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Handle With Care – Episode 1 “Staying Connected Through Technology”

June 9, 2011 By [Sherri Snelling](#) [Leave a Comment](#)

The pilot episode of our new TV show, *Handle With Care*, is all about the wonderful products of the digital age — how they keep older Americans connected to family, friends and the world and how this gives family caregivers better peace of mind. One of the great myths about aging in America is that older generations are resistant to new technology. This episode turns that myth on its head — if technology is adapted for older adults (touchscreens, larger cell phone buttons and numbers, easy way to get email without turning on a computer), the barriers are eliminated and the fun begins!

Watch Handle With Care on RLTV – Encore Broadcasts This Summer

You can see the new caregiving TV series, *Handle With Care*, on RLTV (check your Comcast cable for station listings). Next broadcasts:

Saturday, July 9 at 11:30am ET

Saturday, July 23 at 11:30am ET

You can also view the entire program right here — commercial free in three parts — check right hand sidebar top three boxes.

The Wonderful World of the Digital Age

Caregiving Club technology expert, Robin Raskin, takes viewers through a special inter-generational program

developed by Pace University and UnitedHebrew of New Rochelle, New York. In this special program, college students become tech “coaches” to assisted living residents teaching them about the Internet, email, videochat, Facebook, Pandora radio, online games, and other useful information that keeps older adults connected via a new computer system called Telikin.



Educating Younger Generations on the Sensitivities of Growing Older

In the program, college students at Pace University have to go through a “sensitivity training” to better understand the physical challenges and impairments that come with being an older adult of age 70, 80, 90 or even 100 (this was one of the most fun segments to film for our pilot). We asked Pace University Associate Professor Jean F. Coppola and her colleagues at the Pace University Nursing School, Sharon Wexler and Lin Drury, to create a tip sheet for viewers at home who may want to experiment with their children or younger family members on how to be sensitive to grandma, grandpa or other older loved ones.

[Pace University Sensitivity Training Tips](#)

For more information about the Pace University inter-generational computer program, contact:
jcopppola@pace.edu

Products Seen in This Episode

In addition to the Telikin system, Robin also introduced our family caregiver and her 85-year-old father-in-law to some new tech products that helped enhance their communication. Following is more information on the products and links to the Web sites for in-depth product information and availability:



[Telikin](#) – a wonderful computer system that not only improves dexterity and coordination but is an incredible communication device for seniors and their family members. The system has a very easy, intuitive software user-interface that is accessed via a touchscreen instead of a traditional mouse device (helpful for those with arthritis or limited dexterity). Easy-to-understand software buttons can be modified to the user for news and information, internet access, videochat, viewing photos, getting medication reminders, playing online games, joining social networks and more. Here is how the Telikin is used at the UnitedHebrew assisted living community: [Telikin at UnitedHebrew](#)



[Jitterbug Phone and Great Call Service](#) – the Jitterbug phone has won numerous awards and consumer acceptance among older adults based on its design of larger buttons, larger numbers, easy buttons for “on” and “off” and other functions, powerful speakers for clear sound even with a hearing aid and a stylish design (we previewed the red phone in our show which was created for the American Heart Association’s “Go Red for Women” campaign – which our 85-year-old male loved!).

The Great Call service is wonderful for anyone — no contracts and no cancellation fees, special new features like medication reminders and the newly added 24/7 LiveNurse app with basic plans starting as low as \$14.99 a month.



[HP ePrint system](#) - based on the HP digital printer design but with a built-in touchscreen for browsing and printing from the Web, getting email, sending or receiving photos, etc. – as Robin says in the show, this product becomes your “digital post office box” – delivering your daily *New York Times*, grandchildren photos and more. The ePrint service assigns you an email account and internet access without having to connect to or use a computer.

Having the Caregiving Conversation About Alternative Living Options

As seen in this episode, our caregiver knows that her father-in-law will not be able to stay alone in his apartment after he is discharged from the hospital recuperating from a broken hip and shoulder (something that happens to more than 2 million seniors every year according to the Centers for Disease Control.) She explains that her father-in-law was reluctant to move into an assisted living facility so they discussed doing it on a “trial basis” only.

Today, her father-in-law is thriving — involved in numerous activities and residential events and trips, participating in the Pace University Telikin program, and becoming one of the most popular residents (just wait until after our show premieres – he’ll be the older version of Justin Bieber!)

If you are a caregiver who is needing to have that hard conversation with your loved one about moving to an alternative living situation, or you want to learn more about the various senior living options, here are some resource links that can help you:

[Snap for Seniors](#) – one of the best sites for finding a variety of different living facilities searched by type of facility and zip code. The information includes maps, details of the facility (such as number of residents, special features) and the site also offers helpful tools and tips on how to assess different living options, how to pay, how to have the conversation with your loved one, etc.

[Leading Age](#) – offers a directory of non-profit facilities ranging from nursing homes to dementia care facilities to assisted living to senior communities and adult day services. You can also click here to the page that offers caregivers information on **[planning ahead and paying](#)** for various services and living arrangements.

[Caring.com](#) – a great overall caregiving site with a broad range of alternative living options across the caregiving spectrum that also includes “aging in place” services for helping your older loved one to stay in their home as long as possible as well as end-of-life services such as palliative care and hospice.

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Handle With Care Pilot TV Show – Part 1

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Me Time Monday Video Tip

Sherri Snelling, CEO & Founder



Sherri Snelling is a nationally recognized expert on America's 65 million family caregivers with a special emphasis on how to help caregivers balance "self-care" while caring for a loved one. She is a media contributor, speaker, consultant and founder of the Caregiving Club. [\[Read More ...\]](#)

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220 Newport Coast Dr
Suite #11-184
Newport Beach, CA 92660