

SEPTEMBER 2019



**JAMM  
JOURNAL**

INCA COMMUNITY SERVICES, INC.

## **WORLD ALZHEIMER'S MONTH**



Alzheimer's disease is the most common form of dementia, affecting about 6 percent of people 65 and older. Although it may seem like just a typical disease for older people — it is, in fact, not a normal part of aging.

Scientists don't know what causes Alzheimer's, but they suspect it's a combination of many factors. The disease affects parts of the brain that control memory, thought, and language. There is no cure, but experts think that lowering blood pressure, exercising, and not smoking may reduce the risk. Let's take a closer look at this event, and learn more about the disease.

Driver's remember to take a little extra time and be a little more patient with our senior riders as they may be suffering from things we cannot see with our eyes but we can feel with our hearts.



**Making a difference one ride at a time.**



## WINTER WEATHER DRIVING TIPS



### Be Prepared!

Do a pre-trip inspection EVERY time you get in your vehicle. Check for ice scrapers and emergency vehicle supplies.



### Reduce Speed!

When winter weather arrives reduce your speed to account for lower traction when driving on snow and ice.



### Increase your following distance!

Increase your following distance at least five to six seconds. This increased margin of safety will provide the longer distance needed if you have to stop suddenly.



### Always Check the Weather!

Check the weather reports before you leave! Talk with the scheduler to ensure riders have not cancelled and that the weather is okay for driving.

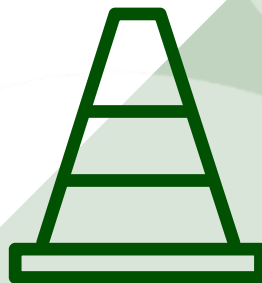


## JAMM'N Success Story

We received a call from Ms. Iwanna Crowe stating she had to see a doctor in Oklahoma City. She was distressed because she has no family that lives close by to help her get to out of area doctor's appointments. We told her about the SODA non-emergency medical transportation program for seniors and were able to schedule her a trip. She was very appreciative of the service provided.



Clifford Brown  
Simon Finley  
Vivan Jackson  
Thomas Farrar  
Kim Mathews



## CUSTOMER SERVICE TIPS

Practice active listening so your riders feel heard. Be patient, kind, and understanding with all people. Give riders your best customer service voice and make them feel valued. Love the job you do!



## MONTHLY REMINDER

JAMM is celebrating it's 20th year in existence. October will be filled with various events throughout the counties! Be on the look out for your county Jubilee..

