



M I C R O S O F T

2022 A New Beginning

2022 New Year, New Home, New Opportunities

For the past years, the SEAGO-Area Agency on Aging's offices has been contained within the annex building of the Bisbee Seniors Association center which the City of Bisbee owns. We are happy and grateful to the City of Bisbee and our friends at the senior center for sharing a home with us. As we enter a new year and see how our new home's development is coming along at the SEAGO main property, we are happy to embark on this new journey. The transition brings mixed feelings; we enjoy the cheers, happiness, friendly faces, and most importantly, the love we have received from our friends. We are not moving far, and we will still be close, and a phone call away. Thank you for making us feel like family and for your continued thoughts and prayers. Our home is coming along great with the expertise and dedication our executive director has given to it. In the next few months, we will be ready to pack our bags and begin a new 2022 with our SEAGO family, who we will be able to see daily to aid our collective growth.

Covid imposed many challenges these past two years, but it has not stopped us from finding ways to overcome those challenges. The idea and the vision to prevent hunger, reduce food waste, and help our senior centers thrive during a pandemic such as the one we encountered has enabled us to keep moving forward. Today, even with new variants presenting themselves, we find ourselves ready to research and test food products that will help us collect data and meet our goals. By this spring and with the participation from the senior centers, we see the Real Emergency and Disaster innovative meals (READI) move in the right direction. We will share more on the development of this project.

Thank you, Region VI, Cochise Graham, Greenlee, and Santa Cruz counties, for entrusting us with the needs that our seniors, disabled, and family caregivers come across

Sincerely,

Laura Villa

Laura Villa

SEAGO-Area Agency on Aging Director



IT TAKES A VILLAGE TO SUPPORT OLDER ADULTS AND THE PEOPLE WHO CARE FOR THEM.

Think about it. Aging does not come with instructions or a how-to guide. Many seniors want to do everything they can to stay in their homes as they get older. But often need help to handle various responsibilities, including getting to medical appointments, shopping, socializing with friends, preparing meals, and managing things around the house. Our elders often look to family caregivers, friends, and neighbors for support. Navigating the world of aging can be confusing and frustrating, even frightening.

SEAGO AAA works with our “village” of Case managers, Caregiver support programs, health and nutrition programs, Home and community-based service providers, community partners, local resources, and more. We organize and deliver programs and services that allow seniors to lead safe, healthy, productive lives in their own homes and make it possible for seniors to stay in their neighborhoods as they age.

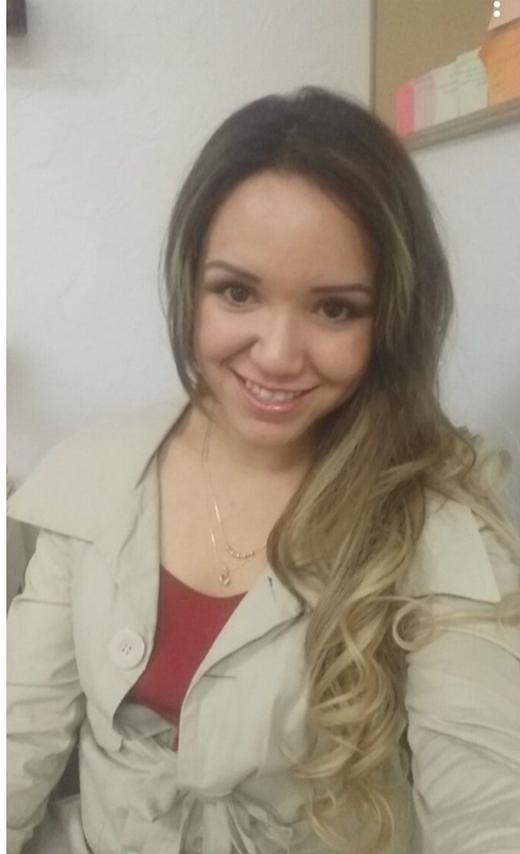
Some of our services and program include

- Home delivered meals
- Attendant care
- Respite for Family caregivers
- Tai chi for arthritis
- Mater of balance classes
- Family caregiver support group
- Caregiver Learning platform -Trualta
- Medicare counseling



The AAA is grateful for our “village.” Their hard work and dedications keep our seniors and the ones that support them healthy at Home.

