

2017 - 2018 SENIOR RESOURCE GUIDE

STEPS AND SERVICES TO USE
IN DETERMINING SENIOR CARE
North Orange County, California

A RESOURCE GUIDE FOR SENIORS, CAREGIVERS AND OTHERS



**St. Jude Medical Center
Senior Services**

and

North Orange County Senior Collaborative



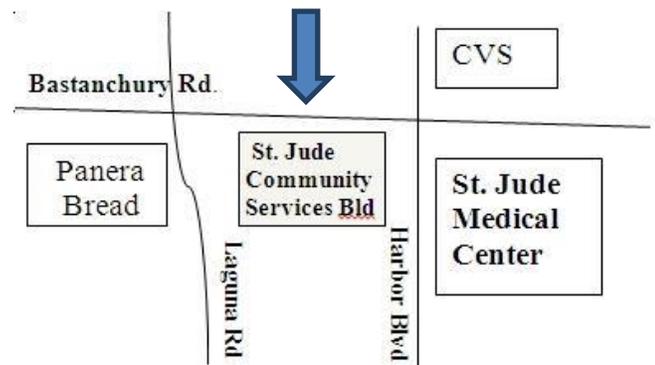
Senior Care 101

Worried about an aging parent, spouse, or friend?

St. Jude Senior Services and the North Orange County Senior Collaborative *Have Answers and Suggestions!!!*

In One Hour You Will Learn:

- Steps to help get organized
- In-home care suggestions and solutions
- Essential legal documents
- Ways to pay for care
- How to find the right care setting
- Resources to help you cope
- ***This class is also available to be held at church events, mobile home park association meetings, club meetings, etc.***



Call 1-714-446-7035 to schedule YOUR Class or for more information!

Register for a *FREE* 1 hour class: 714-446-7035

Date: Monthly ~ Every 4th Wednesday (4th Tuesday in Nov)

Time: 7 pm- 8 pm

Location: St. Jude Community Services
130 Bastanchury Road, Fullerton, CA

Entrance on Laguna Rd
Next to the Car Wash
Easy Parking!



www.nocsc.org

St. Joseph Health 
St. Jude Medical Center
A member of the St. Joseph Hoag Health alliance



www.NOCSC.org

This **2017-2018 North Orange County Senior Resource Guide** is intended to give the reader ideas, options, direction and resources as they explore their own needs and desires, or the needs and desires of seniors and their families.

The resources and services listed in this publication are not intended to be either a recommendation or a comprehensive listing, but rather a guide for residents, seniors, professionals and family caregivers in North Orange County, California.

The North Orange County Senior Resource Guide 2017-2018 is edited and published by:

-  North Orange County Senior Collaborative /
-  St. Joseph Health / St. Jude Medical Center /
-  Orange Family Caregiver Resource Center /

Please see our website at: www.NOCSC.org or
St. Jude Medical Center / Senior Services at: www.stjudemedicalcenter.org

For More Information Contact:

Karyl Dupée, LMFT ~714-446-7035
NOCSC

St. Jude Medical Center / Senior Services
130 W. Bastanchury Road, Fullerton, CA
E-Mail Address: Karyl.Dupee@stjoe.org

Daniel R. York, Esq., Chairman

OR 714-738-3400 OR 714-930-5313
1953 E. Chapman, Fullerton, CA
E-Mail Address: DanYorkLaw@aol.com

STEPS AND SERVICES IN DETERMINING SENIOR CARE 2017-2018



<u>TOPIC</u>	<u>STEPS</u>	<u>PAGE</u>
Warning Signs ~ <i>InfoBox</i>		4
First Questions ~ <i>InfoBox</i>		5
Information You Will Need		5
Legal Issues and Tools		6
Finding An Elder Law Attorney ~ <i>InfoBox</i>		7
Advance Care Planning Basics ~ <i>InfoBox</i>		8
Medical Privacy and HIPAA		9
What Kind of Medical Care Do You Need		9
What Is A Geriatrician		10
Preparing For A Doctor's Visit ~ <i>InfoBox</i>		10
Community Resources		11
What Kind of In-Home Care Do You Need		12
How Much Will It Cost ~ <i>InfoBox</i>		13
Helpful Guidelines When Interviewing Caregivers ~ <i>InfoBox</i>		13
Types of Residential Settings		13-14
Aging In Place ~ <i>InfoBox</i>		14
Assisted Living / Memory Care		14-15
Elder Abuse Resources / Prevention Steps ~ <i>InfoBox</i>		16
General Sources of Information and Services		16-18
Helpful Websites		18

INDEX

Categories of Services Found In This Resource Guide

<u>TOPIC / CATEGORY</u>	<u>PAGE</u>
<u>Care Options</u>	
Adult Day / Health Care Centers	19
Community Care Management Agencies (Non-Profit and Government)	21
In-Home Care Agencies	31
Know Me ~ My Personal Directions	44
Personal Emergency Response Systems / Monitoring and Technology	35
Respite Care	38
<u>Community Resources</u>	
Adult Day / Health Care Centers	19
Bereavement / Grief Groups	21
Disability Resources	22

TOPIC / CATEGORY**PAGE****Community Resources**

Driver's Assessment and Training Classes	23
Elder Abuse Information ~ <i>InfoBox</i>	16
Financial Assistance / Guidance / Planning / Social Services	25-26
Food Assistance / Food Pantries	26
Funeral Homes / Memorial Care Centers / Crematoriums	27
Handyman / Home Modification / Repair Assistance	29
Hoarding Resources	30
Housekeeping / Cleaning Services	30
Senior Centers	38-39
Services Available In Your Home	39-41
Transportation (Low Cost / Senior Discount)	41
Transportation Post-Op / Concierge	42
Veterans Services	42-43

Financial and Legal Sources

Advance Directive Basic Planning ~ <i>InfoBox</i>	9
Attorneys (Elder Law / Conservatorship)	19
Financial Assistance / Social Services	24
Financial Planning / Fiduciaries / Guidance	25
Insurance Agents / Assistance	32
MediCare and Its Complexities	32
5 Big Mistakes in MediCare Enrollment	33
Legal Tools	6
Veterans Services	42-43

Health Services

Audiologists / Hearing Centers	20
Fall Reduction / Information ~ <i>InfoBox</i>	23-24
Geriatricians North and Central Orange County	28-29
Medication and Medication Dispensing Equipment	33
Memory and Health Assessment / Resources ~ <i>InfoBox</i>	34
Personal Emergency Response Systems / Monitoring and Technology	35-36
Prescriptions / Low Cost / Discount Plans	36-37
Services Available In Your Home	39-41
Veterans Services	42-43

Housing Needs

Handyman / Home Modification, Ramps or Repair Services	29
Hoarding Resources	30
Housekeeping / Cleaning Services	30
Housing / Agencies & Assistance	30
Housing / Placement Specialists	30-31
Moving Assistance / Professional Organizers	35
Real Estate (Senior Specialists)	38

STEPS AND SERVICES **TO USE** **IN DETERMINING SENIOR CARE**



The purpose of the North Orange County Senior Resource Guide is to help you quickly and as accurately as possible consider and prepare for what may lie ahead. There is no advertising and no one has paid to be in this Senior Resource Guide. We have listed only a few of the many resources / services available under each heading as a way to get you started on your 'steps'. **The resources and services listed in this publication are not intended to be a recommendation or a comprehensive listing, but rather a guide for residents and caregivers in North Orange County, California. Please check for other local resource listings.**

STEPS

Caregiving descends upon us in all sorts of ways ~ through sudden crises or a series of small but unsettling mishaps and warning signs. You may be the only person to step in or you may simply be one of a large support network of family members and friends willing to help. Whatever the situation, you may not be sure of the next step. Or even the *first* step. Whether you are in the middle of a crisis and decisions have to be made quickly or you are planning ahead for an elderly loved one because of unsettling warning signs, the following questions, suggestions and information may be helpful in a variety of ways.

 **Does your loved one need help? Here are some warning signs**
Check those that apply

- Difficulty walking -- unsteady when standing -- recent fall(s)
- Poor grooming and personal hygiene -- soiled clothing
- Loss of appetite -- changes in eating / cooking habits
- Spoiled or outdated food in fridge -- little nutritious food in home
- Diminished driving skills -- recent accidents -- near misses
- Loss of interest in activities once enjoyed
- Reluctance to socialize
- Difficulty concentrating / poor judgment
- Memory loss -- forgetfulness -- confusion -- inability to complete tasks
- Mishandled medication(s)
- Persistent fatigue -- lack of energy
- Personality changes -- irritability -- sudden mood changes
- Unopened mail -- past due bills -- mishandled finances
- Poor housekeeping / home maintenance -- unsafe conditions

Now that you know some of the warning signs ~ and there may be other concerns that you have as well ~ take a minute and jot down your answers to the following 'first step' questions:

First Questions To Ask And Answer

1. What specific kind of help does your loved one need? _____
2. Who will be financially responsible for their care? _____
3. How much time do you personally have to give? _____
4. Who will be legally responsible? _____
5. Who is the actual decision maker? _____
6. What kind of medical needs do they have? _____
7. Describe the type of day your loved one routinely has? _____
8. Are the problems undiagnosed but correctable? _____
9. If your loved one's problems are not correctable, what living arrangements and care plans are most appropriate? _____
10. If they are able to remain in their own home, how will you determine what type of in-home care to arrange? _____
11. Are there transportation issues? _____
12. Is assisted living preferred / possible over nursing homes? _____
13. What particular challenges does your loved one's disability pose? _____
14. What is the best way to access community resources? _____
15. How will you manage it all ~ *and still maintain a life of your own?* _____

The next step is collecting and organizing important information ~ this will be an invaluable step to take as time passes. It takes a little time to complete this step, but you'll be glad many times over that you have it where you can find it when you need it.

Information That You Will Need About Your Loved One



1. Make sure you know the senior's date of birth and Social Security number.
 - a. You will need this information to access many services
2. Collect information about medical providers.
 - a. If you haven't done so already, gather details about your loved one's physicians and health insurance
3. Names, phone numbers and addresses of the senior's medical professionals
 - a. Doctors, Dentist and Pharmacy (be sure to include complete details about any arrangements the senior has made for discount prescriptions)
4. Copies of health insurance policies and the front and back of all insurance cards
 - a. If your loved one is 65 or older, you will need a copy of their Medicare card
5. Make a list of all medications
 - a. prescription drugs and over-the-counter drugs (such as aspirin, antacids, herbal remedies, nutritional supplements ~ even daily multi-vitamins)
 - b. dosage amounts and instructions for taking them (time of day, with food or between meals, etc.) Take this list with you to ALL of your loved one's medical appointments to help avoid dangerous prescription drugs interactions (See page 39 for more medication management tips)
6. Date and results of recent medical tests
 - a. Include exams, x-rays, CT scans and MRI's, dental, hearing and eye tests, etc.

7. Complete health history
 - a. Be sure to take this with you to all of your loved one's medical appointments
 - b. Include major illness and medical conditions for your loved one's parents, brothers and sisters
8. Learn as much as possible about the medical condition afflicting the senior
 - a. Talk to his or her doctors about the disorder
 - b. Study the symptoms & progression of the disease so you can anticipate what might come next
9. Call a family meeting
 - a. Try to get as many people as possible involved from the beginning. Early input from them will facilitate communication and decision-making down the line
 - b. Allow all family members a chance to express themselves and their feelings about what should be done
 - c. When possible, designate a person to be responsible for each task
10. Be respectful of the older adult ~ always ask for their opinion, preferences and ideas ~ this is about them and about their life

Legal Issues and Tools



First Step ~ Organize Papers

Legal issues relating to care planning are divided into:

1. **Health Care**
2. **Financial**

Healthcare ~ Determine whether certain documents already exist. Look for:

1. Advance Health Care Directive
2. Power of Attorney for Health Care
3. Living Will
4. Directive to Physicians
5. HIPAA Authorization (means “**H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct”)
6. POLST (means “**P**hysician **O**rders for **L**ife **S**ustaining **T**reatment”)

Financial ~ Look for papers relating to property and financial matters:

1. Trusts
2. Wills
3. Power of Attorney for Finances
4. Deeds or Certificates of Ownership for Property
5. Annuities
6. Life Insurance
7. Long-Term Care Insurance Policies
8. Retirement Accounts/ Benefits (IRA, 401k, 403b, Pensions)
9. Veterans Benefits
10. Most recent statements from bank, credit union, investments.

Next, you'll want to visit a qualified attorney to review these papers. **DO NOT WAIT FOR A MEDICAL CRISIS.** The person signing new documents must have legal *capacity* to understand what they are signing.

Second Step ~ Choose An Attorney

Sometimes the best choice is the original attorney who prepared the papers. If you have confidence in that person, this is an obvious choice.

