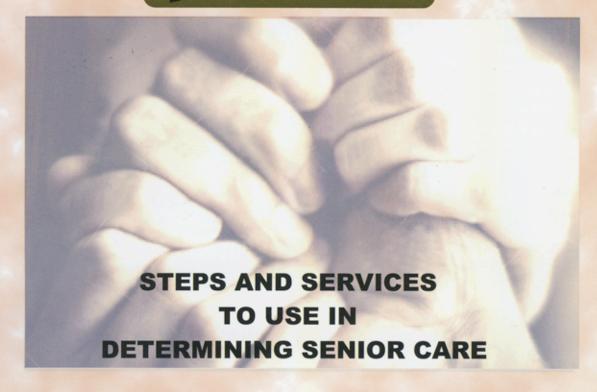
# ST. JUDE MEDICAL CENTER SENIOR SERVICES And NORTH ORANGE COUNTY SENIOR COLLABORATIVE

New Edition! 2013-2014



# A RESOURCE GUIDE FOR CAREGIVERS AND OTHERS

North Orange County Senior Collaborative (NOCSC) is a cooperative effort by both private and public entities and persons seeking to identify and address the unmet needs of seniors and their support systems in our community.

http://nocseniorcare.org/

## SENIUK CAKE 101

Worried about an aging parent, spouse or friend?

St. Jude Senior Services And The North Orange County Senor Collaborative Have Answers And Suggestions!

## **Learn More About:**

- Steps to take & answers to questions
- Managing in-home care
- Essential legal documents
- Choosing a new living environment
- Resources to help you cope



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

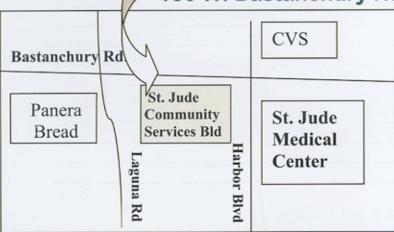
DATE: Monthly ~ Every 4<sup>th</sup> Wednesday In 2013-2014

Jan. 23, Feb. 27, Mar. 27, Apr. 24, May 22, June 26, July 24, Aug. 28, Sep. 25, Oct. 23, Nov. 27 (Tues.), Dec. 18 and *Onward* ~>.....

**TIME**: 7 p.m. ~> 8 p.m.

PLACE: St. Jude Community Services

130 W. Bastanchury Road, Fullerton, CA



Entrance On Laguna Rd Next To The Car Wash Easy Parking! "North Orange County Senior Collaborative (NOCSC) is a cooperative effort by both private and public entities and persons seeking to *identify* and *address* the unmet needs of seniors and their support systems in our community."



#### NOCSC Members and Adjunct Members ~ 2013

#### **Non-Profit Organizations**

Alzheimer's Association (OC)
Braille Institute (North OC)
Brea Senior Center
Caregiver Resource Center
Council on Aging (OC)
Dayle MacIntosh Center
Fullerton Police Department / RSVP
Habitat For Humanity
Korean Community Services
OC Social Services / Adult Protective Srvs.
Public Law Center
SeniorServe
St. Jude Medical Center / Senior Services
UC Irvine SeniorHealth Center

#### **Local Congregations**

Brea Baptist Fullerton First Evangelical Free Church La Habra Emanuel Lutheran

#### **Elected Officials**

Steve Spernak for OC Supervisor Shawn Nelson Dave Monroy for CA State Senator Bob Huff

#### Schools of Higher Learning

#### **For-Profit Agencies**

Advantage-At-Home Angel Errands Transportation Inc. **Assisted Living Placements** Benchmark Homecare **Changing Spaces** Clear Choice Senior Care Comfort Keepers Dan York, JD ~ Elder Law Design Your Move **Fullerton Post Acute Care Home Care Providers** Horizon Support Services **IDA-Medical Equipment** Kathleen Robertson, JD ~ Elder Law Morningside of Fullerton Your Estate Coach My Senior Care Odvssey Home Health On-Site Nurse Nightingale Senior Care OC Times Journal People's Care Right At Home of North OC Senior Helpers of Yorba Linda Southland Med. Graphics So. Calif. Philips Lifeline

St. Joseph Home Health / Hospice

Vargas Transportation

**Visiting Nurses Association** 

California State University ~ Fullerton / School of Gerontology California State University ~ Fullerton / Osher Lifelong Learning Institute Southern California College of Optometry University of California ~ Irvine / SeniorHealth Center

# STEPS AND SERVICES IN DETERMINING SENIOR CARE

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# 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 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.

