, the Better Business Bureau recommends you understand the risks associated with buying a used device.

Analysts say many consumers are not as inclined to upgrade their smartphones as often as they did in the past, in part, because of the phasing out of multi-year contracts and the subsidization of new phones by carriers. When the older phones break down or their batteries don't hold a charge any more, many people look for a used device, instead of shelling out hundreds of dollars for the latest model. However, there will always be devotees who want the newest models as they come off the production line. That's why there continues to be many used smartphones on the market.

There are several potential problems when you buy a used device, including the chance the phone was stolen, has hidden problems or was rendered useless because it is "locked" to the carrier that originally sold it. If it is locked, it would prevent you from selecting an alternative, less expensive wireless provider of your choice.

Most used smartphone problems happen after private sales. If you buy from a friend and the phone's warranty has expired, it can strain your relationship if there is a problem with the product. If you purchase a used smartphone from a classified ad, it is a personto-person transaction. Unless you pay with a credit card, you won't have any sort of recourse if there is a serious problem after the purchase.

It is not easy to tell what shape the phone is in unless you see and test it. Like any electronic product, there may be hidden problems within an otherwise pristine-looking phone.

Sellers usually specify in ads or online auction sites whether a used phone was unlocked by its original carrier. In addition, recent models are impossible to activate unless their owners remove the smartphone's passwords.

Better Business Bureau offers these tips to help you avoid losing money on a tainted device:

Evaluate the seller – This is very difficult to do in a private sale. It is safer to buy from a local business, including smartphone repair kiosks at a shopping mall. Check out prospective sellers at bbb.org. Private sellers typically do not offer a guarantee, unlike a used phone dealer or carrier that sells refurbished devices.

Check if it was stolen before you buy – Get the seller to provide you with the phone's IMEI number, which is the device's unique identifier. Have them take a photo or screenshot of the phone's IMEI to ensure it is the identifier for the phone you are buying. You can use that number on websites such as www.imei.info, to check whether the used phone was reported lost or stolen.

Make a checklist – You can't see under the phone's hood so to speak, but you can check the device's battery life, see whether the camera works; check the Wi-Fi connection; make sure the screen works properly and that the headphone jack, power and volume switches are in good working order.

Request an original receipt –
Ask the seller for the original bill
of sale for the phone as well as a
receipt for your purchase. You
would also want some sort of written warranty to make sure the
phone works for a couple of weeks.
Verify that the seller has had the
phone unlocked by their carrier and
removed any passwords that would
interfere with your activation of the
smartphone.

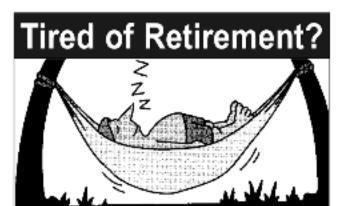
Get money for your old phones – Even if your old phones have serious problems, shops will still buy them for parts. Sometimes you can sell a used phone for as much as half of the original purchase price, or use it to negotiate the price of a used unit.

Remember that sales transactions between individuals lack the protection of buying from a business and that paying by credit card offers the most protection in case of a problem.

Read more consumer tips, research sellers, file complaints, and report scams at bbb.org.

Kelvin Collins is president/CEO of the Better Business Bureau of Central Georgia & the CSRA, Inc. serving 41 counties in Central Georgia and the Central Savannah River Area (CSRA). This tips column is provided through the local BBB and the Council of Better Business Bureaus. 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 or info@ csra.bbb.org.For more consumer tips that you can trust, visit bbb.org.



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Scene from NOAH 2013

and produce original musicals hosting large casts and small, all boasting on the mighty works of God. ENOPION truly is Theatre with a Purpose.

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