



How To Spot A Scammer On The Telephone:

Caller ID Information:

- Calls from unusual area codes (e.g. 473, 284, 649) originate from other countries. Unless you stay in touch with someone from abroad, calls from these area codes are scams.
- Calls in which the three numbers immediately following the area code begin with “0” or “1” do not originate from real persons or legitimate businesses. These are scam calls.
- The phone number displayed on your Caller ID may not represent the number from which the call originated. Current technology enables scammers to display any number they wish on your Caller ID. Calls appearing to be legitimate, therefore, may be scam calls.

Caller’s delayed greeting: If you answer the phone and there’s a pause of several seconds before the person on the other end responds, the call was probably made with an automatic dialer rather than by a human. Scammers make thousands of calls with these devices that are never answered. When someone does answer, there is a lapse of time before the caller responds.

Caller’s poor communications skills: Be cautious of callers with a poor command of the English language claiming to represent utility companies or other businesses. Their objective is to trick you into providing personal information or to send them money. Legitimate American companies often use foreign call centers, but their employees are generally adept in English grammar.

Non-existing account: If a caller claiming to represent a business or utility company contact you about a past-due balance for an account you don’t have, you’re dealing with a scammer.

Caller’s changed disposition: At first, scammers appear to be friendly and courteous in order to keep you from becoming suspicious of their motives. As you start to ask questions and appear confrontational, callers often become belligerent and rude and resort to threats to get you to comply with their demands. This conduct is a sure sign of a scam.

Confirmation of your identity: If a caller asks you at the start of a call to provide personal identifying information (e.g., SSN) in order to verify who you are, you’re talking to a scammer.

Caller’s generic greeting: If a caller addresses you generically (e.g., “Hello Citizen”), you are dealing with a scammer making random calls who has no idea who you are. Otherwise, the caller would greet you by name.

Caller’s threats: If you receive a call from someone claiming to be from the IRS stating that you owe money for back taxes and that you’ll be arrested if you don’t make immediate payment, you are talking to a scammer. The IRS never makes threatening phone calls to delinquent taxpayers.

Quick action required: If a caller tells you that you won a lottery or sweepstakes contest and your personal information is required immediately or you’ll forfeit your prize, you’re dealing with a scammer. If you did enter a legitimate contest and could possibly have won a prize, you should contact the sponsoring company directly for confirmation.

Caller’s “canned” responses: Many scam calls utilize technology referred to as artificial intelligence (AI) that gives the impression you’re talking to a human. In fact, you’re conversing with a machine that uses a human-sounding recorded voice to provide cued questions and responses. The intent is to trick you into providing personal information which is used to steal your identity or sell to other scammers. You can disrupt the machine’s programmed cues and confirm the call is a scam by providing foolish, unrelated answers to the questions that are asked.



The

S.A.L.T.

Communicator

Seniors and Law Enforcement Together

Serving & Protecting Seniors Citizens

April 2021

COVID Vaccines for Seniors: A Community and County-wide Effort

Presented at the February SALT Meeting via Zoom

Mila Tsagalis was a welcome presence for the COVID vaccine-minded participants eager to hear of the County's progress in vaccinating seniors and other residents of the County. Ms. Tsagalis named the vaccine as the newest tool we have to fight the pandemic, emphatically stating that it will do tremendous things to boost antibodies in all who receive it. These vaccines are highly effective at keeping those inoculated from becoming gravely ill from the virus if it is caught. The vaccine itself cannot give anyone the disease.

The race has been on to get the vaccine to these most vulnerable people. At the time of Mila's presentation, the Health Department had procured 96 sites and counting in DuPage County. The big issue, however, has been lack of vaccines. In our county, to reach 80% of the population over 18 years old, or herd immunity level, 572,210 people will need to be vaccinated (based on a 2019 census) and that of course extends into the next phases beyond 1b. The Health Department's goal is to vaccinate 80% of the 1b population in these twelve weeks between the beginning of February to the end of April and matching capacity needed for second doses three to four weeks later. Once pharmacies such as CVS and Walgreens concluded vaccinating residents of long-term care facilities they could focus on becoming partner sites for the County in their stores.

Mila Tsagalis

Community Initiatives Director,
DuPage County Health Department



The next prioritization group, 1c, is still in draft form based on recommendations from the Advisory Committee on Immunization Practices within the Centers for Disease Control and Prevention and the Illinois Department of Public Health. It will include persons aged 16-64 with medical conditions that increase the risk for severe COVID-19 reactions. These conditions will likely include cancer, kidney disease, heart conditions, obesity, immunocompromisation from solid organ transplant, sick cell disease, smoking, Type 2 diabetes and pregnancy. Other essential workers who do not work remotely may include transportation and logistics, food service, Housing (e.g. construction), Finance (bank tellers), Information Technology and Communication, Energy, Media, Legal, Public Safety (e.g. safety engineers), Water and Wastewater and Public Health Workers. The upcoming Phase 2 will possibly include the rest of the population aged 16 and up, though more guidance is pending.