#### **STEPS**

Care giving 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 the linchpin of a large 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.

# <u>Does your loved one need help? Here are some warning signs ~ Check those that apply</u>

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?

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 his or her 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 27 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 senior ~ always ask for their opinion, preferences and ideas. This is about them and about their life

#### Legal Issues & Tools



- 1. Find out if the senior has the proper legal tools and documents in place and if they are up to date.
  - **a.** Has someone been appointed to take care of business and make health care decisions in case of temporary or permanent disability
  - **b.** Has the senior made clear their wishes for end-of-life care
  - **c.** Legal tools include consulting an attorney practicing elder law. Check the yellow pages in your local telephone directory, or go to the National Academy of Elder Law Attorneys' website at <a href="www.naela.org">www.naela.org</a>. On NAELA home page, you'll find a link that will help you locate an elder law attorney in your area ~ or see the Elder Law section in this guide on page 14
  - **d.** Other legal tools and essential documents the senior should have or should ask their attorney to prepare include:
  - e. Will / Trust
  - **f.** Durable Power of Attorney for Finances
  - **g.** Advance Health Care Directives
  - **h.** HIPAA Release (authorization for release of medical information)
  - i. These must be reviewed from time to time to be sure they are current
- **2.** Does your loved one have 'capacity'?
  - **a.** If the senior's ability to understand and make decisions is in question, see an attorney <u>at once</u>.
  - **b.** Discuss Conservatorship and its alternatives with an attorney.

- 3. Investigate your loved one's health insurance matters.
  - a. What kind of coverage do they have?
  - **b.** Are they eligible for Medicare benefits or Medi-Cal? If so, are they enrolled properly?
  - **c.** Do they have a long term care insurance policy in place? If so, what *exactly* does it cover?
  - **d.** Do they have any coverage through a private pension plan or retirement package?

#### Confidentiality and HIPAA

The *Health Information Portability and Accountability Act* is intended to safeguard an individual's health information. The Federal law is known as HIPAA. It is a document signed and dated by the individual who authorizes 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 and how to revoke and a statement about potential redisclosures.

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. The form often includes an Authorization giving permission to share your medical information with other health care providers, your spouse or other person <u>you</u> 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.

➤ **Important Note:** Each HIPAA form applies only to that particular provider; you need to sign a separate one for each provider. If you are incapacitated because of illness or accident, your medical provider needs a written list on your HIPAA of everyone they are allowed to speak with such as spouse, children, brothers, sisters, etc.

Be specific ~ list these by name.

#### Life Support (DNR & POLST)

When a patient has been diagnosed with a serious life-threatening or terminal illness, it is important for that person to consider life support options or resuscitation choices. Discuss life support options with your doctor. End-of-Life physician orders are called POLST (*Physician Orders for Life Sustaining Treatment*) or DNR (*Do Not Resuscitate*) and must be signed by your physician. Neither of these documents are prepared or signed by attorneys.