For more information on services and programs, go online to <https://www.seago.org/area-agency-on-aging> or give us a call at (520)-432-2521.



Hello, my name is Gabriela Bonicichi, and I am 29 years old. I was born and raised in Douglas, Arizona and I graduated from the University of Arizona in 2015, majoring in Human Services. I have been a Case Manager for seven years. I have had the opportunity to work with Severe mentally ill, high and low-needs children, developmentally ill adults, and the elderly. I have a great passion for my field and love helping those in need. In 2019, I had the privilege to work for Cochise County Health and Social Services in the Area Agency on Aging. I then moved to New Hampshire and had the opportunity to work and learn about other states' different resources. I recently moved back to Arizona and was given a second opportunity to work for the Cochise County Health Department. I am eager to continue helping individuals who need assistance and support from a case manager and help make a difference in their lives.



Greenlee County Christmas

"I love that our community keeps our senior citizens in mind at this time of year. It makes me So HAPPY! We are truly blessed to have the community's support to provide our clients with a bit of cheer this year." –Diane Leaman, Greenlee County Case manager.

On December 22nd, Amanda Calloway and the Women's Club donated stockings filled with goodies and blankets for 24 SEAGO AAA Home Care clients for Christmas this year. Greenlee County Lions Club, along with the support of Nicole Verdugo/Greenlee County Health Department, organized and donated food boxes filled with ½ a spiral ham, pies, cool whip, butter, and a box of canned food to prepare a Christmas dinner for 20 SEAGO clients. All organizations worked very hard to provide these items.



Stockings, blankets and Food Boxes that the Women's Club and Greenlee County Loins Club Donated to the Elf Project.

Falls Prevention Programs



Sponsored by the SEAGO Area Agency on Aging



A Matter of Balance is a cognitive restructuring program which helps reduce the fear of falling, improves balance and educates participants on how to reduce fall risks.

Tai Chi for Arthritis & Falls
Prevention helps people with arthritis to improve strength, flexibility and reduce joint pain. It improves balance both mentally and physically thus significantly reduces the risk of falls in older adults.



Dr Paul Lam

Tai Chi for Health Institute

EMPOWERING PEOPLE TO IMPROVE THEIR HEALTH AND WELLBEING

For More Information Contact:
Cynthia Meyers - Health & Nutrition Coordinator
(520) 432-2528 x306
cmeyers@seago.org



The Human Body and Balance

Balance is something people don't think a whole lot about until they fall or once routine activities become exhausting and dangerous. Dizziness, vertigo, vision, hearing issues and challenges with memory and concentration can cause impaired balance.

Maintaining the body's center of mass over its base of support is the technical definition for balance. When the balance system functions properly we are able to determine the direction and speed of movement, integrate information about gravity and make automatic postural adjustments, increasing stability during different activities.

A complex set of sensorimotor systems help us maintain balance:

The Eyes – Rods and cones are sensory receptors in the retina that allow the brain to provide visual cues, identifying how we are oriented in relation to other objects.

The Ears - The vestibular makeup of the ear detects linear and rotational movement, as well as gravity. When the vestibular organs of the ear are functioning properly on both sides of the head, the impulses they send are symmetrical but when they are not, those impulses can affect balance.

Muscles & Joints – Information from stimulation of the joints, muscles and skin respond to stretching or pressure in the surrounding tissues. These impulses send information to the brain and help us determine where our body is in space. For example, the sensory information received from the ankles and neck is most important for balance. The ankles sense the movement of the body in relation to the surface underfoot and it's quality (slippery, uneven, hard). The neck gives the brain information about the direction the head is turned.

The integration of sensory input from the eyes, ears, muscles and joints is sorted out and integrated through the thinking, memory and coordination centers of the brain. Repeated exposure to certain motions over time creates automatic movements where the body learns to maximize balance and control. Other movements are made up of previously learned information, such as how to adjust movement on a slippery surface so the body can safely maintain motion. During the sensory integration process, the brain stem sends impulses to the muscles, which control the movements of the head, eyes, neck, trunk and legs.