However, sometimes clients lose touch with the attorney or feel that they need someone more familiar with their current life issues.

Finding An Elder Law Attorney



The attorney who practices Elder Law or Special Needs Law works primarily with people as they age and people with disabilities. Using a holistic approach, the attorney will address general estate planning issues and will counsel clients about planning for incapacity and possible long-term care needs. The attorney typically wants to be sure the documents properly coordinate private and public resources to finance the cost of quality care. The attorney may also have suggestions for support services in your area.

You can locate an elder law attorney through:

1. NAELA

National Academy of Elder Law Attorneys' website at www.naela.org. On the NAELA homepage, you will find a link that will help you locate an elder law attorney near you.

2. For additional information go to the Elder Law section in this Guide on page 21

Third Step ~ Get Ready For The Attorney Visit

Here are a few tips as you prepare. (Each attorney has a slightly different approach):

1. Make a list: Discuss with your spouse, partner, or those helping you what questions are on your mind. Write them down.
2. Think about your care managers: If you were unable to manage your finances and health care, who would you choose for those important jobs? Do you have alternates in mind? Would they agree to serve?
3. Are there doubts about the present ability of the client to understand and sign documents? If so, mention this to the attorney very soon!
4. If the client has a serious, chronic or terminal illness, or if there is some other urgency mention it to the attorney immediately!

5. When you make the appointment, ask the attorney these questions:

- a) Does the attorney offer a no-charge first visit?
- b) What documents should you bring to the meeting?
- c) Should you complete a questionnaire first?
- d) Will the attorney want to meet privately with the client?
- e) Are family members welcome? Are designated trustees or health care agents welcome?
- f) If the attorney accepts the case, what are the fees and costs? When will the client receive the legal services agreement for review?
(In most cases, attorneys are required to have a written agreement for any legal work. It must be signed by both client and attorney).

Advance Care Planning Basics



1. Every adult needs an Advance Healthcare Directive:

- a) To name your choice of person(s) to make your health care decisions when you can no longer communicate;
- b) To tell everyone caring for you what kind of health care you want and don't want;
- c) To tell everyone caring for you how you feel about life support;
- d) To make special requests about the people or things important to you when you are ill (friends, music, clergy, pets, poetry, scripture, etc.);
- e) To tell everyone where you want to live in your final days;
- f) To make choices about organ donation, cremation, burial;
- g) To tell everyone how you want to be remembered

2. Complete a **POLST** with your doctor's help if you presently have a serious life-threatening or terminal illness.

Physician Orders for Life Sustaining Treatment forms are detailed doctor's orders which reflect your choices about life support options or resuscitation. They are written to be kept in your medical chart. The law requires doctors, emergency medical responders, and healthcare workers to honor these detailed choices. Similar documents are called **DNR (Do Not Resuscitate)**.

3. On June 9, 2016, the California End of Life Option Act took effect. Certain adults may choose to end their terminal illness and suffering by meeting strict medical guidelines. The above Advance Care Planning documents cannot be used for that purpose. Physicians and patients can find the latest information and download forms on Advance Care Directives and the California End of Life Option Act below. Note: St Jude Medical Center and affiliated medical staff cannot provide these services.

* **California Department of Justice - Advance Healthcare Directives**

https://oag.ca.gov/consumers/general/adv_hc_dir

* **Coalition for Compassionate Care of California (non-profit)**

<http://coalitionccc.org>



Medical Privacy and HIPAA

The *Health Information Portability and Accountability Act ~ 1996* (HIPAA) is intended to safeguard an individual's health information.

A HIPAA release is a document signed and dated by you to authorize use and disclosure of protected health information for reasons other than treatment, payment or health care operations. An authorization must contain a description of the protected health information, the names or class of persons permitted to make a disclosure, the names or class of persons to whom the covered entity may disclose, an expiration date or event, an explanation of the individual's right to revoke, how to revoke, and a statement about potential re-disclosures.

Your doctor and other medical professionals are required by law to protect your medical privacy. This is why you are often asked to sign a form stating that you have received the provider's Privacy Statement.

IMPORTANT: The form often includes an authorization giving permission to share your medical information with other health care providers, your spouse or other person you designate.

Don't wait until a medical emergency to sign a HIPAA release and an Advance Health Care Directive. Every time you visit a doctor, hospital, medical lab, etc., give them a copy of your Advance Health Care Directive and ask to sign the provider's HIPAA form so that those assisting you are authorized to receive information about your care.



What Kind Of Medical Care Do You Need?

Annual Wellness Visit is scheduled with your primary care physician. This visit is paid for by Medicare and it gives both you and your physician a chance to catch up on your healthcare concerns, needs, mental health status, tests that need to be run, lab work, etc. This is a good time to ask questions or talk about a specialist if needed.

Home Health care can only be provided by licensed health workers, such as skilled nursing care, physical therapy rehabilitation or other in-home services for the treatment of an illness or injury and is typically (though not necessarily) initiated by a physician. Medicare may pay for some home health care, but only if you meet certain qualifications and conditions. *Keep in mind that Home Health is **not** the same as In-Home Care and In-Home Care is rarely covered by insurance.* Check with your insurance company or physician for more information.

Palliative Care addresses the needs of patients struggling with chronic and / or life threatening illnesses and may occur in the hospital, home, or a skilled nursing setting. Comfort and quality of life, sometimes combined with curative treatment, are the focus of care.

Hospice Care is for individuals who are approaching end of life and are no longer seeking a cure or curative treatments. The focus of their treatment is comfort and quality of life for their remaining days. Hospice and Palliative care are both team-oriented groups consisting of specially trained professionals, volunteers and family members, and may occur in a variety of settings, including home, board and care, and skilled nursing facilities. Your physician prescribes Hospice care and Medicare covers this benefit. Typically you may choose one of the referrals your physician suggests or your own choice of Hospice care.



What Is A Geriatrician And Why Should You See One?

Geriatricians are physicians with extra training in caring for the special needs of the older adult. Geriatricians are Board Certified with the American Medical Association and they help patients manage common disorders, including hypertension, diabetes and arthritis and are trained in treating specialized problems such as stroke and memory loss. They also understand how physical health problems affect other aspects of seniors' lives ~ their mobility, social interaction and ability to live as independently as before. Geriatricians look beyond the medical problems to see their impact on a patient's overall well-being. They understand that health care involves not only medical examinations but also mental, spiritual, functional and social wellbeing.

Having a proper diagnosis is important in understanding what is needed to help older adults maintain their good health, improve their health with specialized care, and receive the care they need to age in place or to live a quality life in a supportive community. *(Please see a listing of Geriatricians on page 30-31)*

A visit to the doctor's office can be stressful and intimidating but there are steps you can take to make the most out of your doctor's visit. Write down and keep track of symptoms or changes in health, mood, and physical and mental abilities.

Getting The Most Out Of Your Doctor Visit

If you can take someone with you to your doctor's visit, consider doing so ~ it is often difficult to remember everything the physician tells or asks a patient to do.

Preparing For A Doctor's Visit



Before your visit, write down your questions. Bring them to your office visit; ask the most important questions first; and make sure you get answers to your top two or three concerns. Before your visit, write your list of symptoms and details, and what the symptoms were like when they first started.

1. If you have diabetes or hypertension, bring your home-monitoring records;
2. Bring all your medications, including herbals, supplements and vitamins. If you can't bring the medications, be sure and bring an up-to-date list of medications and supplements. Keep this list handy in your wallet;
3. Bring a tape recorder or a health care folder or notebook to write down the doctor's responses to your questions and her/his advice about treatment and other information for follow-up;
4. If you feel you need support in communicating with the doctor, in remembering information, or if you have a complicated health problem, have a friend or relative accompany you to be your advocate and to help you remember information;
5. Ask the doctor to write down her / his responses to your questions;
6. Feel free to ask questions about your medications ~ make sure you understand the medication's purpose ~ also ask if this is a generic or a brand name medication;
7. Let the doctor know if you do not understand anything you are being told;
8. Before you leave the office, make sure that you understand about your condition, your treatments, your medications, when you need to meet the goals prescribed by your doctor, and when you need to follow up with another visit;
9. After the visit, be sure to follow through with the Plan discussed during the visit;
10. *Also see page 39 for suggestions on Medication Management.*

Community Resources, Housing And Nutritional Needs



1. Take a crash course in community resources:
 - a. Find out about senior centers (*see page 38-39*) and adult day health services (*see pages 19*) in the senior's area ~ what kind of care do they offer, transportation (*see page 41-42*), etc.
 - b. What are the some of the best in-home care agencies around? (*See page 31 for suggestions.*) What meal delivery (*see page 26*) and transportation (*see page 39-41*) support options are available? Are they a Veteran (*see page 42-43*)?
 - c. Assess the senior's gaps and skills and determine which resources they need
2. Even if this is an acute crisis that is likely to pass, *start gathering information* about assisted living facilities and other long-term care options. When the time comes, you will want to be able to offer the senior a range of options to choose from.
3. Recognize that loss of sight, hearing loss, memory loss, confusion, incontinence and depression are not normal aspects of aging. In many cases, these are treatable conditions ~ they could very well be the result of prescription drug interactions or drug side effects and need to be assessed for that. Failure to identify or treat these conditions may place elderly patients at risk of unnecessary functional decline.
4. If your senior lives in an assisted living facility at some distance from you, one of your concerns will be replenishing your loved one's health care supplies at a reasonable price. While you can hire a personal shopper, it may be less expensive and just as reliable for you to shop online and have the supplies delivered to your senior.
5. Consider hiring a geriatric care manager or using a placement specialist
 - a. These professionals are trained to quickly assess the overall situation, make recommendations about needed services and, if necessary, coordinate community resources (*see pages 18-20*) for more information / suggestions

Talk To And Consult With . . .

6. Consult with and
 - a. Talk to trusted friends, neighbors, acquaintances ~ anyone with experience in caring for an older adult
 - b. Assemble a mosaic of information about how to proceed and what to expect down the line. You will learn that others have been there before and found their way through ~ though sometimes with great difficulty and sadness
7. Talk with the older adult in your family and
 - a. *Allow them as much independence as circumstances permit*
 - b. Remember that the caregiver's role is to help them maintain as much control over their lives as feasible, not take it away
 - c. Allow them to make their own decisions unless the decisions become harmful to them. The more you can consult with them, consider their desires, and truly respect them, the smoother the transition in your relationship will be
 - d. Make sure that everyone on the caregiving team ~ whether they are family members, friends or professionals ~ has the information they need to perform their responsibilities
 - e. Make a list of emergency numbers, family contact numbers and other items and distribute it to those who might need it

- f. Family members should know how to locate legal, financial and medical documents like durable powers of attorney, trusts and wills
 - g. Investment account statements and health insurance policies /who and where
8. If the older adult is still living at home, make sure you and others in their inner circle have keys to the residence in case of emergency
9. Keep good notes
- a. Whenever you talk to a doctor, lawyer, insurance company, service agency, government office or advocacy organization, write down the date and the name of the person you spoke with, contact information and the substance of the conversation
 - b. Keep separate files for different areas of concern ~ financial topics, medical affairs, real estate, vehicles, insurance, and so on

Even though this may sound unnecessarily pessimistic, never assume that the professional and medical personnel who are helping you with your loved one will do what they promise. If you don't actively follow-up, you may set yourself up for disappointment. These professional people are extremely busy and have other people to care for in addition to your loved one. Bottom Line ~ *stay involved for maximum benefit.*

10. Acknowledge your own feelings of loss, anger, shock and confusion. Perhaps you realized this moment was coming, perhaps not. In any event, you are likely to find unsettling emotions bubbling through the surface. Allow yourself time to experience them. Write them down in a journal. Take a long bath. Find a quiet corner and close your eyes. *Take care of yourself, too.*

What Kind Of In-Home Care Do You Need and How Much Will It Cost?

It's important to know specifically, what type of care that your loved one actually needs. The following are types of in-home care to consider and inquire about, as well as descriptions of typical caregiver responsibilities.

1. **Personal Caregiver / Companion**
 - Provide friendly companionship
 - May also be a 'Hospital Sitter' or for Respite Care in some cases
 - Assists with light housework, meal preparation, shopping, laundry, errands, etc.
 - No coverage by most health insurance policies
2. **Caregivers / Home Health Aide Services**
 - Assist with personal needs such as activities of daily living, bathing, feeding, some bedside care, etc.
 - May also assist with transportation to doctors and therapy appointments
 - May perform errands such as food shopping, picking up prescriptions
 - May help with meal preparation and light housekeeping
 - Provide medication reminders ~ no skilled nursing tasks or dispensing medication
 - Usually not covered by most health insurance policies
3. **Registered Nurse (RN) Or Licensed Vocational Nurse (LVN)**
 - For specific acute and immediate licensed nursing care (i.e., trach care, IV's, etc.)
 - For insurance reimbursement you must have a doctor's order and show written documentation of procedure which could only be performed by an R.N. or L.V.N. on a continuous basis
 - Nurses do not typically perform housekeeping duties

How Much Will It Cost?