#### What Kind Of Medical Care Do You Need?

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, <u>write down your questions</u>. 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; advice about treatment and other information about treatment and 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 its 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, follow through with the plan discussed during the visit
- 10. Also see page 27 for suggestions on Medication Management

#### 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-well being.

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 20*)

#### Community Resources, Housing And Nutritional Needs



- 1. Take a crash course in community resources
  - **a.** Find out about senior centers (see page <u>28-29</u>) and adult day health services (see <u>pages 13-14</u>) in the senior's area ~ what kind of care do they offer, transportation (see <u>page 32-33</u>), etc.
  - **b.** What are the best home health agencies around? (See <u>page 22-23</u> for suggestions) What meal delivery (see <u>page 19</u>) and transportation support options are available? Are they a Veteran (see <u>page 33-34</u>)?
  - **c.** Assess the senior's and 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 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 <u>page 21</u> for more information and suggestions)

#### Talk To And Consult With . . .

- 6. Consult with and
  - **a.** Talk to trusted friends, neighbors, acquaintances ~ anyone with experience in caring for an elder
  - **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 your senior
  - **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 care giving 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 in case of emergency
- 8. If the senior 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 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 to increase your satisfaction.

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.* 

#### Helpful Websites



www.aarp.org (American Association of Retired Persons)

http://www.adrcoc.org/ (Aging and Disability Resource Connection of Orange County)

www.aging-parents-and-elder-care.com

www.alz.org/oc (Alzheimer's Association of Orange County)

www.caregiveroc.org (Caregiver Resource Center of Orange County)

<u>www.canhr.org</u> (California Advocates for Nursing Home Reform ~ information for MediCal long-term care payment)

www.cms.gov (CMS ~ Centers for Medicare and Medicaid Services)

www.coaoc.org (Council on Aging of Orange County)

www.medicare.gov (Medicare Information)

http://nocseniorcare.org/ (North Orange County Senior Collaborative)

www.npfocc.org/ (National Parkinson Foundation Orange County California)

www.officeonaging.ocgov.com (Office on Aging of Orange County)

www.todaysseniors.com



#### What Kind Of In-Home Care Do You Need?

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. **NOTE:** There may be legal ramifications to using uninsured / unbonded private pay care providers in the form of Unemployment Compensation, Workman's Compensation and other costs.

#### 1. Homemaker / Companion

- Provide friendly companionship
- May also be a 'Hospital Sitter' in some cases
- Assists with light housework, shopping, laundry, etc.
- No coverage by insurance

#### 2. Caregivers

- 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
- They do not perform skilled nursing tasks
- Usually not covered by insurance

#### 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

#### Helpful Guidelines When Interviewing Potential Caregivers

- 1. What specific duties will be required of attendant?
- 2. What days and hours will the attendant be expected to work?
- 3. What is the attendant's hourly or daily rate? Is there a charge for a minimum number of hours? Are there additional charges for over 8-hour shifts and / or holidays?
- 4. How 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 attendant is late or cannot come?
- 7. What arrangements will be made to cover the shift in the attendant's absence?
- 8. Will the attendant provide his or her own transportation?
- 9. Will the attendant provide transportation for the patient? Will the attendant use their car or the patient's? Whose insurance is used? (See cautionary <u>NOTE</u> on <u>page</u> <u>8</u> regarding employer responsibilities)
- 10. What is the attendant's prior work experience if this is a private care vs. agency caregiver?
- 11. Are references available from a previous employer (private care vs. agency caregiver)?
- 12. What will the family's role be in caring for the patient?
- 13. What attitude towards the patient does the attendant have?
- 14. Are there any smoking rules?
- 15. Will they be permitted to bring friends, children, spouse, pets, etc.?



#### Types of Residential Settings

**Retirement communities**, also called senior independent living communities, are designed to accommodate independent senior. They offer meals and activities.

**Assisted Living communities** (state licensed) combine housing, healthcare 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 setting is excellent for residents who do not want to live in a larger community setting or who may require a higher level of care and / or assistance. 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 offer in-house memory care and hospice care.

**Memory Care communities** and Alzheimer's care is often delivered in an assisted living or nursing home setting usually on a separate floor or unit. Most of these living environments have secured areas to prevent wandering.

**Skilled Nursing Facilities (SNF)** (may be referred to as **Nursing Home** or **Rehab Facility**) provide a high level of care for those requiring constant nursing attention and for those who have significant deficiencies with everyday activities (i.e., activities of daily living / ADL's). A SNF often includes both the young and elderly who may have physical or mental disabilities. Residents typically receive occupational, physical and other rehabilitative therapies after an accident, illness or hospitalization along with medical care.