Mila emphasized, and SALT readers are likely noticing, that vaccines are becoming available at more and more locations. The DuPage County Health Department will communicate directly with those registered as appointments become available at the Health Department.

No one should be charged for a vaccine.

Registering for the COVID-19 Vaccine with the County Health Department:

Online: dupagehealth.org/covid19vaccine

Phone: 630.682.7400, M - F, 8 am - 4:30 pm

The Health Department encourages individuals to contact and register with their primary care provider or retail pharmacy (Jewel-Osco, Mariano's, Meijer, or Walgreens) for a vaccine.

Vaccine Finder:

The Center for Disease Control and Prevention offers this tool to locate vaccines in specific areas:
vaccinefinder.org/

DuPage County Senior Services:

Meeting a wide range of needs

Presented at the March SALT Meeting via Zoom

Ms. Jennifer Komis brought to SALT the wide breadth of services and programs to aid seniors in our county. The following overview highlights the range of services to meet the changing needs of seniors in our community.

A senior first calling to the county would be connected to an Intake & Referral Specialist. This person serves as the source for local, state and national resources for older adults and their families. The Community Services division assesses and counsels on:

Affordable Care Act (ACA) | Basic Needs | Benefit Access Applications | In-Home Services | Home Repairs and Renovations | Homeless Prevention & Rehousing Assistance | Housing Alternatives | Legal Assistance | Low Income Home Energy Assistance (LIHEAP) | Medicaid & Food Stamps | Medicare (Senior Health Insurance Program) | Property Tax Relief Programs | Recreation and Social Activities | Transportation | Senior Services Programs

Jennifer then described Options Counseling, which helps seniors over 60 or their caregivers who are experiencing or planning a life change. This counseling helps consumers envision what their future could hold by helping tackle what can seem an overwhelming goal and breaking it down into manageable steps. This is not long-term case management but rather goal coaching and decision support.

The Community Care Program has several resources to help seniors remain independent and in their own home. Qualifying seniors include:

- Age 60+ with physical or cognitive impairments
- Citizen or Legal Resident
- Willing to apply for Medicaid (partially funded by Medicaid)
- Willing to have a home visit and assessment
- Be of limited resources (liquid assets):
 - ◇ Individual: <\$17,500
 - ◇ Married, both needing services: <\$35,000
 - ◇ Married, only one needing services: <\$109,560



Jennifer Komis

Senior Intake and Referral Specialist,
DuPage County Community Services

Money Management is a unique service within the Community Care Program. Volunteers assist with aiding seniors in managing money to prolong independent living. Signs that a senior is struggling with managing their finances independently include mail piling up, shut off notices, unpaid bills, and having to choose between necessities.

The Caregiver Resource Center provides information and financial assistance to caregivers of older adults (60+), caregivers of adults with dementia of any age, or non-parents (55+) raising a related child. This program addresses gaps in service, offers respite care and steps in for emergencies requiring legal assistance. SALT will feature these two programs at the April meeting.

Home Delivered Meals are offered with two options. The Donation Based Option, in partnership with the not-for-profit DuPage Senior Citizen Council (DSCC), requires no income ceiling and is available to seniors age 60+ and their caregivers who are homebound and unable to prepare or obtain meals elsewhere. This option requires a home assessment. For the Private Pay Option, managed by the DSCC, seniors pay the full price of the meals but no home visit or assessment is required. The volunteers delivering the meals also conduct well-being checks.

Community Services also offers Transportation program through multiple sponsors. Their programs are in addition to local city, village and township programs. The County offers Ride DuPage, a 24/7 program which also features a Medical Ride component, unlike Ride DuPage offerings in other municipalities. A Medical Ride, once registered with the County, is \$1.50 for the first 6 miles and \$1.50 for each additional mile. Another component of the County's Ride DuPage program are \$4 rides to the County complex including the Health Department. The Veterans Assistance Commission additionally offers a veteran ride program.

DPC Senior Services Intake & Referral

630.407.6500

630.407/6502 (TDD)

Email: seniorsvcs@dupageco.org

Home Delivered Meals:

Donation Based Option: County Intake & Referral: 630.407.6500

Private Pay Option: DuPage Senior Citizen Council: 630.620.0804

This past year has prevented many from carrying out normal errands.

Many seniors may have held onto expired or unused medications as a result.

Sheriff Deputy Terri Albright expressed this concern at a recent SALT meeting. Keeping unused and expired medications poses a health risk by increasing accessibility. Having drugs available contributes to misuse and abuse of prescription and over-the-counter drugs by teens and accidental poisoning by children exploring medicine cabinets. Further, these medicines have the potential to pollute the environment.

RxBox sites offer a solution to these risks by disposing of medications safely. The RxBox accepts over-the-counter or prescription medications as well as ointments or liquid. Sharps, needles and EpiPens cannot be accepted.