Not surprisingly, the cost of all types of care has steadily risen over the years ~ from homemaker services to nursing home care. However, the cost of care provided in people's homes has not risen by the same degree as care provided in facilities. Rates listed below are average Orange County, California rates ~ *you may find some services that are higher depending on need and other variables.*

- Personal Caregiver / Companion: \$20-27 OC Average *Hourly* Rate
- Caregivers / Home Health Aide \$22-30 OC Average *Hourly* Rate
- Adult Day Health Care (ADC) \$80 OC Average *Daily* Rate
- Assisted Living Facility (ALF) \$4,000 OC *Monthly* Rate
- Nursing Home Care (SNF) \$254 OC Average *Daily* Rate

IMPORTANT ~ Private Pay or Independent Contractors: There may be legal ramifications to using uninsured / non-bonded private pay care providers in the form of Unemployment Compensation, Workman's Compensation, Social Security benefits and other costs. Please be aware of your legal responsibilities should you choose to use a caregiver other than from an agency. Please see page 33 for more information on in-home care agencies.

Guidelines and Questions To Ask When Interviewing Potential Caregiver Agencies

1. What specific duties / tasks will the caregiver perform?
2. What days and hours will the caregiver be available or needed to work?
3. What is the agencies' hourly or daily rate? What is the minimum number of hours? What are the additional charges for over 8-hour shifts and / or holidays?
4. How / when do they want to be paid? Keep receipts or copies of payment.
5. Who provides meals?
6. How much advance notice will be required if the caregiver is late or cannot come?
7. What arrangements will be made to cover the shift in the caregiver's absence?
8. Will the caregiver provide transportation for the patient? Will the caregiver use their own car or the patient's? How is gas paid for? Whose insurance is used? (See cautionary NOTE above regarding employer responsibilities)
9. What is the caregiver's prior work experience? Can caregivers be interviewed?
10. Are references available from a previous employer (private care vs. agency caregiver)?
11. What will the family's role be in caring for the patient?
12. Are there any smoking rules?

Types of Residential Settings



Aging in Place (In Your Own Residence) is something that many people consider doing for as long as possible. (Please see the *InfoBox* below on page 14 for things to consider.) An important consideration is safety ~ the senior's safety, and anyone they may live with. Other considerations include finances, convenience, social supports and transportation.

Retirement Communities (also called ***Senior Independent Living Communities***), are designed to accommodate independent seniors who have few medical problems.

Assisted Living Communities (state licensed) combine housing, healthcare, meals and socialization and some assistance with personal care in an independent environment.

Residential Care Homes (often referred to as a **Board and Care**) (state licensed) provide care for seniors in a homelike setting that's very much like a family. This type of home varies considerably in both size and setting. The staff in a residential care home may assist with medications, help residents bathe / get dressed and other activities. Many Board and Care Homes also offer in-house hospice care.

Memory Care Communities and Alzheimer's care is often delivered in an assisted living or nursing home setting on a separate floor or unit, although the Memory Care also may be in a separate building. These living environments have secured areas to prevent wandering.

Skilled Nursing Facilities (SNF) (also known as a **Nursing Home** or **Rehab Facility** or **Long Term Care**) provide a high level of care for those who have significant functional decline in everyday activities (i.e., activities of daily living / ADL's). Residents typically receive occupational, physical and other rehabilitative therapies after an accident, illness or hospitalization along with medical care.

Aging In Place ~ Things To Consider



1. Consider living in your own home if you have a relatively small one-story home, or can move downstairs
2. Install safety equipment such as grab bars, handrails, ramps, extra lighting, a security system, obtain a personal emergency response system if necessary, etc.
3. Remove clutter (paper, boxes, old mail, catalogs, etc.) from closets, counters, etc.
4. Remove minimally used / unnecessary items (i.e., books, clothing / shoes, cookware, furniture, old equipment, etc.) ~ if you haven't used it in a year ~ *TOSS IT!*
5. Make sure that items that are on shelves or in drawers and cupboards are within *easy* reaching distance ~ avoid reaching more than 2-6 inches over your head
6. Identify reliable, affordable and convenient transportation resources
7. Notice how close / far your frequently used services (grocery store, drug store, doctors' offices, shopping mall, etc.) are from your home ~ close is better!
8. Consider financial issues ~ mortgage, medical costs / needs, food, caregiver, etc.
9. Are all of your legal tools current and in place (Trust / Will, Advance Directive, PoA's, etc.)
10. What is the distance / proximity to close friends and family members ~ *avoid isolation!*

☀ Assisted Living / Memory Care - Fast Growing Options In Long-Term Care



When older adults can no longer live independently, family and caregivers are faced with the difficult decision of what type of care to select — because not all long-term care options are created equal. Two of the fastest-growing types of residential senior care are assisted living and memory care, but what are the differences between the two, and what are the most important factors in making that choice? If the senior is still active and vital, but can no longer live entirely independently and needs assistance with everyday activities such as bathing, eating and dressing, one of the options available is assisted living. According to the Assisted Living Federation of America, assisted living is defined as “a long-term care option that combines housing, support

services and health care, as needed.” Personal care services in assisted living often also include transportation, light housekeeping, meals, medication management, and care is available around the clock. Seniors in assisted living usually have the option of a private room or shared space in an apartment, depending on their preferences and budget. As older adults age, they may simply need a little extra help with everyday tasks, or they may require more specialized nursing care if they have age-related issues with mobility, or conditions such as dementia. Assisted living facilities vary in terms of what services they offer, but some of them do provide memory care services, usually in a dementia special care unit (SCU). Among other things, memory care units are typically locked to prevent wandering and often have a higher staff/patient ratio. Assisted living facilities are not federally regulated, but they should be licensed by the state they are located in.

What To Look For In An Assisted Living / Memory Care Facility



1. Bigger is not always better. Some residents with cognitive impairment can be over stimulated in a large environment and may do better in a calmer, homelike setting such as a 6-Bed Residential Care Home.
2. Shared or Private Room? Studies show that a shared room / restroom is not only less expensive, but can be better for residents with dementia as some become more anxious when alone. Socialization and active engagement with residents should be a priority.
3. Observe the staff to see how they interact with residents (speak to residents by name, make good eye contact, walk with or gently touch residents, etc.). Observe other residents to see if you think they would be compatible with your loved one. A place that is perfect for one person may be completely wrong for another.
4. Don't be distracted by the décor. Fancy amenities are nice to look at but don't have a heart. Without compassionate, trained and experienced staff, none of that matters.
5. Expect an adjustment period. It takes time for a new resident to get used to a new environment and it takes time for the staff to get to know their likes and dislikes too.
6. Visit at different times of the day to get a better picture of care quality. Observe meals, activities (variety, interaction and purpose for the activity), and attentiveness of the staff.
7. Do your research or enlist the help of a professional who knows the history and reputation of care facilities in your area. At the same time, trust your own gut feelings. Nobody knows your loved one as well as you and your family.
8. For information on a placement specialist in your area, please *see page 32-33*.

Elder Abuse Prevention, Resources and Reporting



Elder Abuse is one of the fastest growing and least reported forms of abuse in Orange County. Remember that the most common forms of abuse are financial scams and *Fear* is the scammer's best friend. Other types of abuse include: emotional abuse, neglect / self-neglect, physical abuse and sexual abuse. For more information on elder abuse go to the National Center for Elder Abuse at: NCEA@med.usc.edu or Ageless Alliance at: www.AgelessAlliance.org/

Please see the inside back cover of this Resource Guide for more information and reporting instructions, and consider the following twelve suggestions to protect yourself or a senior:

Twelve Simple Steps to Protect Yourself From Cyber Elder Abuse



1. Request a copy of your free credit report 877-322-8228
www.annualcreditreport.com
2. Remove your name / email address from direct mail lists, internet or email adds.
Mail a request to: DMA Mail Preference Service, P. O. Box #643, Carmel, NY 10512
Or log on to: www.dmachoice.org
3. Place your name on the **“Do Not Call”** list ~ this will need to be updated quarterly.
From the phone number you are registering, call: 888-382-1222
www.donotcall.gov
4. Remove the name of deceased individuals from mailing lists. Sign up at:
www.ms-dm.com/cgi/ddnc.php
5. Opt out of pre-approved credit offers 888-567-8688
www.optoutprescreen.com
6. If using social networking sites, such as *FaceBook*, read the *privacy policy* and avoid posting personal and private information that may inadvertently alert scammers to your family information, whereabouts, income level or personal possessions.
7. Regularly apply *system updates* on all of your devices when you are prompted to do so. This adds another level of security to your phone, computer, tablet, etc.
8. Don't give control of your device to a third party who calls you out of the blue to tell you “something's wrong”.
9. Do not rely on Caller ID alone to authenticate a caller. Criminals can spoof caller ID numbers and they may appear to be calling from a legitimate company or local number when they may not even be in the same country as you are.
10. ***Never*** provide your password, credit card, Social Security Number, personal or financial information to someone who calls and claims to be from tech or fraud support. No legitimate organization will ask you for this information.
11. Lastly, criminals routinely rely on fear to deceive and manipulate you.
Immediately suspect a crime if you feel confused or wary about a cyber or internet device communication ~ Trust Your Instincts ~ ***CHECK IT OUT*** Before You Respond!
12. If you or someone you know may have been victimized by a cyber fraudster, please submit a complaint to the Federal Bureau of Investigation IC3 (FBI Internet Crime Complaint Center) at: <https://www.ic3.gov/> or <https://www.fbi.gov/scams-and-safety/common-fraud-schemes/telemarketing-fraud>

☀ General Sources of Information and Services for Seniors



2-1-1 Orange County

2-1-1

A free 24-hr, 3-digit telephone number that will enable callers to access comprehensive info and referrals to health and human services. Provides links to services including food, shelter, domestic violence, counseling, etc.

Adult Protective Services ~ Orange County

800-451-5155

Report either voluntarily (confidentially) or as a mandated reporter suspected concerns regarding a dependent adult / elder abuse situation that may be perpetrated by *others* (physical, neglect, financial, abandonment, isolation, abduction, etc.) or *self-neglect* (physical care, medical care, health & safety hazards, malnutrition / dehydration, other).
24 Hour Confidential Hotline (see back of Resource Guide for more information on APS)

Alzheimer's Association

800-272-3900

In addition to Alzheimer's research information, on-line classes, and the 24-Hour phone line, they also offer a monthly telephone caregiver support group facilitated by trained staff.

Their online social networking community ALZConnected® provides a safe place for people to connect with others in similar situations.

Alzheimer's Orange County

949-955-9000

Alzheimer's Orange County provide direct patient and family services and classes to aid present and future victims and caregivers of Alzheimer's disease and related disorders, they work to increase public awareness and research cause and cure.

www.alzoc.org/

Braille Institute (Orange County) Regional Sight Center

714-821-5000

Braille Institute offers a wide array of free services designed to help people with vision loss to lead enriched and fulfilling lives. Free services include low vision rehabilitation consultations, library services, support groups, campus and outreach classes. Website provides user-friendly information.

www.brailleinstitute.org/orangecounty

CalOptima / OneCare (for Cal Optima Direct members)

714-246-8400

CalOptima is a public health plan which provides health care coverage for Orange County residents who are eligible for Medi-Cal, some Medicare patients may qualify for both plans.

www.caloptima.org

City Governments

Contact individual city halls for grant and senior assistance information through yellow pages and / or city websites. They also offer information on classes and services.

