

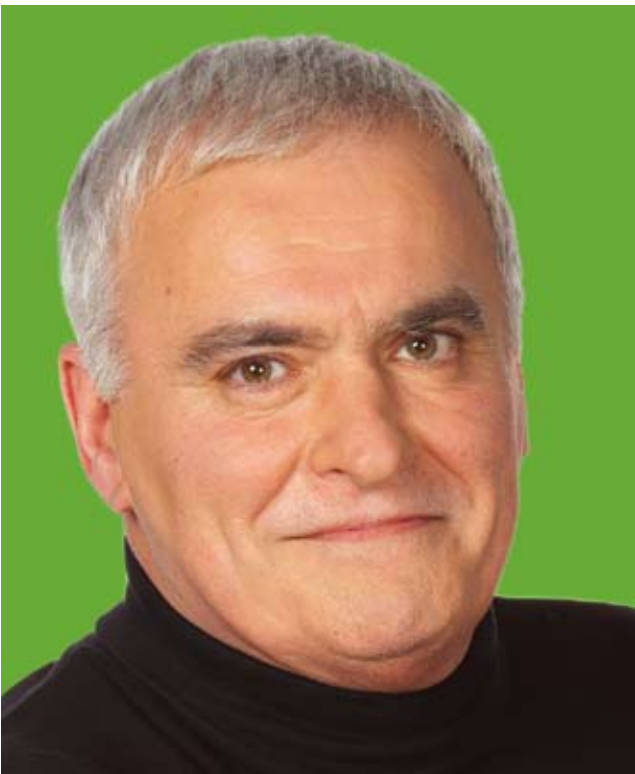
Elder-Friendly is...

- 1 Offering materials in large print.
- 2 Offering sliding fee scales.
- 3 Accepting Medicare and helping with insurance forms.
- 4 Speaking slowly and clearly.
- 5 Asking "what can I do to help you hear me?" when speaking with someone who is hearing impaired.
- 6 Avoiding sudden changes in topics.
- 7 Focusing on essential and important details when giving instructions.
- 8 Engaging in eye contact when speaking.
- 9 Listening attentively when interacting with people who have difficulty speaking and waiting for them to finish.
- 10 Speaking directly to the older adult/including them in the conversation when talking with the caregiver.
- 11 Providing clearly written instructions.
- 12 Having a facility accessible to those with mobility impairments.
- 13 Having an easy-to-use phone system.
- 14 Providing care that respects various cultures, languages, lifestyles, and abilities.
- 15 Knowing about aging resources for further referral and/or support.



Want to know more?
 Go to www.allagewell.com/elder-friendly
 or contact Teresa De Anni at 303-441-4995

Being aware, educated, and prepared increases your effectiveness, customer relationships and partnerships.



**By the year 2020,
 the 60+ population will
 make up more than
 20% of Boulder County's
 population**

**That is about 70,000
 people...**

(approximately DOUBLE the total enrollment
 at the University of Colorado Boulder)

**Health Care Providers,
 are you ready?**

P.O. Box 471
 Boulder, CO 80306



Boulder County
 Aging Services
 A Division of Community Services

**Boulder County is aging
 FASTER than the rest
 of Colorado...**

ARE WE READY?



**15 TIPS TO BE
 ELDER-FRIENDLY**