Motor output to the muscles, joints and eyes is strengthened by practice and repetition. Repetition makes it easier for impulses to travel from the brain, along the nerve pathway to the muscle. This amazing adaptation of the body is known as facilitation. Nerve pathway facilitation allows even complex movements to become almost automatic over time. The vestibular system inside the ear uses the nervous



system to send motor control information to the muscles of the eye. This eye/ear reflex is an automatic function and helps link impulses of the right and left ear to eye movement, as well as stabilizing the gaze during movement of the head.

The complex sensorimotor-control systems, which make up human balance, can be damaged by injury, the aging process and disease. The complexity of our body's balance system makes it difficult to diagnose and treat the causes of imbalance.

Gait and balance disorders are the most common causes of falls in older adults. Medical conditions and risk factors associated with gait and balance disorders include:

- Fear of Falling
- Cardiovascular Disease
- Diabetes
- Obesity
- Gout & Foot Conditions
- Lumbar Spinal Stenosis
- Osteoarthritis & Osteoporosis
- Dementia
- Multiple Sclerosis & Parkinson's Disease
- Hearing Impairment
- Neuropathy
- Visual Impairment

Environmental hazards such as slippery surfaces, clutter, poor lighting and lack of grab bars near the bathtub and toilet also contribute to the increased fall rate in aging adults.

Injuries sustained from falls in the senior population can lead to disability, loss of mobility and limited quality of life. Early intervention through physical therapy, evidence-based falls prevention programs and exercise can help reduce the risk of falls and prevent life changing consequences.

**For more information about the SEAGO Area Agency on Aging evidenced based falls prevention programs contact Cynthia Meyers at (520) 432-2528 x306*

References: Thomas Jefferson University Hospital, Philadelphia PA., 2010
Lippincott, Williams & Wilkins, Philadelphia PA. , 2001



National Family Caregivers Month, November 2021.

Caregiving is one of the hardest jobs in the world and caregivers do it with love and courage. Being a caregiver to a family member is difficult and those that struggle every day deserve to be supported. There is little awareness of just how many people are caring for a loved one every day and how demanding the role can be. National Family Caregivers Month is our opportunity to celebrate the family members who put their time, energy, and love into helping their loved ones in need.

In honor of National Family Caregivers Month, 2021, SEAGO Area Agency on Aging partnered with Maria Trillo-Ramirez, AARP and Alexandra Rivera, Cochise County Health and Social Services to host a Caregiver Appreciation Mingle on November 16th, in support of all informal family caregivers.

Caregivers were invited to a hybrid in-person and virtual painting experience event held at the Bisbee Senior Center. In addition to brief presentations from their hosts, an artist from Pinot's Palette Zoomed in to lead participants, step by step through painting a pre-selected image. After two hours they completed their masterpiece! Guests had the option of participating from the comfort of their home via Zoom or attending in-person at the Bisbee Senior Center. In addition to painting, caregivers enjoyed refreshments and were treated with gifts bags and swag donated by their hosts. It was a lovely afternoon of relaxation, responsible socialization, and FUN!

We also extend a very grateful thank you to the Arizona Department of Economic Security, Aging and Adult Services (DAAS) for their support and donations.



The Family Caregiver Reimbursement Program

The Arizona Family Caregiver Reimbursement Program assists family caregivers with a partial reimbursement for home modifications and assistive care technology to enable their qualified family member(s) to be mobile, safe and independent in order to delay or prevent costly institutional care. This past Legislative Session, Arizona extended the program through June 2024 and expanded eligibility, equipping DES to make an even greater impact in the lives of family caregivers. Home modifications or assistive care technologies may now be purchased for the qualified family member's home--not just that of the family caregiver--excluding assisted living centers/facilities or other institutional care settings.

Examples of qualifying expenses include, but are not limited to:

- Ramps/low inclined walkways
- High-rise toilets with handrails
- Hearing aids
- Bed handles
- Wheelchairs
- Vehicle wheelchair lift
- Medical alert devices

Deductibles for hearing aids, dentures and other qualifying expenses may also be eligible for reimbursement.

Family caregivers can be reimbursed 50% for home modifications and assistive care technology **up to \$1,000** per qualifying family member. The program is currently capped at \$1 million in total reimbursements throughout the program period, which will be distributed on a first come, first served basis.