Council on Aging – Southern California

714-479-0107 or 714-352-8820

Provide direct service to families of older adults and persons with disabilities through its six programs: Long-Term Care Residential Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), Caring Connections /ReConnect, Care Management, the Benefits Enrollment Program, and the Financial Abuse Specialist Team (FAST).

www.coasc.org

Dayle McIntosh Center/Disability Resources and Advocacy

714-621-3300

The Dayle McIntosh Center is an independent living center (ILC) providing disability resources and advocacy to residents of Orange County with a disability. DMC offers a range of services such as Aging with Vision Loss, Benefits Advocacy, Mobility Management Program (i.e. travel training), and Community Transition Services.

www.daylemc.org

Family Caregiver Resource Center of Orange County

714-446-5030

Assists families coping with the physical, emotional and financial responsibilities of caregiving for an adult over age 60. Services include family consultation, assessment and care planning, support counseling, psycho-educational seminars, guest speakers bureau, respite planning and community education.

www.caregiveroc.org

Orange County Office on Aging

800-510-2020

The Office on Aging provides information, classes and referrals for transportation, mental health, adult day care, financial assistance, housing, legal aid, nutrition, health care and more. It facilitates services for Orange County's 400,000 older adults and their caregivers. Orange County seniors comprise about 8% of California's senior population, which is expected to double in the next twenty years (US Census 2000).

www.officeonaging.ocgov.com

Orange County Vital Aging Program

949-764-6288

Community program that promotes long-term brain health through education, risk factor management and early intervention against medical conditions that impair memory.

www.OCVitalAging.org

OSHER / OLLI ~ Osher Lifelong Learning Institute

657-278-2446

Seeks to enhance the quality of life for mature adults by promoting intellectual growth in a center for senior learning. Call for course and class information.

www.Olli.Fullerton.edu/

PACE (Program of All-Inclusive Care for the Elderly)

714-468-1100

The Program of All Inclusive Care for the Elderly (PACE) creatively coordinates the care of each participant enrolled in the program based on his or her individual needs with the goal of enabling older individuals to remain living in their community.

www.caloptima.org

SeniorServ

714-220-0224

SeniorServ offers low-cost services which include: Friendly Visitor Program (no cost), Adult Day Services, Meals-on-Wheels, Case Management and (limited) Homemaker services in North and Central Orange County.

www.communityseniorserv.org

St. Jude Medical Center / Senior Services

714-446-7035 / 7064

Provides health and service related resources to seniors in North Orange County including a Caring Neighbors home visitation program, medical transportation for low-income seniors, falls risk assessment program, weekly grief recovery support group, Medicare insurance planning, healthy living and community support groups, trainings, and classes for seniors and caregivers, in-home depression counseling and a depression support group.

www.stjudemedicalcenter.org

UC Irvine Health Senior Health Center

714-456-7007

Located at UC Irvine Medical Center, the Senior Health Center is designed expressly for older patients ~ health assessment, primary care, geriatric consultation, and memory / neurological assessment.

www.ucirvinehealth.org/medical-services/senior-health/

 Helpful Websites

www.aarp.org

(American Association of Retired Persons)

www.adrcoc.org/

(Aging and Disability Resource Connection of OC)

www.canhr.org

(California Advocates for Nursing Home Reform ~ information for MediCal long-term care payment)

www.cms.gov

(CMS-Centers for Medicare and Medicaid Services)

www.NAELA.org/

(National Academy of Elder Law Attorneys)

<https://www.ncoa.org/>

(National Council on Aging)

www.nocsc.org/

(North Orange County Senior Collaborative)

www.officeonaging.ocgov.com

(Office on Aging of Orange County)

www.ocagingservicescollaborative.org/

(Orange County Aging Services Collaborative)

<http://ohealthiertogether.org>

(Orange County Older Adult Profile, 2016)

SERVICES

Note: The resources and services listed in this publication are not intended to be a recommendation or a comprehensive listing, but rather a guide for residents, professionals, and caregivers in North Orange County, California. Please check for other listings.



☀ Adult Day / Health Care Centers or Community Based Adult Services (CBAS)

An adult day care center, also commonly known as *Adult Day Services* is a non-residential facility that supports the health, nutritional, social support, and daily living needs of adults in professionally staffed, group settings. *Adult Day Service Centers* may serve as a provider of transitional care and short-term rehabilitation following hospital discharge. Many centers operate 10 ~ 12 hours per day and provide meals, meaningful activities, and general supervision. *Adult Day Health Care* (ADHC) is a therapeutic day care program, providing medical and rehabilitation services, social / nutritional support and activities to seniors, adults with cognitive disabilities, and disabled veterans in a congregate setting. The average daily rate for adult day care is \$80. Limited insurance coverage and Medi-Cal.

Acacia ADHC (Korean/Viet/Tagalog/Span) / Garden Grove	714-530-1566
Alzheimer's Family Center Multi-Lang. /Huntington Beach	714-593-9630
Buena Park Senior Day Care Program (All/Sliding Scale Fee)	714-826-3163
Commonwealth ADHC (Korean) / Buena Park	714-522-4960
Easter Seals Senior Day Services (Span/Tagalog/Viet) /Brea	714-672-0343
Happy Adult Day Health Care (Mandarin) / Brea	714-990-0333
RIO Adult Day Health Care (Eng/Span) / Fullerton	714-680-6060
Sultan Adult Day Health Care (Persian/All) / Anaheim	714-778-9000
SeniorServ ADHC (Span/Tagalog/Eng)/Anaheim	714-220-2114
Westview Centers of Southern Calif. ADHC (Span)/Anaheim	714-517-6606

☀ Attorneys ~ Elder Law / Conservatorship

ELDR Center – Elder Law and Disability Rights Center 1535 E. 17th Street Suite 104, Santa Ana	714-617-5353
Elizabetha Miller Angevine, Attorney 13215 E. Penn St., Ste. #205, Whittier	562-464-1150
Fay Blix, Attorney 24031 El Toro Rd, Ste. #301, Laguna Hills	949-544-7211
Marty Burbank, Attorney / OC Elder Law 619 N Harbor Blvd, Fullerton	714-525-4600

- Patrick McNally, Attorney** 714-988-6370
4875 E. La Palma Ave., #603, Anaheim
- Kathleen (Kate) O'Connor Robertson, Attorney** 714-738-6435
2501 E. Chapman Ave., Ste. #290, Fullerton
- Michelle West, Attorney** 714-703-1500
12431 Lewis St., Ste. #102, Garden Grove
- Daniel R. York, Attorney** 714-738-3400
1953 E. Chapman Avenue, Fullerton
www.DanYorkLaw.com
- Legal Aid Society of O.C. (No Cost for Those Eligible)** 800-834-5001
2101 North Tustin Avenue, Santa Ana
No guaranteed case acceptance. Priorities are preserving the home; maintaining economic stability; safety, stability and health; and populations with special vulnerabilities. Examples: Eviction defense, housing vouchers, bankruptcy or debtor rights, welfare or disability income, family law.
www.legal-aid.com
- NAELA ~ National Academy of Elder Law Attorneys**
Online Directory of Elder Law Attorneys
www.NAELA.org
- O.C. Senior Citizens Legal Advocacy Program (Free)** 800-834-5001
2101 North Tustin Avenue, Santa Ana, CA 92705
Free legal services to Orange County Residents age 60 and over. Advice and consultation by phone and representation in the areas of government benefits, health, housing, consumer issues, and more to the extent that its resources permit.
NO wills and trusts. NO clients who want to sue for money. NO criminal cases.
www.legal-aid.com/legal-help/senior-citizens-legal-advocacy-program/
- Public Law Center (No Cost for Those Eligible)** 714-541-1010
601 Civic Center Drive West, Santa Ana
Civil issues affecting seniors including estate planning, conservatorship, advance care planning, Veterans benefits, discrimination, health care, housing, dispute resolution and many more legal needs.
www.publiclawcenter.org
- ☀ **Audiologists / Hearing Centers**
- Anaheim Hearing Center~Hear For Life**, Julie Ball, MA, FAAA 714-535-7508
www.anaheimhearing.com
- Beltone Southern California** 714-672-9445
www.beltonesc.com
- Fullerton Hearing Center** 714-871-0632
www.fullertonhearing.com
- House Ear Clinic / Orange County Ear Institute** 714-516-9570
www.houseclinic.com/about/orangecounty
- Providence Speech and Hearing Center** 714-639-4990
www.healthyhearing.com

Bereavement / Grief Groups

Brea:

St. Angela Merici Catholic Church 714-529-6776
Thursday's ~ Twice A Month / 7:00 ~> 9:00 p.m.

Fullerton:

Healing Hearts After Loss ~ St. Jude Medical Center 877-459-3627
Every Thursday / 1:30 ~> 3:00 p.m.

Fullerton Senior Center 714-738-6305
Monday / 12:30 ~> 2:00 p.m. Wednesday / 1:00 ~> 2:30 p.m.

First Evangelical Free Church 714-529-5544
Every Tuesday / 7:30 ~> 9:00 p.m. / Bldg. #B 206

Placentia:

Hospice Care of California 714-577-9656
Tuesday / 10:00 ~> 11:30 a.m.

Yorba Linda:

St. Martin de Porres Church 714-970-2771
Saturday Mornings ~ Ask for Grief Support details

Yorba Linda Friends Church 714-777-2875
1st & 3rd Wednesdays / 7 ~> 9 p.m. / Rm. #113

 **Community Care Management Agencies** (May Be No Cost If Financially Eligible:
Includes friendly phone calls, home visitation, grocery shopping and light housework, etc.)

Council on Aging – Southern California

714-479-0107

Caring Connections Friendly Visitors Program and the ReConnect Program connect families and / or frail and disabled adults to services in the community that help them remain in their home through an assessment of the client's needs. Call for information.

www.coasc.org

Orange County Social Services / In-Home Support Services (IHSS): Available for those receiving SSI / SSP (Supplemental Security Income) or other eligible individuals receiving Medi-Cal. Will provide partial payment for domestic and personal care.

www.ssa.ocgov.com/elder/ihss

IHSS ~ Orange County

714-825-3000

IHSS ~ Los Angeles

888-944-4477

IHSS ~ Riverside / Office on Aging, Riverside County

951-867-3800

Family Caregiver Resource Center of Orange County

714-446-5030

Assists families coping with the physical, emotional and financial responsibilities of caregiving an adult with chronic health care concerns. Services include community education, family consultation / care planning, support counseling and respite planning.

www.caregiveroc.org

PACE (Program of All-Inclusive Care for the Elderly)

714-468-1100

The Program of All Inclusive Care for the Elderly (PACE) creatively coordinates the care of each participant enrolled in the program based on his or her individual needs with the goal of enabling older individuals to remain living in their community.

www.caloptima.org

SeniorServ (Home Services) 714-220-0224
 Provide Meals on Wheels, case management, personal care, chores, friendly visitor, care transitions to reduce re-hospitalizations, and volunteer transportation.
www.seniorserv.org

St. Jude Medical Center / Caring Neighbors / Volunteers 714-446-7064
 A friendly visitor program for North Orange County Seniors ~ includes errands, light housekeeping chores, visiting / socialization or just a walk in the park.
www.stjudemedicalcenter.org

 **Disability Resources: Hearing / Motion (Balance Loss) / TBI / Vision**

Aging and Disability Resource Connection of Orange County (ADRC)
www.adrcoc.org/ 800-510-2020

Assistive Technology Network 800-390-2699
 Free information / referrals on daily living supplies / devices 800-900-0706 (TTY)
www.atnet.org

Balance and Mobility Classes go hand-in-hand with fall risk prevention, improved strength and muscle tone, and good overall health and vitality. Please check your local / city **Senior Center** for class days / times as well as the following additional class options:

Center for Successful Aging / Cal State Fullerton 657-278-7012
 Synergy at Center for Rehabilitation and Wellness / St. Jude 714-578-8770
 Office on Aging Resource Line 714-480-6450
 YMCA Family Center / Fullerton 714-879-9622

Braille Institute Regional Sight Center (Orange County) 714-821-5000
 527 North Dale Ave, Anaheim, CA 92801
www.brailleinstitute.org/orange-county-home-page.html

Dayle McIntosh Center-Disability Resources and Advocacy 714-621-3300
 501 N. Brookhurst St. #102, Anaheim, CA 92801
www.daylemc.org

Deaf and Disabled Telecommunications Program / California Telephone Access Program ~ CTAP Santa Ana Service Center 800-806-1191
 2677 North Main Street, Suite 130, Santa Ana
www.ddtp.org

Disability Rights California / TTY 800-719-5798 (TTY)
 (Call for referral to local office or phone counseling) 800-776-5746
www.disabilityrightsca.org

Marshal B. Ketchum University
Southern California College of Optometry / Eye Center 714-449-7401
 The Eye Care Center (ECC) is a department in the Southern California College of Optometry in Fullerton, and works with seniors in their low vision rehab and ocular disease center.
www.sccoeyecare.com/

St. Jude Brain Injury Network 714-446-5626
 130 W. Bastanchury Road, Fullerton
 Coordinates post-acute services for adults with a traumatic brain injury and assists with community reintegration, vocational support, work readiness and housing needs through Department of Rehabilitation referral.
www.tbioc.org/

Driver's Assessment and Training Classes

AARP ~ Driver Training & Update Class

800-424-3410

The AARP Driver Safety Program is an online course for drivers age 50 and older. This course is also available in a classroom setting. Tune up driving skills, update knowledge of the rules of the road & learn defensive driving techniques. Complete the course online at your own pace. Course may qualify for an insurance discount.

www.AARPDriverSafety.org

The Driving Center ~ Debbie Ricker, OTR

562-760-1400

Program offers clinical driving evaluation, in-vehicle driving evaluation, clinical driving training, in-vehicle driver training and mobility training for alternative transportation for persons 65+ and disabled persons. Fee for services.

dbrckr@aol.com

Mature Driving Class (No Cost)

714-808-4679

North Orange County School of Continuing Education / Older Adults Program

Held often at local Senior Centers ~ call NOCSCE (above) or local Senior Center for the next times and dates. This one-day course is for licensed drivers age 55 and older who wish to brush up on traffic laws and safety techniques and to qualify for a reduced insurance premium, which is recognized by most insurance companies.

