CAREGIVING MEANS HAVING TO SAY
“I’M SORRY”
(AND FREQUENTLY!)

When the movie *Love Story* came out in the 1970s, a popular line from that movie became a familiar catch-phrase – “Love means never having to say you’re sorry.”

But when it comes to caring for someone with dementia, the opposite is true. “I’m Sorry” are two of the most important words caregivers can say—and repeat frequently—to help calm down loved ones with dementia who have become upset, frustrated, sad, or angry. Keep in mind, however, that more than the words you are using, the way you say them and what you’re showing them with your body language are the most important things of all. People with dementia are keenly aware of non-verbal communication, and if your voice/facial expression is negative, they’ll pick up on it immediately.

Dementia national trainer, Teepa Snow, gives caregivers six ways to say “I’m sorry,” (and always with a kind, calm, concerned tone of voice):

1. “I’m sorry . . . I was trying to help.” - This can be a very effective apology if the person becomes upset with you for offering assistance.

2. “I’m sorry . . . I made you so angry (frustrated, sad, etc.) I didn’t mean to do that.” - This validates that you recognize he/she is feeling an unpleasant emotion. Validation—not making light of or downplaying discomfort—is something all of us need!

3. “I’m sorry . . . I had no business treating you like that. You are one of the smartest people I know.” - This is a great way to apologize if he/she says things like, “everyone treats me like a child or like I’m stupid,” “no one cares what I think,” “I’m just a big dummy,” etc.

Two words that are hard to put together.

“I’m Sorry”

(Continued on page 6)
Welcome to the New Director of Alzheimer's and Dementia Services

Hello!! My name is Angelica (Angel) Baginske, and I am the new Director of Alzheimer’s and Dementia Services of Northern Indiana and The Institute for Excellence in Memory Care.

I come to you with a wealth of nursing knowledge and with extensive experience in Alzheimer’s and Dementia care. I am a certified Dementia care trainer and have been involved in programs, directing and direct care of many residents within the Assisted Living and Nursing home communities in our area.

My passion is to ensure that all caregivers have the knowledge and understanding of this disease process and are able to work with loving compassion when interacting with the ever increasing numbers of our friends and family dealing with this devastating illness.

I am a graduate of Ivy Tech Community College with my R.N. in nursing and have been a Director of Nursing for 5 years and an Assisted Living Director for many years prior to that. I also owned and operated my own business and been actively involved in multiple community organizations.

My husband and I have lived in this community for 28 years, raised three beautiful children and are very much looking forward to having grandchildren one day! Currently we are parents to two young dogs, and a sweet and loveable rescue dog whom we have adopted into the brood.

Looking forward, I am eager and excited to grow and build the team at the Alzheimer’s and Dementia Services and the Institute for Excellence in Memory Care into a driving force of educational opportunities and resources for all of the families, nursing facilities and care giving partners in Northern and Central Indiana areas and beyond.
Porter County

Monthly Dementia Education Classes

2nd Friday of each month

Program Location:
Porter County Community Fdn.
Center for Community Philanthropy
1402 Calumet Ave.
Valparaiso, IN 46383

A complimentary lunch will be provided by Journey Senior Living of Valpo.
Registration is required, please call 888-303-0180 to register.

10:30 am - An introduction to Alzheimer's & Dementia—discussing disease process and helpful approaches.

11:30 am - Complimentary lunch provided by Journey Senior Living of Valparaiso (preregistration required)

Noon - Guest Speaker

Friday, September 14, 2018
Alexander Steciuch, Elder Law Attorney

Friday, October 12, 2018
Florian Steciuch, Insurance Agent

Friday, November 9, 2018
Dr. Virgil DiBiase, Neurologist

No Program in December
Educational Opportunities for Family Caregivers

Lunch & Learn Programs are sponsored by Alzheimer’s & Dementia Services and REAL Services. A complimentary lunch, including beverage, will be provided to all family caregivers who call to register at least one week in advance of each program. How to Register? Please call REAL Services, at least one (1) week prior to each meeting date to assure that a lunch is reserved for you. Call 574.284.7132 or toll-free, 800.552.7928, ext. 7132.

LaPorte County—Lunch & Learn—1st Tuesday of each month

Tuesday, September 4, 2018
Navigating Medicare Part D and the Insurance Maze
Megan Rogers, ADRC Intake Team Leader
REAL Services

Tuesday, October 2, 2018
Understanding Veteran’s Benefits
Joseph Golec, LaPorte County Veterans Service Officer

Tuesday, November 6, 2018
Legal Considerations for Caregivers
Cynthia Hedge, Elder Law Attorney

Merrillville — Monthly Dementia Education Classes

4th Friday of the month—Jan. through Oct.

Lake County Public Library
1919 W. 81st Ave (US 30)
Merrillville, IN
(Downstairs Conference Room)

A complimentary lunch will be provided by Residences at Deer Creek
Registration is required, Please call 888-303-0180 to register.

10:00—11:30 am - An introduction to Alzheimer's & Dementia—discussing disease process and helpful approaches.
Noon—1:30 pm - A special speaker discussing a different dementia related topic each month.