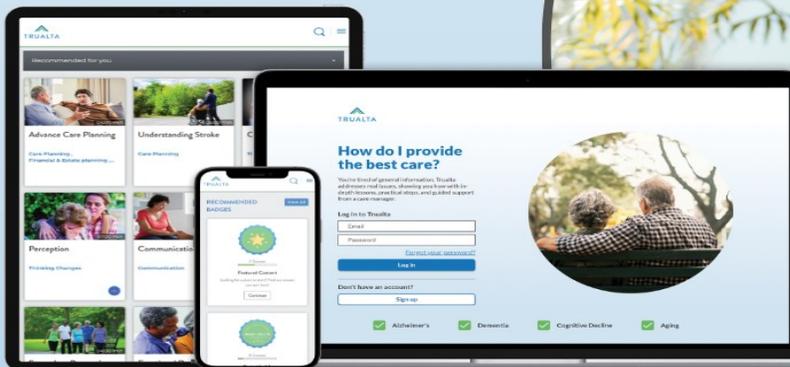
Family caregivers dedicate their time, resources and energy to care for loved ones. Through the reimbursement program, we can continue to help individuals live safely and comfortably within their own homes. We encourage all family caregivers to consider taking advantage of this program, so we can support you as you support those you love.

If you're not sure whether you qualify, you can complete a pre-screening to check your eligibility by visiting the Arizona Caregiver Coalition website at <https://azcaregiver.org>, or speak with a Caregiver Resource Specialist at (888) 737-7494.



Skills for families to confidently manage care at home

Scan me with your camera!



SEAGOAAA.Trualta.com

Access **FREE** caregiver training and resources

provided by the
SEAGO Area Agency on Aging

Calling all Caregivers:

Ladies and Gentlemen!



*You are invited to
“Pinkie’s Up,
Caregiver Mingle”*

*Who says support has to be serious?
The SEAGO Area Agency on Aging
invites you to phone or Zoom in
every Tuesday afternoon at 2:00 pm
for conversation, company, compassion,
and of course,
for Tea!*

Register on Facebook: SEAGO Area Agency on Aging -Events

or call Karen Enriquez (520) 432-2528 x 221

(If you are unsure of how to Zoom we can help!)



Caregivers:

Are you taking the time you need for yourself?

COVID has disrupted every aspect of our lives. This is especially true for older adults who are at highest risk. A lack of in-person interactions leads to a loss of social connection. Loneliness and isolation can result with negative health outcomes. It is important to know how to find support that offers purpose, wellness and community.

Caregiver Support has been shown to have a significant positive effect on caregivers' well-being, depression, and feeling of burden. Any caregiver who has felt stressed, confused, overwhelmed, depressed, or burned out would benefit from a caregiver support group.

Have you heard about Pinkie's Up- a Caregiver Mingle?

SEAGO's support group, Pinkie's Up is helpful. It's filled with people in similar situations. Being able to talk with others who truly understand what you're going through reduces stress, validates your experience, and provides connection and support. Support groups are also a great place to ask for advice, find out about useful resources, or just vent frustrations.

You won't have to worry about judgement since everyone is going through similar struggles. It can be awkward the first few times, but you may find yourself looking forward to the meetings. Some of our participants keep in contact with each other outside the group.

Grief is a common topic. It is difficult when a participant experiences a loss, but even in that, we learn and grow. I think at first it may be difficult to hear caregiver experiences that are farther along the journey, but as each individuals' journey gets more difficult, you may appreciate the wisdom and acceptance.

How does the Pinkie's Up Zoom meeting work?

Our Mingle is held by a Zoom meeting every Tuesday at 2:00 pm.

Caregivers can register on the **SEAGO Area Agency on Aging- Facebook page** or call **520-432-2528 for more information.**

Zoom computer meetings are simple to navigate and help is available to get you set up. All that is needed is an active email account and a device. You can attend by phone too.



How long do meetings last?

Meetings usually last about an hour, but don't let that keep you from attending. Talk to the facilitator if you need to arrive late or leave early.

What if I miss a meeting?

No problem, you don't have to go regularly. Just attend when you can or when you need extra support.

What happens in the group?