St. Jude ~ Senior Driver Safety Assessment

714-578-8706 x 2327

Requires physician referral for a one-time appointment of 3-4 hour duration with clinical assessment and interview, vision testing, perceptual testing, physical skills and reaction times followed by a behind the wheel assessment in a dual-control car. Client leaves with written recommendations and resources regarding safe driving.

www.stjudemedicalcenter.org

Fall Risk Reduction

Falling is one of the leading health concerns for people over 60. In fact, falls are responsible for the most common, serious and devastating problems faced by the older population. In-home fall risk assessments are generally provided at no-cost by home-health agencies and many in-home care agencies as well ~ please ask for if not offered. Two local hospitals that provide fall risk assessment / prevention services are:

St. Joseph Hospital Rehabilitation Services

714-771-8222

St. Jude Medical Center / Senior Services

714-446-7064

Balance and Mobility Classes go hand-in-hand with fall risk reduction, improved strength and muscle tone, and good overall health and vitality. Please check your local / city **Senior Center** for class days / times.

Center for Disease Control (CDC) ~ Fall Reduction ~ information and resources.

www.cdc.gov/ncipc/duip/preventadultfalls.htm

888-232-6348 (TTY)

Fall Prevention Center of Excellence / Classes and information on fall prevention.

California State University of Fullerton, Center for Successful Aging

www.stopfalls.org

Orange County Down With Falls Coalition

714-567-7500

Raising community awareness of fall prevention / reduction. Call for information about fall prevention or to schedule an educational event for your group and for meeting dates.

www.downwithfalls.org/

Please utilize the Check List below to help ensure the safety of someone you know.

Fall Reduction / Home Safety Check List 			
ENTRANCES	OK	Needs Attn.	Doesn't Apply
Steps ~ is there a railing and is it secure? Is there a ramp or need for a ramp? (See Page 31)			
Are walks and driveways free of breaks and uneven surfaces?			
Do you have lighting to provide safe walking at night?			
LIVING ROOM AND BEDROOMS			
Can you turn on lights upon entrance into room?			
Are you able to turn on light, radio, TV, place a phone call from bed/sofa/chair?			
Are phone and extension cords away from all areas where you walk?			
Are floors clear of clutter, shoes and pet toys?			
Do throw rugs have non-skid strips or rug tape applied to them?			
Do you wear neck / wrist device to obtain emergency help? (See Page 37)			
Widen or clear pathways within each room by re-arranging furniture.			
KITCHEN			
Is floor clear of clutter?			
Are items / cupboards within easy reach (upper and lower)?			
BATHROOM			
Is there a nightlight in the bathroom?			
Does shower or tub have non-skid surfaces (mat, decals or strips)?			
Does the tub or shower have sturdy grab bars?			
Are floors kept dry and do they have a non-slip surface?			
Do bathroom rugs have non-skid backing?			
Are you able to get off and on the toilet easily?			
Are there grab bars adjacent to the toilet to make getting up easier? (See Page 31)			
STAIRWAYS AND HALLWAYS			
Can stairway be lighted from top and bottom of steps?			
Is there a handrail and is it solid and sturdy?			
Are steps in good repair?			
HEAT / VENTILATION / SECURITY / FIRE			
Are there smoke / CO detectors and a fire extinguisher?			
Are thermometer displays easily readable and accessible?			

Financial Assistance / Social Services

**Cal Works / Medi-Cal / Food Stamps - CalFresh
Social Services Agency, County of Orange**

800-281-9799

http://ssaapps.ocgv.com/Health_Care/How_Do_I_Apply/default.asp

Council on Aging / Benefits Enrollment Center

800-434-0222

Medicare, Medi-Cal, Food Stamps (CalFresh), SSI, Utilities Assistance Program, etc.

www.coaoc.org

Social Security / SSI / Medicare

800-772-1213

Financial Planning

Choosing Carefully

It is important to work with your family, spouse, fiduciary or your attorney as you consider who to choose when establishing your trust, power of attorney and advance health care directive. Your preferences, values and life story are important, so family members can be an excellent choice for this task.

But if you prefer not to choose a family member or friend, there are other options that your attorney will discuss with you, such as:

- For large estates, you may choose a regulated trust company;
- You can name a California Licensed Professional Fiduciary.

Who needs a Professional Fiduciary?

- Those who don't want to burden or want to avoid conflict with family or friends
- Those who don't have family or friends capable of serving
- Those who want to ensure their wishes are carried out
- Those who have cognitive or physical limitations
- Those who are vulnerable to abuse, neglect or financial exploitations

A Licensed Professional Fiduciary can as serve as your agent to represent and carry out your wishes now or when you become incapacitated (under a Power of Attorney for Finance and/or Healthcare or as your Trustee) or after you have passed away (as a Successor Trustee and/or Executor of a Will). For more information go to:

The California Professional Fiduciaries Bureau:

www.fiduciary.ca.gov

The Professional Fiduciary Association of California:

www.pfac-pro.org

The National Guardianship Association:

www.guardianship.org

Professional Fiduciaries

Becky Cote / OC Probate and Trust Services
becky@ocprotrust.com

714-662-3000

Mark McKibbin / Secure Fiduciary Services
mark@securefiduciary.com

714-293-2416

Rob Saslow / Golden State Fiduciary Solutions
rob@goldenstatefiduciary.com

949-335-7085

Guidance

H.E.L.P. (Healthcare & Elder Law Programs Corp.) (No Cost or Low Cost)

Non-profit organization dedicated to empowering older adults and their families by providing impartial information, education and counseling on financial planning, consumer protection, elder care, and the law.

www.help4srs.org/financial/planning/

National Association of Personal Financial Planners

Step-by-step guidance on how to select a financial planner

<http://www.napfa.org/HowtoFindAnAdvisor.asp>

U.S. Consumer Financial Protection Bureau

Excellent guide to other resources too – such as FINRA Broker Check, State Insurance regulators, state securities regulators and many consumer-friendly tools.

http://files.consumerfinance.gov/f/201311_cfpb_flyer_senior-financial-advisors.pdf

Planners

Eclectic Associates (Private Financial Planners) 714-738-0220
1021 W. Bastanchury, Ste. #120, Fullerton
<http://www.eclecticassociates.com>

Garrett Planning Network (Private Financial Planners) 913-268-1500
Nationwide network of fee-only planners. For middle-income families. Can offer significant savings over commission-based planning. Find a local planner at:
<http://www.garrettplanningnetwork.com>

KNR Consulting Group, Inc. (Private Financial Planners) 949-218-3900
12387 Lewis St. #101 Garden Grove
<http://knrconsultinggroup.com/>

Your Estate Coach (Private Financial Planners) 714-447-8564
1501 N. Harbor Blvd., Ste. #100, Fullerton
www.YourEstateCoach.com

Long-Term Care Insurance

If you have already enrolled in long-term care insurance before retirement and/or prior to serious medical problems, you may be eligible to collect. However, it is harder than ever to qualify for a new policy. The policies are complicated and vary greatly in terms of coverage, date of coverage, cost, etc., so speak to your attorney or learn more at

California Department of Health Care Services:
<http://www.dhcs.ca.gov/services/ltc/Pages/cpltcConsInfo.aspx>

U.S. Consumer Financial Protection Bureau
“Know Your Financial Adviser” and other excellent articles
http://files.consumerfinance.gov/f/201311_cfpb_flyer_senior-financial-advisors.pdf

Food Assistance / Home Meal Delivery

LifeSpring Home Nutrition 800-798-5767
Diabetic friendly, lower sodium, lower cholesterol, lower in saturated fat (shipped)
www.homenutrition.com/

Mom’s Meals 877-508-6667
Low-Fat/Sodium, Diabetic, Renal, Vegetarian, Gluten Free (shipped)
www.momsmeals.com

SeniorServ / Meals-on-Wheels 714-220-0224
SeniorServ prepares and home delivers three meals daily directly to the homebound, frail, socially isolated seniors living in north and central Orange County. Donation / low cost Low-sodium / saturated fat / cholesterol meals, diabetic friendly
www.communityseniorserv.org

Local **Senior Centers** provide meals, food pantries, transportation and / or the appropriate contact information for help. See a complete listing of local Senior Centers on pages 40-41.

Food Pantries

Caring Hands Food Pantry, First Lutheran Church 714-871-7820
215 N. Lemon Ave., Fullerton
Wednesdays, 10 am - 2pm

- Comprehensive Emergency Food Resources Guide** 211
Emergency Groceries and Prepared Food in Orange County (OC 211 Services)
Contact for location and criteria
- Orange County Food Bank** 714-897-6670
11870 Monarch Street Garden Grove / Community Action Partnership of Orange County
Commodity Supplemental Food Program – Call to learn how to qualify for programs
<http://www.capoc.org/services/food.html#csfp>
- Pathways of Hope** 714-680-3691
514 W. Amerige Avenue, Fullerton
Mondays through Fridays, 9 am - 4 pm
www.pathwaysofhope.us
- Second Harvest Food Bank** 949-653-2900
Works with partner agencies to distribute food throughout Orange County
www.feedoc.org/
- Surplus Food Distribution** at many Senior Centers ~ see pages 40-41 for information

 **Funeral Homes / Memorial Parks / Crematories**

- Accu-Care Cremation and Funerals** 844-550-7987
1410 S. Acacia Ave., Ste #D, Fullerton
- Anaheim Cemetery and Scatter Gardens** (crematory ashes scattered)
1400 E. Sycamore St, Anaheim 714-535-4928
- Catholic Cemeteries** 714-532-6551
7845 E. Santiago Canyon Road, Orange
- Fairhaven Memorial Park and Mortuary** 714-633-1442
1702 Fairhaven Avenue, Santa Ana
- Forest Lawn Memorial Parks and Mortuary / Crematory** 714-828-3131
4471 Lincoln Ave., Cypress
- Loma Vista Memorial Park and Mortuary / Crematory** 714-525-1575
701 E. Bastanchury Road, Fullerton
- McAulay and Wallace Crematory / Funeral Home** 714-525-4721
902 N. Harbor Blvd., Fullerton
- Memory Garden Memorial Park** 714-529-3961
455 W. Central Ave., Brea
- Neptune Society of OC** / Pre-arrangement: 714-730-1450
7589 W. 19th St., Costa Mesa / Immediate Need: 800-225-1601

Whole Body and Organ Donations / Tissue Banks

www.som.uci.edu/willedbody or www.sciencecare.com

Also visit the *National Disease Research Interchange* at: www.Ndriresource.org

 **Geriatric Behavioral and Mental Health Programs**

- Alzheimer's Orange County** 949-995-9000

Centralized Assessment Team Orange County (CAT OC)	866-830-6011
Provides emergency psychiatric evaluation services to the community	
Chapman Hospital , Geriatric Psychiatric Unit	714-633-0011
Cognitive Care Solutions / Dr. Tonia Vojkofsky, PhD	714-545-3390
Los Alamitos Medical Center / Institute of Geropsychiatry	562-799-3234
Orange County Older Adult Services / Mental Health	714-972-3700
http://www.ochealthinfo.com/oas	
NAMI / National Alliance on Mental Illness	714-544-8488
Warm Line / 1810 East 17th Street, Santa Ana	714-991-6412
info@namioc.org	
Newport Bay Hospital ~ Geriatric Mental Health Services	949-650-9750
St. Jude Medical Center / Senior Services	714-446-7035
Senior Depression Recovery Support Group; Peer Counseling; In-Home Therapy (Some restrictions apply ~ call for more information)	
UCI Mind / Institute for Memory Impairments and Neurological Disorders	
www.alz.uci.edu	949-824-3253

Geriatric Care Managers

A geriatric care manager is a specialist who acts as a guide and advocate for families who are caring for older relatives or disabled adults. They may assess clients' needs, make a care plan, coordinate care, and oversee the care that is given. Typically, their rates range between \$50 - \$200 / hour depending on need and variables.

