



# Communication

*Good Communication is the key to maintaining a strong relationship with your loved ones* - Unknown

**Be patient:** Here are some tips to keep in mind when having a conversation with an older adult.

1. Don't rush them; your conversation may happen at a different pace.
2. Practice active listening. Listen to what they are saying, pay attention to the tone of voice, facial expressions, and body language. This will help you understand what they really mean.
3. Ask questions. Asking questions is one of the most valuable ways to connect with someone.
4. It's important to let people make their own decisions.  
*e.g. Ask someone what they want for lunch instead of making the decision for them. If necessary, give them two or three choices. It's important that they are heard.*



---

**Reminiscing about life stories can bring back so many memories.**

Here are some possible questions to start a conversation:

- Where was your favorite place that you traveled to?
- What is your proudest accomplishment?
- What is your favorite hobby?
- Tell me about your family. Did you marry? Do you have children?
- What was your first job?
- Who were your best friends growing up?
- Where did you live?
- What advice do you have for younger people?

It's special to listen to these stories. You may want to record them or write them down.





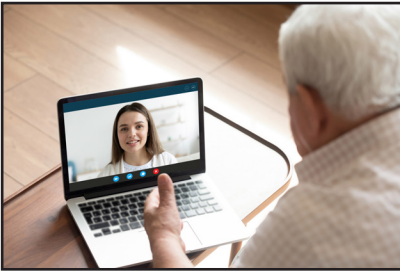
Write **letters** to loved ones or friends. Try writing letters to 3 different people a week. There is nothing better than a receiving a hand-written letter. If you live in a retirement residence, write letters to your friends and put them under their door. You will be sure to brighten someone's day.



Of course, a good old-fashioned **phone call** is a great way to connect. It's also important to do a check on friends.



You might be interested in the **Friendly Phone Link program** by the Canadian Red Cross. This program pairs volunteers with seniors who feel they could benefit from weekly phone calls. To learn more about this program, contact Shawna Green, Friendly Phone Program Coordinator by phone at 306-216-6602 or by email at [friendlyvisittingsask@redcross.ca](mailto:friendlyvisittingsask@redcross.ca).



Many older adults are tech savvy and enjoy surfing the web. **Email, cell phones, FaceTime, and Zoom** are wonderful ways to connect with loved ones from afar. For those that are new to this technology, many organizations offer courses to help you out.



The Saskatoon Council on Aging offers a technology **online class** to help older adults connect with the world around them called "Seniors Tech Buddy." For more information, call 306-652-2255 or check the website, [www.scoa.ca](http://www.scoa.ca)



Lifelong Learning Centre  
Centre for  
Continuing Education

The Lifelong Learning Centre in Regina offers many **online classes** to assist people with technology. For more information, call 306-585-5766. [www.uregina.ca/cce/personal-enrichment/current-courses/](http://www.uregina.ca/cce/personal-enrichment/current-courses/)

Check out your local **library** as well, as they may have lots of suggestions, too.

**Have fun!**