**Home Health** care can only be given 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. 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 at home or in 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.

#### Aging In Place ~ Things To Consider



- **a.** Consider living in your own home if you have a relatively small one-story home, or can move downstairs
- **b.** Install safety equipment such as grab bars, handrails, ramps, extra lighting, a security system, obtain a personal emergency response system if necessary, etc.
- **c.** Remove clutter (paper, boxes, old mail, catalogs, etc.)
- **d.** Remove minimally used / unnecessary items (i.e., books, clothing, cookware, furniture, old equipment, etc.
- **e.** Make sure that items that are on shelves or in drawers and cupboards are within easy reaching distance
- f. Identify reliable, affordable and convenient transportation resources
- **g.** Notice how close / far your frequently used services (grocery store, drug store, doctors' offices, shopping mall, etc.) are from your home
- h. Consider financial issues ~ mortgage, medical costs / needs, food, caregiver, etc.
- i. Are all of your legal tools in place (Trust / Will, Advance Directive, PoA's, etc.)

#### 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 & 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 (anonymously) or as a mandated reporter suspected concerns regarding a dependent adult / elder abuse situation that may be perpetrated by <u>others</u> (physical, neglect, financial, abandonment, isolation, abduction, etc.) or <u>self-neglect</u> (physical care, medical care, health & safety hazards, malnutrition / dehydration, other). 24 Hour Anonymous Hotline

#### Alzheimer's Association of Orange County

800-272-3900

The Alzheimer's Association Orange County Chapter provides patient and family services to aid present and future victims and caregivers of Alzheimer's disease and related disorders, work to increase public awareness and research cause and cure. www.alz.org/oc

#### 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

#### Cal Optima (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 full Medi-**Cal**. www.caloptima.org

#### **Caregiver Resource Center of Orange County**

714-446-5030

Assists families coping with the physical, emotional and financial responsibilities of caregiving 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

#### **City Governments**

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

#### Council on Aging-Orange County

714-479-0107 or 714-352-8820

Provide direct service to families of older adults and persons with disabilities through its five programs: Long-Term Care Residential Ombudsman, Health Insurance counseling and Advocacy, Caring Connections Friendly Visitor, Care Management and Financial Abuse Specialist Team.

www.coaoc.org

#### Dayle McIntosh Center ~ Disability Resources & 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

#### National Parkinson Foundation Orange County California 949-945-6200

Offers educational events and support groups throughout Orange County. <a href="https://www.npfocc.org/">www.npfocc.org/</a>

#### Orange County Office on Aging

714-567-7500

Advocates, plans & facilitates relative to all aging issues on behalf of older persons in Orange County. Provide a guide to older adult services, i.e. transportation, counseling, adult day care, financial assistance, housing, legal aid, meals, & more. www.officeonaging.oc.gov.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

657-278-4686

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/ Cal State Fullerton / Dr. Pauline Abbott, PhD

SeniorServ 714-220-0224

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

#### St. Jude Medical Center / Senior Services

714-446-7035

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

#### UC Irvine Health SeniorHealth Center

714-456-5523

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

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



http://nocseniorcare.org/

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#### **SERVICES**

<u>Note</u>: 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.

#### Adult Day / Health Care Centers

Acacia Adult Day Health Care (Non-Profit) / Garden Grove	714-530-1566	
AltaMed Adult Day Health Care / Cypress	714-236-8100	
Alzheimer's Family Services Center / Huntington Beach	714-593-9630	
Buena Park Senior Day Care Program 714-826-3163 The Senior Day Care is designed for frail seniors over 60 years of age who are in need of supervision and care during the day while their caregiver(s) work or take time for themselves. The program is offered 9am to 3pm, Monday through Friday. The fee is a \$15 donation per day.		
Commonwealth Adult Day Health Care Ctr / Buena Park	714-522-4960	
Happy (Chinese) - Adult Day Health Care / Brea	714-990-0333	
RIO Adult Day Health Care / Fullerton	714-680-6060	
Sarang (Persian / All) Adult Day Health Care / Anaheim	714-778-9000	
Attorneys ~ Elder Law / Conservatorship / Estate & Benefit Planning		
Elizabethanne Miller Angevine, Attorney 13215 E. Penn St., Ste. #205, Whittier	562-464-1150	
<b>Faye Blix, Attorney</b> 24031 El Toro Rd, Ste. #301, Laguna Hills	949-544-7211	