Deborah Beatty, RN ~ Geriatric Care Manager	714-602-9910
info@professionalnursepartners.com	
Rosemary DeCuir ~ Geriatric Care Advocate	714-393-7192
www.alliancefamilyadvocates.com	
MaryAnn Goodman ~ Geriatric Care Manager	949-307-0637
www.maryanngoodman.com/	
Teresa Le Leux, MSG/MHA ~ Geriatric Care Manager	949-701-5125
teresa@eldercareconciierge.biz	

Geriatricians In North / Central Orange County

St. Jude Heritage Medical Group	
Fouzia Asif, MD	714-449-6900
2720 N. Harbor Blvd, #100, Fullerton	
Ana I. Ivanova, MD	714-577-6656
4300 Rose Drive, Suite #R, Yorba Linda	
Bruce Mutter, MD	714-449-6900
2720 N. Harbor Blvd, #100, Fullerton	
David Rhodes, MD	909-860-1144
1514 S. Valley Vista Dr., Diamond Bar	

Lytton Smith, MD 714-577-6656
4300 Rose Dr., Yorba Linda

Kiho Woo, MD 714-447-5027
241 E. Imperial Hwy, #350, Fullerton

UC Irvine Health Senior Health Center Geriatricians

101 The City Drive South, Orange 714-456-7007
Michael Burns, MD
Thomas Cesario, MD
Lisa Gibbs, MD
Solomon Liao, MD
Sonia Sehgal, MD (Speaks Hindi)
Steven Tam, MD

Comprehensive Medical Assessment Information Can Be Found At:

UC Irvine Health SeniorHealth Center 714-456-7007
101 The City Dr. South
Orange, CA 92868
www.ucirvinehealth.org/medical-services/senior-health/

UC Irvine SeniorHealth HAPS 714-456-7007
UC Irvine Health Assessment Program for Seniors is a comprehensive medical assessment designed to assist older adults with complex medical, psychological and social challenges. It involves a thorough evaluation by a geriatrician, neuropsychologist, pharmacist, nutritionist, social worker and occupational therapist.

 **Handyman / Home Modification, Ramps or Repair Services**

Adray's VP Handyman & Construction Services, Mike Adray 714-921-9616
Licensed CA Contractor / 249 E. Emerson Ave., Ste #B, Orange
www.vphandyman.com

All Pro Builders, Inc. 714-255-0131
1400 W. Commonwealth Ave., Fullerton 562-430-6800
www.allprobuildersinc.com/contact.php

All Purpose Handyman / Antonio Cordero 714-787-8665

AmRamp / Brett McKee, Certified Aging In Place Specialist 310-530-1570
Amramp provides accessibility equipment to help seniors to safely stay in their home. Stair and porch lifts, vertical platform lifts, portable roll-in showers, ramps, and more.
www.amramp.com/LAOC

AtHome Living Solutions 949-348-0188
Specializing in ADA Accessibility Design & Construction, including ramps, lifts, door widening, roll-in showers, grab bars and rails, etc. Licensed CA Contractor
www.athome4.com

H and H Bath and Safety / Install ADA grab bars, shower and toilet seats, walk-in tubs and showers, etc.
<http://hhbathandsafety.com> 626-344-9779

PMR, Professional Mobile Remodeling Inc. / Handyman 714-738-7036

Scotty's Family Plumbing / Plumbing 562-290-3614

Veterans / Home Repair Assistance (See [page 44-45](#))

Hoarding Resources

AAA Hoarding and Biohazard Removal ~ 24 hours a day, flexible scheduling, Level 3-5
www.aaahoardingbiohazard.com 800-818-6493

Steri-Clean, LLC- Assists hoarders and the loved ones of hoarders in the tremendous task of cleaning their homes. Specialists in cleaning and in recovering sentimental items, legal documents, and valuables. Biohazard Equipped/Level 3-5 714-899-4225
www.stericlean.com

Maid in California Light Cleaning to Hoarder Homes professional home and post-construction cleaning service available, licensed and bonded. 714-505-0900
www.MaidInCalifornia.com

Orange County Task Force on Hoarding 657-234-3574
<http://www.mhaoc.org/hoarding> 714-547-7559

Housekeeping / Cleaning Services (Licensed, Bonded and Insured)

The Maids 714-838-2255

Maid in California 714-505-0900

White Glove 714-775-7392

Housing / Agencies and Assistance

City Governments: Contact individual City Halls for grant / assistance information through yellow pages and / or official city websites

Fair Housing Council of Orange County 714-569-0823
www.Fairhousingoc.org

Housing and Urban Development: 714-796-5577
www.hud.gov

O C Office on Aging 800-510-2020
www.officeonaging.ocgov.gov

Shelter Referrals (Orange County 211) (24 Hrs) 888-600-4357
www.211oc.org

Housing / Placement Specialists

Placement agencies' services are offered at no cost to families, as they typically receive compensation from the facilities after a resident moves in. Beware if shopping on the internet for senior housing assistance; read the fine print on the Privacy Policy before entering personal information. Often it states that they reserve the right to disclose, sell or share personal and contact information with third parties.

About Senior Living 949-922-4305
heather@aboutseneiorliving.com

Care Patrol / Suad Huerta, CSA, RCFE 714-624-1875
suadh@carepatrol.com

Clear Choice Senior Services / Linda Armas, CSA
Linda4Seniors@yahoo.com

714-404-8210

Senior Solutions / Pauline Hampton, LVN
seniorsolutions03@gmail.com

714-318-0835

Southern CA Association of Senior Referral Agencies
www.scasra.com

Trusted Senior Placement, Inc. / Teresa Jepsen, MA
www.trustedseniorplacement.com

714-533-4015 / 714-651-6322

In-Home Care Agencies

California law defines “**Home Care Services**” as non-medical services and assistance provided by a registered home care aide to a client who, because of advanced age or physical or mental disability needs assistance with activities of daily living (ADL's). These services allow the client to remain in his or her residence.

Home Care Agencies in California are required to be licensed to operate under the “**Home Care Services Consumer Protection Act**” by the California Dept. of Social Services. Requirements include background checks, valid workers compensation coverage, employee dishonesty bond, liability insurance, among many other requirements designed to protect seniors and persons with disabilities. *It is the readers responsibility to verify the facts.* For information regarding the Home Care Services Consumer Protection Act, please contact the *Home Care Services Bureau* by at: www.HCSB@dss.ca.gov or 916-657-3570
 For information on the Home Care Aide Registry or the background check process please contact the *Caregiver Background Check Bureau* at: 916-653-1923

The following are Licensed Home Care Agencies that can help provide hourly / daily professional caregivers ~ rates vary according to the agency (*see page 13*). Agencies listed employ caregivers who are screened, bonded and background checked. All employees are W-2 paid with no 1099 contractors used. Check local listings for many other options. *Please note that Referral Agencies and Referral Registries only employ 1099 caregivers, who are not licensed, bonded and insured.*

In-Home Care Agencies:

Accredited Home Care	714-973-1234
Allways Home Care	866-360-2618
Attentive Home Care	714-516-9200
Colonial Home Care Services	714-289-7220
Comfort Keepers	714-202-0197
Home Instead Senior Care	714-871-4274
Home Care Providers	714-671-6877
Homewatch Caregivers	714-589-2125
Horizon Senior Services, Inc.	714-696-7230
LivHome	949-794-9470
Nurse Next Door / St. Joseph Home Care Services	714-712-7100
ResCare Home Care	800-707-8781
Right At Home Care For Seniors	855 388-1663
Senior Helpers	714-694-0992
24 Hr. Home Care	949-428-6245

Insurance Agents / Assistance

Martha T. Collins, RHU @ Martin & Associates
Independent Agent, License #0788313

714-879-9880

Barbara Gamboa ~ Health Insurance Agent

714-446-7154

Independent Contractor, Lic. #0713821 /Auth. Ins. ~ St. Jude Medical Center

HICAP/Health Insurance Counsel. and Advocacy Programs 800-434-0222

Council on Aging / Southern California

www.coasc.org

Medicare ~ Understanding Its Complexities

Medicare is health insurance for people 65 or older, people under 65 with certain disabilities, and people of any age with End-Stage Renal Disease (ESRD). There are four healthcare areas that Medicare helps to cover:

1. Part A (Hospital Insurance) helps cover:

- Inpatient care in hospitals
- Skilled Nursing Facility care
- Hospice care
- Home Health care

2. Part B (Medical Insurance) helps cover:

- Services from doctors and other health care providers
- Outpatient care
- Home Health care
- Durable Medical Equipment
- Many preventative services

3. Part C (Medicare Advantage):

- Includes all benefits and services covered under **Part A** and **Part B**
- Usually includes Medicare prescription coverage (**Part D**) as part of the plan
- Run by Medicare approved private insurance companies that follow rules set by Medicare
- May include extra benefits and services for an extra cost

4. Part D (Medicare prescription drug coverage):

- Helps cover the cost of prescription drugs
- Run by Medicare-approved private insurance companies that follow rules set by Medicare

Medicare is complex and can be confusing ~ many people struggle to understand how to navigate it's complexities. The insurance agents listed on this page can help you find the best plan for your needs. In addition, the Council on Aging's Health Insurance Counseling and Advocacy Program (HICAP) is a free service to help individuals understand and maximize their Medicare benefits. For information and assistance regarding Medicare benefits and plans or OC locations where you can receive one-on-one counseling services, call HICAP at:

714-560-0424

5 BIG Mistakes in Medicare Enrollment

Mistake 1: Signing up too early or too late for Medicare and its parts

Mistake 2: Not understanding the difference between a Medicare Supplement and a Medicare Advantage plan

Mistake 3: Guessing when picking specific plans

Mistake 4: Not applying for extra financial help

Mistake 5: Not re-evaluating your coverage every year

If you need information or assistance regarding Medicare coverage options, benefits, enrollment, or any other Medicare related topic, please contact the Council on Aging's HICAP (Health Insurance Counseling and Advocacy Program) at 714-560-0424. HICAP provides free, unbiased, personalized assistance and counseling to Orange County residents. *Excerpted from the National Council on Aging, www.ncoa.org*

Medication and Medication Dispensing Equipment

A **compounding pharmacy** prepares prescription medications that are tailor-made for each individual patient's needs. Custom prescription compounding is a practice that recognizes individual needs and prepares personalized prescription solutions to suit individual requirements. Many pharmacies will offer free delivery and shipping to sites throughout Southern California.

AUM Compounding Pharmacy

714-495-2779

710 N. Euclid, Suite 103 Anaheim, CA 92801

MediSync packaged prescriptions in dose/date/time bubble wrap ~ free delivery

www.aumrx.com/

Central Drugs Compounding Pharmacy

714-515-1530

1955 Sunnycrest Drive #100 Fullerton, CA 92835

714.515.1530

520 W. La Habra Blvd. La Habra, CA 90631

877.447.7077

Simplify My Meds Dosage Packs

www.centraldrugsrx.com/

Medication Dispensing Equipment are easy-to-use, in-home medication-dispensing devices. They organize the medications, reminds the user to take them at the prescribed times and prompt the senior to take their meds. In some cases they will make phone calls to predetermined phone numbers when a medication hasn't been taken.

Tab Safe

877-700-8600

<http://www.tabsafe.com/who-is-tabsafe-for/family-caregivers/>

Philips Lifeline Medication Dispensing Service

949-273-6465

<http://www.lifelinemedalert.com/pmd.html>

Memory and Health Assessment / Resources

Memory Assessment



Have you ever misplaced your keys, forgotten a phone number or drawn a blank when trying to recall someone's name? For some people, this type of forgetfulness is a normal part of aging and generally not a cause for concern. When memory loss becomes disabling or interferes with daily living, it may be a warning sign of something more.

Recognizing the Early Signs of Memory Loss Problems

A memory assessment should be sought if you notice an older adult:

1. Experiencing memory changes that disrupt daily life
2. Hides memory loss to create an acceptable social image
3. Loses the ability to join in or actively contribute new information to conversations
4. Exhibits challenges in planning or solving problems (as a result of short-term memory loss)
5. Has difficulty completing familiar tasks (i.e. gets lost driving to a local store)
6. Displays confusion with time or place
7. Misplaces things and loses the ability to retrace steps
8. Loses the ability to learn / retain new information or perform new tasks
9. Withdraws from work or isolates from social activities
10. Has trouble understanding visual images and spatial relationships

When to Call a Doctor

There are many possible causes for memory loss. It's important to identify and address the underlying cause. Symptoms of memory loss can be caused by a condition such as Alzheimer's disease, or by other conditions such as undetected small strokes.

Other things that can contribute to memory loss include depression, anxiety, medication interactions, thyroid disorders, sleep problems, dehydration, and vitamin deficiencies.

Each type of dementia requires its own treatment approach. Please contact your physician if you have concerns or schedule an appointment at any one of the below listed Memory Assessment programs in Orange County ~ learn more.

