CARE Connection

EDUCATE. EMPOWER. CONNECT.

SEPTEMBER 2026

Caring for Today.
Stronger Tomorrow.



FEATURE ARTICLE

When You Don't Know, You Don't Know

Why navigating care and resources can feel overwhelming—and why Care Connection exists.

When life shifts—because of an illness, a hospital stay, or a change in ability—it can happen faster than we're ready for. One day things feel manageable. The next day, you're facing a long list of questions, choices, and decisions.

The truth is, most of us don't know what we don't know.

There are programs, services, and resources that could make life easier, safer, and more affordable—but many families never hear about them. Insurance rules, eligibility requirements, discharge plans, home modifications, support services… it's a lot to sort through.

You shouldn't have to be an expert to find the help you need.

Care Connection was created to bridge that gap. We provide clear, trustworthy information, practical guidance, and connections to resources so you can move forward with confidence.

We believe every family deserves to know:

- What options are available
- What questions to ask
- Where to turn for reliable help
- That you are not alone

Whether you're planning ahead, caring for someone you love, or navigating a recent change, you don't have to figure it out by yourself.

Information brings clarity,
Connection brings strength.
Together, we move forward.

MOMENTS THAT MATTER

The Stories We Don't Think to Ask About Until We Wish We Had



Grandparents, are more than a part of our past—they're a living connection to our history, our values, and the people who shaped us.

Grandparents Day is a perfect reminder to ask the questions that preserve their stories for generations to come.

Ask. Listen. Remember.
The stories they share today
can be treasures tomorrow.

CAREGIVER'S CORNER

What Does Help Actually Look Like?



Caregiving is full of love—and also full of logistics, decisions, worry, and endless to-do lists.

When you're managing appointments, medications, meals, transportation, household responsibilities and someone else's changing needs, even figuring out what to ask for can feel like one more thing on the list.

Help doesn't always have to be big. Often, the most useful support is something specific that takes one responsibility off a caregiver's plate—or gives them a little room to simply be a daughter, son, spouse, friend or loved one again.

Specific help is easier to give—and easier to accept.

- Pick up groceries or drop off a meal.
- Stay with your loved one so you can take a break.
- Drive to appointments or help with transportation.
- Run an errand or pick up a prescription.
- Help with bills, paperwork, or phone calls.
- Do a load of laundry or light housework.
- Check in—really check in—and listen.

If you're offering help, make the offer specific. If you're the caregiver, it's okay to name one thing that would make today a little easier.

Small acts of help can make a big difference in someone's day.

MADE TO *Shine*

Older adults have a lifetime of knowledge, skills, experiences, and stories to share.

Instead of always doing something for an older adult, invite them to teach you something they know. It gives them an opportunity to be the expert—and gives you an opportunity to learn.

Ideas to try:

- How to cook a family recipe
- How they kept a garden alive in the desert
- How to sew on a button
- How they handled money when they were young
- How they met their spouse
- How to fix something
- How to play a card game
- How they navigated a hard season

This month, ask an older adult in your life: "What's something you could teach me?" Then give them the floor.

PROFESSIONAL'S PERSPECTIVE

Dementia & Memory Care

Q&A with Crystal



Crystal Stayner, LPN | CDP | ALM

Owner,
Assisted Living
Compliance Pros

Hospice Liaison &
Educator, Billet Health

Meet Them Where They Are

One of the biggest misunderstandings about dementia is thinking that correcting someone will help them remember.

Crystal explains:

> "It usually doesn't—it can create frustration, embarrassment, and mistrust. Instead of correcting dates, names, or details, meet your loved one where they are and focus on helping them feel safe, respected, and understood."

That same approach can be helpful when someone is resistant to getting evaluated for changes in memory, behavior or thinking.

Crystal says it is okay to use a little "creative honesty" when it helps reduce fear or resistance. Families can also speak privately with their loved one's physician before an appointment to share concerns about changes in memory, behavior, or thinking. Sometimes presenting the visit as a routine wellness check can make that first step toward evaluation much easier.

Want to hear more from Crystal?

Follow Care Connection on Facebook later this month as we continue the conversation—including a question that may surprise you: Is honesty always the kindest response when someone is living with dementia?



NEED GUIDANCE OR HAVE QUESTIONS?

Care Connection exists to educate, empower, and connect individuals and families with trusted resources. If you have questions or aren't sure where to begin, I'm here to help.

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