714-535-5090

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

Patrick McNally, Attorney

335 N. Brookhurst St., Anaheim

#### NAELA ~ National Association of Elder Law Attorneys

Kathleen (Kate) O'Connor Robertson, Attorney

Online Directory of Elder Law Attorneys www.NAELA.org

#### Public Law Center (No Cost for Those Eligible)

714-541-1010

601 Civic Center Drive West, Santa Ana

Public Law Center provides assistance with a wide array of civil legal issues affecting seniors including estate planning, conservatorship, benefits, discrimination, health care, housing and dispute resolution.

www.publiclawcenter.org

#### Bereavement / Grief Groups

Brea	ι
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St. Angela Merici Catholic Church 714-529-0639

Thursday's ~ Twice A Month / 7:00 ~> 9:00 p.m.

Fullerton:

Healing Hearts After Loss ~ St. Jude Medical Center 800-870-7537 #3

Every Thursday / 2:00 ~> 3:00 p.m.

Fullerton Senior Center 714-738-6305

Monday / 12:30 ~> 2:30 p.m. Wednesday / 1:00 ~> 3:00 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:

Yorba Linda Friends Church 714-524-3340

1st & 3rd Wednesdays / 7 ~> 9 p.m. / Rm. #113

St. Martin de Porres Church 714-777-2266

Saturday Mornings ~ Ask For Mary

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

#### Council on Aging-Orange County

714-479-0107 or 800-434-0222

Caring Connections Friendly Visitors Program connects 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.

www.coaoc.org

**Orange County Office on Aging / 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.officeonaging.oc.gov.com/

IHSS ~ Orange County	714-825-3000
IHSS ~ Los Angeles	888-944-4477
IHSS ~ Riverside	951-867-3800

#### Office on Aging, Riverside Co.

800-510-2020

#### **Caregiver Resource Center**

714-446-5030

Assists families coping with the physical, emotional and financial responsibilities of caregiving an adult with chronic health care concerns. Services include family consultation, assessment and care planning, support counseling, psycho-educational seminars, respite planning and community education. www.caregiveroc.org

SeniorServMain714-220-02241200 North Knollwood Circle, Anaheim / Home Services714-823-3294www.seniorserv.org

#### St. Jude Med. 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

**ACCESS** ~ Orange County Transportation Authority (OCTA)

<u>www.octa.net</u> 714-560-6282

#### 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)

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

Center for Successful Aging / Cal State Fullerton	657-278-7012
Center for Rehabilitation and Wellness / St. Jude	800-870-7537
YMCA Family Center / Fullerton	714-879-9622
Office on Aging Resource Line	714-567-7500

#### **Braille Institute Regional Sight Center (Orange County)** 714-821-5000

527 North Dale Ave, Anaheim, CA 90601

http://www.brailleinstitute.org/orange\_county

#### Dayle McIntosh Center-Disability Resources and Advocacy 714-621-3300

13272 Garden Grove Blvd, Garden Grove www.daylemc.org

#### Deaf and Disabled Telecommunications Program / California Telephone Access

**Program** ~ CTAP Santa Ana Service Center 2677 North Main Street, Suite 130, Santa Ana www.ddtp.org

800-806-1191

#### Disability Rights California

800-719-5798

(Call for referral to local office or phone counseling) www.disabilityrightsca.org

#### Southern California College of Optometry / Eye Center 714-449-7401

The Eye Care Center (ECC) is the major patient care and clinical teaching facility of the Southern California College of Optometry located in Fullerton, California. The ECC is a world-class center for eye and vision care and works closely 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.

http://www.tbioc.org/

#### Driver's Assessment & 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

#### Mature Driving Class (No Cost) ~ North Orange County

School of Continuing Education / Older Adults Program 714-808-4909
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

714-992-3000 x 2318

Requires physician referral for a 1x appointment of 3-4 hour duration with clinical assessment of 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 Prevention

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 21)			
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 & 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 <u>Page 26)</u>			
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? <i>(See <u>Page 21)</u></i>			
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 / VENTILIATION / SECURITY / FIRE			
Are there smoke / CO detectors and a fire extinguisher?			
Are thermometer displays easily readable and accessible?			