Alzheimer's Association / Orange County Chapter

800-272-3900

The Alzheimer's Association Helpline operates 24 hours a day, seven days a week, in 140 languages. Services include consultation, resource information, and education.

www.alz.org/oc

Alzheimer's Orange County

844-435-7259

Alzheimer's Orange County provides telephone support, resource information, consultation, caregiver support groups, education and services for individuals experiencing memory loss and their families.

www.alzoc.org

Cognitive Care Solutions

714-545-3390

Founder Dr. Tonia Vojkofsky provides the highest quality cognitive enhancement therapy services to keep brains stronger for longer. Private individualized/group sessions available.

www.cognitivecaresolutions.com

Orange County Vital Aging Program

949 764-6288

Hoag NeuroSciences Institute provides a low cost (\$45) memory assessment, education, online assessment tools & information on dementia at four locations in OC.

www.ocvitalaging.org

Pharmacology Research Institute

888-774-4673

Complimentary "Brain Health" check-ups, as well as more extensive tests and services are available free to participants in their research studies. Call for more information.

UCI Irvine Health Memory Assessment Clinic

714-456-7007

Geriatrician and neuropsychologist provide a memory evaluation. The patient can choose to collaborate with the geriatrician for on-going care.

www.ucirvinehealth.org/medical-services/senior-health/memory-assessment-clinic/

UC Irvine Health (HAPS) Health Assessment Program for Seniors

Health Assessment Program for seniors is a comprehensive evaluation by geriatrician and health care team to assist older adults with complex medical, psychological and social challenges.

877-427-7824

www.ucirvinehealth.org/medical-services/senior-health/

UCI MIND

949-824-2382

Institute for Memory Impairments & Neurological Disorders ~ A state and federally sponsored program that provides specialized assessment for patients with Alzheimer's disease and related disorders.

www.alz.uci.edu/ucimind

 Moving Assistance and Professional Organizers**A Senior Sensitive Service / Golden West Moving, Inc.**

888-899-8480

Services include downsizing, transferring utilities, packing, moving, unpacking and more.

www.aseniorsensitiveservice.com

Blue Sky Estate Services

714-308-4892

Services include estate sales, home sales preparation, professional organizing, document shredding & storage, packing/moving, shipping and pet sitting / adoption.

www.blueskyestateservices.com/

Gentle Transitions

800-619-3049

Plan, coordinate and supervise all aspects of a move. From planning and packing to picture hanging and making the beds....our Senior Move Managers take care of every detail.

www.gentletransitions.com

Helping Hands Relocation

949-338-7342

Premium relocation service for seniors to organize and facilitate needs during relocation.

HelpingHands-online.com

 Personal Emergency Response Systems / Monitoring and Technology

Personal emergency response systems automatically contact the senior or someone they designate (including 911) if they should fall or experience other medical issues or emergencies. Typically the PERS is worn around the individual's wrist, waistband / belt, or neck and when activated, the senior is contacted by a live operator to assess the situation. Many different options are available on a monthly basis and some include GPS tracking systems.

Alarm Central Inc. – Independence with Wellness

949-768-7768

<https://www.alarm.com/productservices/wellness.aspx>

Coastal Medi-Alert / Formerly Philips Lifeline of Southern California<https://www.lifeline.philips.com>

949-273-6465

Life Alertwww.Lifealert.com

800-360-0329

MediAlert Foundation (ID Bracelets)www.medicalert.org

888-633-4298

Safety Choicewww.Orange-509.ComfortKeepers.com

714-744-3800

There are many other technology services and options that aid in monitoring and connecting with an older adult. A simple home automation system can be installed to connect with your loved one when you are not home or if they do not have internet.

GrandPad

612-351-1960

Offers seniors an opportunity to connect with family and friends through a single tablet. GrandPad will coordinate with multiple social media feeds and make calling family and friends with voice or video much simpler. Many more options as well. Monthly fee.

<https://www.grandpad.net>**Great Call**

866-359-5606

Provides a range of cell-connected devices that integrate health and safety solutions for older adults, their family and caregivers.

<https://www.greatcall.com/>

Nest – Home automation system with multiple integrations

www.nest.com** Prescriptions ~ Low Cost / Discount Plans****Benefits Check Up**

Benefits Check Up is a service of the National Council on Aging with an online screening tool to quickly find benefit programs that can help you pay for medications and healthcare.

www.benefitscheckup.org**GoodRX.com**

Use GoodRX's drug price search to compare prescription prices at a pharmacy near you.

www.goodrx.com**Medicare.gov**

800-633-4227

Learn how you may qualify for extra help from Medicare to pay the costs of Medicare prescription drug coverage if you meet certain income and resource limits. If you have Medicaid, get help paying your Part B premiums (Medicare Savings Program), or get Supplemental Security Income (SSI) benefits, you may automatically qualify for extra help.

www.medicare.gov**NeedyMeds**

800-503-6897

NeedyMeds is a non-profit with the mission of providing information on programs that help people who can't afford medications and healthcare costs.

www.needymeds.org / Email: info@needymeds.com**Partnership for Prescription Assistance**

888-477-2669

Mission: Increase awareness of patient assistance programs. The PPA offers a single point of access to more than 475 public and private assistance programs, including nearly 200 programs offered by pharmaceutical companies. Application and information on website.

www.pparx.org

800-808-1213

Rx Assist

RxAssist offers a comprehensive database of patient assistance programs, as well as practical tools, news articles and up-to-date information on how to access assistance from nearly Search by company name, brand name drug, generic name, drug therapy class.

www.rxassist.org / Email: info@rxassist.org

Rx Hope: Hope for Everyone

Web based Assistance Program. Advocates in making the patient assistance journey faster and easier by supplying vital information and help.

www.rxhope.com / Email: CustomerService@RxHope.com

Veterans Prescription Assistance

(See Veterans Prescription information on [page 45](#))

Target and WalMart ~ \$4.00 for some prescriptions. Check out their generic programs.

www.target.com or www.walmart.com

Medication Management ~ Basic Daily Strategies



First, it is important to note that the term ‘medications’ refers to any pharmaceutical prescriptions the senior is taking, as well as all over-the-counter (OTC) drugs. Both prescribed and OTC medications should be monitored carefully for reactions and/or interactions with one another. Be sure to also ask the senior’s primary care physician to review the senior’s vitamin and supplement regimen as well.

1. Make taking medications a part of another daily routine, and use pill dispensers (including electronic ones) and /or ‘star charts’ to stay organized
2. Watch to be sure the individual drinks, not just sips, enough water with the medication
3. Talk to the senior’s doctor or pharmacist to find out if the medication is available in a liquid or smaller tablet form that is easier to swallow
4. Request medication labels in a large print size or purchase a pill bottle magnifier. Electronic devices are also available, i.e., ‘talking pill bottles’ which play recorded message of the instructions on the pill bottle
5. Ask the pharmacy if they will do automatic refill / renewal and mail order prescriptions that can be delivered at home

Other Medication Management Tools

1. Use one pharmacy for all prescriptions and Over The Counter (OTC) medicines, and ensure that the pharmacy has a complete list of all medications on file
2. If the senior sees more than one physician ensure that all doctors have a list of all Medications
3. Make a note if the medication is generic or brand name to avoid double dosing
4. Use a pill organizer (or two) to organize medications by dose, OTC and time of day (See [page 35](#) for lists of Medication Dispensing and Equipment companies)
5. Make a list of all medications and OTC drugs that the senior takes, allergies and contact info and keep it handy and up to date in their wallet
6. Routinely dispose of expired medications and any medications the senior’s physician has said to discontinue ~ *don’t wait!*

Symptoms of Drug Reactions or Drug Overdose



Be aware of potential side effects and what symptoms may signal an overdose or drug reaction. The following are the most common symptoms to watch for:

1. Confusion or delirium
2. Mood swings or psychiatric problems
3. Dizziness, loss of coordination, or falls
4. Incontinence
5. Sleep problems
6. Loss of appetite or energy
7. Sudden memory loss
8. Headaches

Real Estate (Senior Real Estate Specialists)

Dorothy Ables, MSW, SRES ~ Real Estate Broker, Brea	949-400-6177
Carin Arrigo, SRES ~ Real Estate Broker, Orange	714-290-2192
Impact Properties ~ Aaron Zapata, MBA, SRES, Brea	714-482-3217
Arno and Tricia, SRES ~ Real Estate Broker, Brea	949-910-4744
TNG Real Estate, Maury Oglevie & Val Muir, GRI/SRES, Brea	714-334-1432

Respite Care

Respite care is the provision of short-term, temporary relief to those who are caring for family members or others. Please visit in person prior to making arrangements.

Acacia Villa 1620 E. Chapman Ave., Fullerton	714-879-0920
Cambridge Court 1621 E. Commonwealth Ave., Fullerton	714-992-1750
Brookdale at Brea 285 W. Central Ave., Brea	714-671-7898
Bradford Square 1180 N. Bradford Ave., Placentia	714-996-9292
Fullerton Gardens ~ Memory Care 1510 E. Commonwealth Ave., Fullerton	714-441-2636
Sunnycrest Senior Living 1925 Sunnycrest Drive, Fullerton	714-992-1999

Senior Centers

Senior Centers offer a variety of services for older adults including education classes, activities, senior events, health information, travel, support groups, transportation, nutrition programs and more. Call Center for more details.

Anaheim Senior Citizens Center (9 am - 5 pm/M-F) 250 E. Center St., Anaheim	714-765-4510
---	--------------

Anaheim Senior Center/Brookhurst (9 am - 3 pm/M-F) 2271 W. Crescent Avenue, Anaheim (Free transportation to daily congregate meals for members)	714-765-3415 714-535-7173
Brea Senior Center (8 am - 3 pm/M-F) 500 Sievers Ave., Brea (Free transportation to daily congregate meals for members)	714-990-7750
Buena Park Senior Center (8 am - 4 pm/M-F) 8150 Knott Avenue, Buena Park (Congregate meals and Adult Day Care available)	714-236-3870
Cypress Senior Center (8 am - 5 pm/M-F) 9031 Gridley Street, Cypress (Free transportation to congregate meals)	714-229-2005
Fullerton Senior Center (7:30 am - 4 pm/M-F) 340 W. Commonwealth Ave. Fullerton (Free transportation to congregate meals)	714-738-6305
La Habra Community/Senior Center (8 am - 5 pm/M-F) 101 E. La Habra Blvd, La Habra (Free transportation to congregate meals ~ must sign up for 3x a week minimum)	562-905-9708
Orange Senior Center (8 am - 4 pm/M-F) 170 S. Olive Street, Orange, CA 92866 (Congregate meals available)	714- 538-9633
Placentia Senior Center (9 am - 1 pm/M-F) 143 S. Bradford Ave., Placentia (Free transportation to daily congregate meals for members)	714-986-2332
Santa Ana Senior Services Center (8 am - 2 pm/M-F) 424 W. 3 rd . St., Santa Ana (Free transportation to daily congregate meals for members; must be Santa Ana resident)	714-647-6540
Santa Ana/Southwest Senior Center (8 am – 12 pm / M-F) 2201 W. McFadden Ave. Santa Ana (Free transportation to daily congregate meals for members)	714-647-5306
Vietnamese Hope Community Center (9 am - 5 pm/M-F) 1538 Century Blvd., Santa Ana (Free transportation to daily congregate meals for members)	714-554-4211
Yorba Linda Senior Center (8 am - 5 pm/M-F) 4501 Casa Loma Avenue, Yorba Linda (Free transportation to daily congregate meals for members)	714-961-7181

Services Available In Your Home

Barber / Hairdresser

Mobile Hair by Jon-Paul, Tustin 949-415-4247

Dental

Ann Bui, RDHAP, B.S. ~ Mobile Dental Hygienist 562-281-5628
9877 Chapman Avenue, Garden Grove