During the meeting the facilitator usually asks each person to introduce themselves and talk about, or give an update, on their caregiving situation. After that, anyone can ask questions, ask for advice about specific situations, or bring up topics for discussion. The group is peer-led and participants determine the direction of the conversation. When attending Pinkie's Up it is completely optional to share. If you'd prefer not to speak, that's absolutely ok – just let the facilitator know.

Why would I want to join?

One of the main benefits of joining a group is that it also provides social support. This is especially important when family and friends aren't supportive. Support group members validate each other's experiences. These are the people you can feel comfortable sharing your feelings with and trust that they'll be supportive. It's a relief to know that what you're going through is normal and that you're not the only one with these feelings – negative or positive.

Caregiving can feel isolating when you're overwhelmed and exhausted by all of the responsibilities. It can feel like you're the only person dealing with so much, but you're not alone.

- Join Pinkie's Up to learn valuable caregiving tips and resources from presenters or experienced caregivers.

- Join to get support and advice to help make difficult decisions or deal with family conflicts.

- Join to give and receive advice on how to manage challenging behaviors – you know, when your loved one drives you crazy.

AND...join to find out how other caregivers make time to care for themselves.

Take the time for yourself!

Learn, share, laugh and cry with people who really get it. In our group we do a lot of laughing....when you're with other Caregivers, you can look at life a little lighter. Please do join us!

10 THINGS YOU CAN DO TO MANAGE YOUR COVID-19 SYMPTOMS AT HOME | COVID-19 |

If you have possible or confirmed COVID-19

- 1. Stay home** except to get medical care.



- 6. Cover your cough and sneezes** with a tissue or use the inside of your elbow.



- 2. Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



- 7. Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



- 3. Get rest and stay hydrated.**



- 8. As much as possible, stay in a specific room and away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a mask.



- 4. If you have a medical appointment, call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



- 9. Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



- 5. For medical emergencies, call 911 and notify the dispatch personnel** that you have or may have COVID-19.



- 10. Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



cdc.gov/coronavirus

10 COSAS QUE PUEDE HACER PARA TRATAR LOS SÍNTOMAS DEL COVID-19 EN CASA | COVID-19 |

Si le han confirmado COVID-19 o sospecha tenerlo

- 1. Quédese en casa** excepto para recibir atención médica.



- 6. Al toser o estornudar, cúbrase la nariz y la boca** con un pañuelo desechable o con la parte interior del codo.



- 2. Monitoree sus síntomas** atentamente. Si sus síntomas empeoran, llame de inmediato a su proveedor de atención médica.



- 7. Lávese las manos frecuentemente** con agua y jabón por al menos 20 segundos o use un desinfectante de manos que contenga al menos 60 % de alcohol.



- 3. Descanse y manténgase hidratado.**



- 8. Dentro de lo posible, quédese en una habitación específica y alejado de las demás personas** de su casa. Además, si es posible, use un baño separado. Si debe estar en contacto con otras personas dentro o fuera de su casa, use una mascarilla.



- 4. Si tiene una cita médica, llame al proveedor de atención médica** antes de ir, e infórmele que tiene o podría tener COVID-19.



- 9. Evite compartir artículos personales**, como platos, vasos, cubiertos, toallas y ropa de cama, con otras personas en su hogar.



- 5. Si tiene una emergencia médica, llame al 911; infórmele al operador** que tiene o podría tener COVID-19.



- 10. Limpie todas las superficies** que se tocan con frecuencia, como los mesones, las mesas y las manijas de las puertas. Utilice limpiadores o toallitas de uso doméstico, según las instrucciones de la etiqueta.



espanol.cdc.gov/coronavirus

This program was funded through a Contract with the Arizona Department of Economic Security. "Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and Title VII) and the Americans Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, SEAGO Area Agency on Aging prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The SEAGO Area Agency on Aging must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the SEAGO Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the SEAGO Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact: SEAGO Area Agency on Aging at 520-432-2528." Para obtener este documento en otro formato u obtener información adicional sobre esta política, SEAGO Area Agency on Aging 520-432-2528. This program was funded through a Contract with the Arizona Department of Economic Security.