Local Rx Box locations:

Carol Stream Police Department
500 N. Gary Avenue, Carol Stream

Walgreens
324 Roosevelt, Glen Ellyn

DuPage County Sheriff
501 N. County Farm Road, Wheaton

Glendale Heights Police Department
300 Civic Plaza, Glendale Heights

At-Home Kit Option

For those who would like an at-home kit to deactivate medications, Milton Township has a supply of Deterra, a safe and effective pouch system which renders the medications inert through absorption technology. Please call the Township at 630.668.1616 if you would like an at-home kit. We thank Sheriff Deputy Albright for this supply.

[Upcoming virtual SALT Meeting](#)

Monday, April 12, at 10 am

Meghan Butcher, DuPage County Senior Services, Caregiver Resource Center
& Christine Evans, DPC Money Management Program

Please check our SALT website for the Zoom link within a week of the meeting.

The Fire Department:

Meeting the need for protection

Presented at the January SALT Meeting via Zoom



Bill Shultz
Fire Chief, Wheaton Fire Department

SALT welcomed Wheaton Fire Chief Bill Shultz to describe the mission of this modern fire department. The Chief opened by noting that the descriptor does not fully encompass the extensive services provided to residents of Wheaton, and similarly, by other local Fire departments to their residents. Rather, these are all-hazard agencies capable, equipped and trained in fires, hazardous materials, technical rescue, public education and safety inspection.

No matter the method of delivery - Wheaton employs full-time firefighters while the Village of Glen Ellyn staffs with volunteer fire fighters - local residents can count on Police, Fire and EMS to arrive at their homes within three to four minutes of placing a 911 call, and sometimes quicker. The capability to be on the scene in such a short amount of time saves lives, and saves homes.

Chief Shultz spoke of the additional pressures on police and fire personnel in this last year. Early in the pandemic, the department created PSAs to show fire-fighters in their respiratory and hazardous material gear, worn to protect themselves from the virus as they conducted their work. In addition to putting on and wearing extra gear, they also took on the frequent laundering of clothes, sometimes several times a day. His department has scaled that back as more was learned about the spread of the virus. He believes his department has met the extra challenges by drawing upon their finest qualities, their abilities to adapt and overcome. Importantly, few fire-fighters have had COVID; a testament, he feels, to their commitment to safety.

As fire danger locally tends to be seasonal, the Chief is grateful that the Department did not have to change the color of the wreath hung out at each station, meaning that the City of Wheaton experienced no holiday-related fires. Chief Shultz advised smart use of

fireplaces by cleaning the fireplace and surround and disposing of materials properly. Space heaters merit extreme caution. All combustible materials should be moved away from a space heater. When shopping for one, consumers should look for the UL label. This indicates that Underwriters Laboratory, a well-known and highly regarded non-profit testing agency, has tested the item's safety features, such as the automatic shut-off if it tips over.

The Wheaton Fire Department, staffed 24/7 with paramedic resources and operating out of three fire stations, responds to 6,000 calls per year. Of these, 70% of these are for EMS. The Chief is thankful for an overall low incidence of structural fire. Their call volume dropped at the onset of COVID, but picked up again in the summer, ticked up even more at Thanksgiving, but is settling down again. The Chief attributed the early drop to people's initial fear of seeking medical attention in the initial phase of the virus.

Illinois law 425 ILCS 60 requires a working smoke detector on every floor of a home and also one within 15 feet of each sleeping room. New detectors on the market are made with 10-year sealed batteries and provide low-maintenance protection with no need to change batteries.

Chief Shultz recommends all homes have an ABC fire extinguisher. These last one to two years, after which the powder inside becomes nonusable. He suggests a minimum of one for the home and another for the garage. He encourages all to recycle their extinguishers at the end of their usefulness.

Please refer to guidance on ABC fire extinguishers, their proper use, and recycling opportunities in this issue. Seniors in both Wheaton and Glen Ellyn may request assistance with installing detectors in their homes. Seniors without the means to purchase their own may call their City or Village to inquire about obtaining a donated detector.

The [Milton Township SALT website at miltontownshipSALT.com](https://miltontownshipSALT.com) offers a trove of resources in our community. Check out our tabs on the COVID vaccine, Transportation, Food Security, Housing, Safety & Communication, Legal & Financial services, Health as well as Age Guide.



Want to read a past issue of this newsletter?

www.miltontownshipsalt.com

Want to call the Township?

630.668.1616

Want to visit the Township?

1492 N. Main St
Wheaton

Questions or comments?

p.cannova@miltontownship.net

S.A.L.T. Council Members

Chuck Smith, Chairman · Jodi Hefler, Vice Chairperson · Penni Cannova, Social Services Coordinator, Milton Township · Arnold Shifrin, Director of Communications · Officer Jill Uhler, Wheaton Police Dept. · Officer Joe Nemchock, Glen Ellyn Police Dept.

DuPage Sheriff's Office

Sergeant Ed Castillo · Corporal Troy Agema · Deputy Terri Albright

Chief Bill Schultz, Wheaton Fire Dept. · Fire Administrator Nicole Shanley, Glen Ellyn Volunteer Fire Dept. · Sue Davison, Glen Ellyn Senior Center · Fire Marshal Lee Westrom, Warrenville Fire District

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DuPage County Community Services: Focus on Seniors

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