Jessica L. Woods, RD HAP www.jessica@dentalhygienedirect.com	714-292-3291
HomeCare Dentists (Serving All of Orange County) 27126 A Paseo Espada, Ste #B 705, San Juan Capistrano www.homecaredentists.com/	949-429-7100
<u>Doctor (Mobile Senior Care)</u>	
Dr. Lynda Adrig, MD 3943 Irvine Blvd #233 Irvine, CA 92602 http://www.ochousecalls.com/index.html	949 855-7255
John M. Geiss, DO 151 N. Kraemer Blvd, Ste. #100, Placentia, CA 92870 www.geissmed.com/meet-dr-geiss/	714-577-2271
HouseCall Doctors http://housecalldoctorsmedicalgroup.com/	800-964-4364
<u>Massage Therapist</u>	
JayaCare Mobile Wellness / Yoana Georgiev, LMT www.jayacare.com	949-302-2545
Massage by Sheila / Sheila Busch, LMT Specializing in Alzheimer's disease, Parkinson's and hospice twohoneybears@yahoo.com	618-420-2281
<u>Medical Supply / Durable Medical Equipment (Home Delivery)</u>	
Apria Healthcare 750 Columbia St., Brea	888-492-7742
At Home Medical 17660 New Hope St., Ste #F, Fountain Valley www.idamed.com	714-556-4663
Horizon Oxygen and Medical Equipment, Inc. 22911 Savi Ranch Pkwy, Yorba Linda www.phuante@horizonoxygen.com	714-575-8901
Night & Day LLC (Adam Kaynes) 1512 E. Edinger Ave., Ste #C, Santa Ana / Home Health Care Products for Seniors www.seniorarmor.com	714-558-7746
Med2U Healthcare Mobile EKG, Phlebotomy, Ultrasound and X-Ray / 24-7 and STAT Services www.Med2U.com	512-270-7007
<u>Nurse (LVN & RN)</u>	
Nurse Next Door / St. Joseph Home Care Services www.stjosephhomehealth.org/Our-Services/Nurse-Next-Door.aspx	714-712-9500
Visiting Nurses Assoc. of Orange County www.vnahhs.com/	949-263-4700

Occupational Therapist

Rehab Without Walls / Rescare Company / Susan Garner 866-734-2296
susangarner@rescare.com

Physical Therapist

Lifetime Physical Therapy and Fitness / Sandra Croft, LPT 714-337-4511
sandra@lifetimept.com

Rehab Without Walls 866-734-2296

Podiatrist

Virgil Hernandez, DPM, AME / Reconstructive Ankle and Foot Surgeon
 661 W. 1st St, Suite D, Tustin 714-265-5824

James C. Lee, DPM 714-777-0750
 5475 E. La Palma Ave., Ste #208, Anaheim Hills
www.ocfootsurgery.com

Paul Yoon, DPM 714-535-3668
 1781 W. Romneya Dr., Unit I, Anaheim
www.yoonpodiatry.com/

Speech Therapist

Rehab Without Walls 866-734-2296

☀ Transportation ~ Low Cost / Sr. Discount (North O.C.)

OCTA ACCESS Program (interview required) 714-560-5956
www.octa.net/access_service.aspx

OC Office on Aging for Referrals / Resources 714-480-6450
www.officeonaging.oc.gov.com

Abrazar, Inc. / Senior Transportation, Non-Emergency Med. 714-702-1433
<http://www.abrazarinc.com/>

Anaheim Senior Wheels 714-765-4510
 250 E. Center Street, Anaheim 714-535-7171

Brea Shuttle 800-581-7433
 (\$1.00 w/in Brea or St. Jude/Placentia-Linda medical offices)

E. Anaheim Comm. Ctr. "Senior Wheels" 714-765-4510
 Bus Vouchers / (Anaheim Hills)

Fullerton Taxi Voucher Program 714-738-6305
 Reservations call or visit the Senior Center location at:
 340 W. Commonwealth, Fullerton, Mon - Fri.

Go-Go Grandparent / Uber / Lyft Phone Connection 949-873-0650
 Keeping people independent. Order the cheapest rides near you - no smartphone required.
www.gogograndparent.com

Korean American Seniors Association (Members Only) 714-530-6705

La Habra City Senior Transportation 101 W. La Habra Blvd., La Habra	866-557-7433 562-905-9664
St. Jude Senior Medical Transportation Program (St. Jude patients ~ some restrictions apply)	714-446-5473
Vietnamese Community Center of Orange County (Membership required)	714-558-6009 or 714-558-3097
Yorba Linda Recreation Dept. Senior Services Center (Transportation to services within Yorba Linda and one mile beyond city limits; must be a 'Trails' member - \$1.00 each way.)	714-528-7433

Transportation ~ Post-Op / Concierge Services

Occasionally an older adult needs transportation home from the hospital and does not have access to transportation for various reasons. Numerous in-home care agencies provide a concierge service to fill the gap for this need. Listed below are several of these options (services may be provided by other agencies not listed) ~ please call for information regarding pricing, length of time, distance and advance notice needed.

Attentive Home Care ~ Concierge Transportation Service	714-616-9200
Nurse Next Door ~ Concierge Transportation Service	714-712-7100
Right At Home Care ~ Concierge Transportation Service	855-388-1663
Senior Helpers ~ Concierge Transportation Service	714-694-0992
Western Healthcare Providers~Concierge Transportation Srv	714-671-6877

Veterans – Benefits

A Veterans Service Officer (VSO) is available at no cost to assist claimants in applying. Applicants should deal with accredited attorneys, claims agents or Veterans Service Organizations Representatives accredited by the U. S. Department of Veterans Affairs.

The benefits resources listed below are approved or accredited by the U.S.

Department of Veterans Affairs:

Orange County Veterans Service (No Cost) 1300 Grand Ave. Bldg. B, Santa Ana www.veterans.ocgov.com	714-480-6555
U.S. Department of Veterans Affairs (No Cost) www.vba.va.gov or www.ebenefits.va.gov	800-827-1000
AMVETS Service Officer 1213 S. Dale Ave. Anaheim	714-761-5811
AMVETS Service Officer near you call: or email: amvets@amvets.org	877-726-8387
CALVET ~ California Department of Veterans Affairs Download California Veterans Resource Book (2016) ~ portal to many benefits www.calvet.ca.gov/home	800-952-5626
Public Law Center (non-profit) 601 Civic Center Drive West, Santa Ana www.publiclawcenter.org/	714-541-1010 Ext. #301

Veteran's Legal Institute ~ Non-Profit Veterans public interest law firm
www.vetslegal.com 714-852-3492

VFW Service Officer / VA Long Beach Healthcare System 562-826-8000
5901 East 7th Street, Long Beach

Veterans using the Long Beach facility should ask their individual Social Workers about Homemaker and Home Health Aide Care (HHA program). It is a benefit separate from the Aid & Attendance benefit. Veterans should ask their physician for a referral to their Social Worker for the HHA program. More information is available regarding the HHA program and other Veterans long-term care options at:
<http://www.va.gov/GERIATRICAL/Guide/LongTermCare/index.asp>

Veterans Health Care and Benefits Counseling

VA Anaheim Clinic 714-780-5400
2569 W. Woodland Drive, Anaheim

VA Brea Clinic / Every Wednesday by Appointment 714-990-7150
Brea Family Resource Center / 695 Madison Avenue, Brea

VA Santa Ana Clinic 714-434-4600
1506 Brookhollow Drive, Santa Ana

Veterans Housing and Homeless Assistance

Orange County Battle Buddy Bridge (B3) (private non-profit) 949-486-8525
Offers peer-to-peer support, information and referrals to veterans/active duty military. Assists in acquiring transportation, food, benefits assessment, legal assistance, mental health care / counseling, service animals, furniture and housing resources.

Veterans First (private non-profit) 714-547-0615
1611 N Broadway, Santa Ana

Veterans Home Repair

Home Depot and Habitat for Humanity OC 714-434-6200
Safety and disability accommodations (low-income veteran's home-repair project)
www.habitatoc.org Email: HomeRepair@HabitatOC.org

Veterans Prescription Benefits 877-222-8387

The VA Medical Benefits Package is based on military service and includes prescription drug coverage.

www.va.gov/healthbenefits/access/prescriptions.asp

Goodwill of Orange County 855-998-3837

Tierney Center for Veteran Services (FREE)

One-stop resource serving veterans and their families for Healthcare and benefits; Legal services; Housing assistance; Financial counseling; Women veteran services, and more.

www.ocgoodwill.org/changing-lives/tierney-center-veterans-program.org

TRICARE Pharmacy Program 877-363-1303

Health care program for millions of beneficiaries worldwide ~ including active duty service members, National Guard and Reserve members, retirees, their families, survivors, certain former spouses and others registered in the Defense Enrollment Eligibility Reporting System (DEERS) www.tricare.mil ~ including pharmacy benefits.

Consider tearing this form out and filling it in for yourself or someone you know who may need caregiving in the hospital, skilled nursing facility, assisted living, memory care or at home. Consider attaching a photo from better or days past.

KNOW ME: My Personal Directions For Living

Name: _____ **What I like to be called:** _____
Date: _____ **Birth Date:** _____ **Important Dates:** _____

To My Caregivers Paid and Unpaid:

I am recording my personal preferences and information about myself, in case I need long-term care services in my home or in a long-term care facility. I hope this information will be useful to those who assist me. Please always talk to me about my day-to-day life to see what it is that I want and enjoy. However, the information below may provide some help in understanding me and my care.

I want my caregivers to know: _____

The way I like to awaken and begin my day: _____

The way I relax and prepare to sleep at night: _____

Activities I enjoy: _____

Things that I would like to have in my room: _____

Foods that I enjoy: _____

Things I do not like: _____

I become anxious when: _____

Things that calm or soothe me: _____

Things that make me laugh: _____

Religious preferences: _____

Music I love is: _____

Noise: _____

Other: _____

At the end of my life, I would like: _____

For more information about me please talk to: _____

This form was developed by The National Consumer Voice for Quality Long-Term Care to encourage communication between those of us who might need care and those who will be providing the care. Please adapt this tool to express your personal preferences, requests and wishes. Be sure to give a copy to your family members and/or trusted friends and talk with them about what you have written. www.theconsumervoice.org

Reprinted with permission from the National Consumer Voice for Quality Long-Term Care



Did You Know That Elder Abuse is one of the *fastest* growing and least reported forms of abuse in Orange County?

To Learn More: www.AgelessAlliance.org / www.ncea.aoa.gov/faq/index

+ What are some of the types of Elder Abuse that regularly take place?

- ✓ **Financial abuse ~ this is the most common kind of abuse**
 - **The Grandparent scam**
 - **The IRS scam / Jury Duty failure to report scam**
 - **Lottery scam / Credit card scam**
 - **Fake Telemarketing, Charity and Veteran's scams**
 - **Funeral and Cemetery scams**
- ✓ **Emotional abuse**
- ✓ **Neglect and Self-Neglect**
- ✓ **Physical abuse**
- ✓ **Sexual abuse**

+ What signs do doctors look for in neglect, emotional or physical abuse?

- ✓ **Bed sores / Unusual bruising**
- ✓ **Frequent unexplained falls**
- ✓ **A lot of missed or changed medical appointments**
- ✓ **Unattended to medical needs**
- ✓ **Poor hygiene and grooming**
- ✓ **Unusual weight loss / Dehydration**
- ✓ **Medication management issues**
- ✓ **Derogatory comments or threats or any kind of power control issues can be signs of emotional abuse**

+ Why is it so difficult to recognize signs of Elder Abuse?

- ✓ **There is a lot of shame involved on the part of the senior. Older adults can feel humiliated that they've fallen for a scam or a trick**
- ✓ **She or he can feel very intimidated or embarrassed if the abuse has been perpetrated by someone they know, such as a spouse or child. It's humiliating to think that a loved one can be abusive.**

+ Once the abuse is discovered and stopped, what kind of help is needed for the older adult who has suffered the trauma?

- ✓ **Reassure and make sure the individual feels that they are safe**
- ✓ **Report suspected abuse to Adult Protective Services: 800-451-5155**
- ✓ **If the older adult is in a skilled nursing home, report the suspected abuse to the Ombudsman at: 800-300-6222**
- ✓ **The Number One Reason people don't report abuse is because they *are too embarrassed* ~ but it's so important to report it and move on!**

“When in doubt . . . Reach Out!”

FAMILY
Caregiver Resource Center
ORANGE COUNTY

(800) 543-8312

www.caregiveroc.org

The Caregiver Resource Center of Orange County offers an array of services such as a free in-home Family Consultation and Care Planning, legal and educational workshops and the opportunity to speak directly with a Family Consultant regarding your caregiving situation and your self-care. We offer local Support Groups in English, Spanish and Vietnamese.

Caregiving includes caring for me.

Ser cuidador incluye cuidarme a mi mismo.

Chăm sóc kẻ cả chăm sóc cho chính mình.

The Family Caregiver Resource Center, a program of St. Jude Medical Center, is part of a statewide system of California Caregiver Resource Centers, funded by the California Department of Health Care Services. Additional grant funds are provided by the Orange County Board of Supervisors, through the Orange County Office on Aging with funds from the Federal Department of Aging, Older Americans Act. Services are free and donations are gratefully accepted.

St. Joseph Health 
St. Jude Medical Center
A member of the St. Joseph Hoag Health alliance

Senior Services
714-446-7035

This Senior Resource Guide is provided in part through a grant managed by the Family Caregiver Resource Center, O.C., with funds from the California Department of Aging Federal Older Americans Act, allocated by the Orange County Office on Aging as approved by the Orange County Board of Supervisors.

FAMILY
Caregiver Resource Center
ORANGE COUNTY

(800) 532-8312 www.caregiveroc.org