Healthy Living

Managing Ongoing Health Conditions

The interactive Chronic Disease Self-Management Program was developed by Stanford University to help adults and caregivers gain the skills needed to manage chronic health conditions. This program helps seniors make healthy lifestyle changes through group interaction, goal setting, and action planning. Participants will learn ways to take control of their own health and everyday living.

**Contact the SEAGO Area Agency on Aging
for more information:**

Cynthia Meyers - Health & Nutrition Coordinator
(520)432-2528 x306 cmeyers@seago.org





Current Status of Visitation in Nursing Homes

CMS Guidance

On November 12, 2021, the Centers for Medicare and Medicaid Services (CMS) updated their guidance on visitation in nursing homes. **Visitation is now allowed at all times for all residents, including indoor visitation.** All visitors must continue to adhere to infection prevention practices. Key points from the new guidance include:

- Facilities must allow indoor visitation at all times for all residents.
- Facilities can no longer limit frequency and length of visits, number of visitors, or require advanced scheduling of visits. Visits should be conducted in a way that adheres to the [core principles of COVID-19 infection prevention](#) and does not increase risks to other residents.
- Vaccinated and unvaccinated residents can have close contact, including touch. Visitors should be made aware of the risks of physical contact with unvaccinated residents before the visit.
- Communal activities and dining can occur while adhering to core principals of COVID-19 infection prevention. The safest approach is for everyone, regardless of vaccination status, to wear a mask while in communal areas.
- CMS strongly encourages vaccinations, but visitors, ombudsmen, protection and advocacy representatives, and surveyors are not required to be vaccinated. Visitors should be screened upon entry. Any visitor who is positive for COVID-19, or has symptoms of COVID-19, or meets the [criteria for quarantine](#) should not enter facilities.
- All discussions with the health department should be documented as should all measures facilities have taken to attempt to control the spread of COVID-19.
- Facilities should continue permitting visitation as cases spike due to the Omicron variant.



Navigating Medicare



Find your level of Extra Help (Part D)

Extra Help is a program to help people with limited income and resources pay Medicare prescription drug program costs, like premiums, deductibles, and coinsurance. If you qualify for Extra Help, you won't pay a late enrollment penalty when you join a Medicare drug plan.

If you get Extra Help but you're not sure if you're paying the right amount, call your drug plan. Your plan may ask you to give information to help them check the level of Extra Help you should get.

Examples of documents you can send your plan include:

[A purple notice from Medicare that says you automatically qualify for Extra Help.](#)

[A yellow automatic enrollment notice from Medicare.](#)

[An Extra Help "Notice of Award" from Social Security.](#)

[An orange notice from Medicare that says your copayment amount will change next year.](#)

If you have Supplemental Security Income (SSI)A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 or older.

SSI benefits aren't the same as Social Security retirement or disability benefits.

, you can use your award letter from Social Security as confirmation that you have SSI.

You can also give your plan any of the documents listed below. Your plan must accept any of these documents as proof that you qualify for Extra Help. If you don't have or can't find any of these documents, ask your plan for help. Call SEAGO Area Agency on Aging

SHIP/SMP

520-432-2528 or 1-855-432-7587



New Medicare scams target telehealth



Telehealth fraud has increased along with the increased use of telehealth during the pandemic.

Telehealth services include virtual office visits and certain medical services using two-way telecommunication systems like video, telephone, and email. If you don't know who you are speaking to and they are inquiring about your medical needs, please hang up and consult your own provider. If you receive a call from someone you don't know claiming to be with Medicare or a provider who will bill Medicare and they request your personal information or would like to send you free medical/lab testing kits, including genetic or cardiovascular, please hang up and report this to SEAGO Area Agency on Aging SMP office 520-432-2528 or SMP 1-877-876-2455

Always read your Medicare Summary Notice for improper billing of items or services.

If you suspect telehealth fraud, address it immediately. If you receive an unsolicited phone call from someone wanting to verify your pain symptoms, family history, or medical illnesses including cardiovascular, genetics, or any cancer, or you receive unsolicited medical devices or test kits in the mail, please call your local SEAGO Area Agency on Aging SMP office 520-432-2528





STAY CONNECTED

LOCAL
RESOURCES AT
YOUR FINGERTIPS

MOBILE APP

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DOWNLOAD



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