***3rd Friday—September 21, 2018
Managing Caregiver Stress - Jessica Bamber, Caregiver Homes

Friday, October 26, 2018
Holidays and Dementia - Mary Costello, ComForCare

No programs in November and December
Support groups are a unique opportunity to gain insight and support as a caregiver of a family member who has Alzheimer's Disease/related disorder. All groups are free and open to the public. It is recommended that first time attendees contact the facilitator to briefly introduce themselves and confirm the group is meeting as scheduled.

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>LOCATION</th>
<th>MEETING</th>
<th>FACILITATOR</th>
<th>PHONE</th>
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</thead>
<tbody>
<tr>
<td>Lake</td>
<td>Franciscan Communities</td>
<td>1st Tuesday of each month at 10:00 am</td>
<td>Jill Barr</td>
<td>219.661.5200</td>
</tr>
<tr>
<td>Lake</td>
<td>Hartsfield Village</td>
<td>2nd Wednesday of each month at 6:00 pm</td>
<td>Jill Keilman</td>
<td>219.934.0750 ext 200</td>
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<tr>
<td>Lake</td>
<td>United Methodist Church</td>
<td>2nd Thursday of each month at 6:00 pm</td>
<td>Kathleen Luken</td>
<td>219.728.1106</td>
</tr>
<tr>
<td>Lake</td>
<td>Christ Presbyterian Church</td>
<td>2nd Thursday of each month at 6:00 pm</td>
<td>Kathleen Luken</td>
<td>219.728.1106</td>
</tr>
<tr>
<td>Lake</td>
<td>Franciscan St. Margaret Health</td>
<td>4th Sunday of each month at 2:00 pm</td>
<td>Jim and Pat Koeling</td>
<td>219.365.3898</td>
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<tr>
<td>Lake</td>
<td>General Caregivers' Group - any disease</td>
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<tr>
<td>LaPorte</td>
<td>Brentwood Senior Living</td>
<td>3rd Wednesday of each month at 11:00 am</td>
<td>Dorothy White</td>
<td>219.369.1247</td>
</tr>
<tr>
<td>LaPorte</td>
<td>Rittenhouse Senior Living</td>
<td>3rd Wednesday of each month at 2:00 pm</td>
<td>Mark Sanders</td>
<td>219.873.0620</td>
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<td></td>
<td>4300 Cleveland Ave.</td>
<td></td>
<td>Dorothy White</td>
<td>219.369.1247</td>
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<td></td>
<td>Michigan City, IN</td>
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<tr>
<td>Porter</td>
<td>Men's Breakfast Group</td>
<td>1st Wednesday of each month at 8:30 am</td>
<td>John Gorski</td>
<td>219.508.7829</td>
</tr>
<tr>
<td>Porter</td>
<td>Pestos Restaurant</td>
<td>1st Thursday of each month at 3:00 pm</td>
<td>Barb Kubiszak</td>
<td>219.477.5433</td>
</tr>
</tbody>
</table>

Free day care service is available for older adults while caregiver attends support group. ONE WEEK NOTICE AND ALL ADULT DAY REQUISITES REQUIRED. To arrange, please call 219.934.0750.
4. “I’m sorry . . . you are absolutely right.” - It always helps to agree, not confront. Arguing with someone who has dementia—or pointing out to them that what they’re doing is wrong or doesn’t make sense—escalates negative emotions on both sides, which only increases stress for both of you.

5. “I’m sorry . . . that happened to you. Let me see what we can do about it.” - Might be a good line to use if the person expresses paranoid delusions, such as missing items (that they think someone has stolen). This validates their fears, yet does not play into the delusion. (For example, “I’m so sorry that you can’t find your purse. I hate it when that happens to me! Let me help you look for it. Maybe someone just put it somewhere to keep it safe. I’d hate to report it to the police if it’s around here somewhere.”)

6. “I’m sorry . . . this is so hard. You’re really trying (to find the words, to do something, etc.) and I know you’re trying as hard as you can.” - This is a good line to try if someone is experiencing sadness or frustration because of changes caused by the disease, such as not being able to think of the right word or accomplish a task they used to be able to do. However, it’ll only be effective if the person is aware—and freely acknowledges—that they have a diagnosed condition that is causing memory problems.

We are always thankful for your donations, memorial gifts, and bequests that allow these programs to live on.

**Stephanie Barton**
Community Relations Coordinator
stephanie@alzni.org • www.alzni.org

Phone: (219) 789-2470
Toll Free: (888) 303-0180
Fax: (574) 232-4235

Home Office
922 E. Colfax Ave.
South Bend, IN 46617

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**Helpline**

If someone you love has been diagnosed with Alzheimer’s disease or dementia, you probably have questions . . .

Call our toll-free Helpline in northern Indiana and talk to a professional!
888.303.0180
The 2019 Walk is being planned for May 2019 at the Fair Grounds.

We will have the date in the next newsletter.

Expert Training for Your Memory Care Staff

Visit our website at www.alzni.org and click on the link for the Institute for Excellence in Memory Care for a complete listing of upcoming training and Dementia Care Certification Programs.
THANK YOU to our 2018 Walk Sponsors, Walkers and Donors

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