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. Inhome falls risk assessments are generally provided at no-cost by home-health agencies and many in-home care agencies as well ~ please ask for it if it is not offered. Two local hospitals that provide the falls risk assessment and prevention service are:

St. Joseph Hospital Rehabilitation Services

714-771-8222

St. Jude Medical Center / Senior Services

714-446-7064

#### Center for Disease Control (CDC) ~ Falls Prevention

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

**Fall Prevention Center of Excellence** / Classes and information on fall prevention. Cal State Fullerton Center for Successful Aging www.stopfalls.org

#### **Orange County Down With Falls Coalition**

714-567-7500

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

#### Financial Assistance / Social Services

Cal Works / Medi-Cal / & Food Stamps

714-541-7700

Social Security / SSI / Medicare

800-772-1213

#### Financial Planning

#### Eclectic Associates (private financial planners)

714-738-0220

1021 W. Bastanchury, Ste. #120, Fullerton http://www.eclecticassociates.com

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/

Your Estate Coach (financial planners & Veterans Benefits) 714-447-8564 1501 N. Harbor Blvd., Ste. #100, Fullerton www.YourEstateCoach.com

#### Food Assistance / Home Meal Delivery

#### LifeSpring Home Nutrition

800-798-5767

www.home**nutrition**.com/

#### SeniorServ / Meals-on-Wheels

714-823-3294

1200 North Knollwood Circle, Anaheim www.SeniorServ.org

Local **Senior Centers** provide meals, food pantries, transportation and / or the appropriate contact information for help. Please see a complete listing of local Senior Centers beginning on pages 28-29.

#### **Food Pantries**

Comprehensive Emergency Food Resources Guide; Emergency Groceries and Prepared Food in Orange County (OC 211 Services). Contact for location & criteria. http://www.211oc.org/docs/2010Guide.pdf

#### Caring Hands Food Pantry, First Lutheran Church

714-871-7820

215 N. Lemon Ave., Fullerton

Mondays, 6pm-7pm; Wednesdays, 12pm-2pm.

#### **Pathways of Hope**

714-738-0255

(Formerly: Fullerton Interfaith Emergency Service (FIES) Distribution Center)

611 S. Ford Ave.. Fullerton

Mondays through Fridays, 9 pm - 4 pm

www.pathwaysofhope.us

#### **Second Harvest Food Bank**

949-653-2900

Works with partner agencies to distribute food throughout Orange County feedoc.org/

#### Geriatricians In North / Central Orange County

St. Jude Heritage Medical	Group
Christopher Heh, M	D ~ Gei

Christopher Heh, MD ~ Geriatric Psychiatry 714-823-4780

2141 N. Harbor Blvd, #2500, Fullerton

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

Kenneth K. Tram, MD 714-628-3110

St. Joseph Heritage Medical Group

2501 E. Chapman, #305, Orange

UC Irvine Health SeniorHealth Center Geriatricians

101 The City Drive South, Orange 714-456-7007

Lisa Gibbs, M.D.

Chinh Le, M.D. (Speaks Vietnamese)

Laura Mosqueda, M.D.

Sonia Sehgal, M.D. (Speaks Hindi)

Herbert Sier, MD

Steven Tam, M.D.

#### Comprehensive Medical Assessment Information Can Be Found At:

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

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.

#### <u> Handyman / Home Repair Assistance</u>

All Pro Builders, Inc.

714-255-0131

1400 W. Commonwealth Ave., Fullerton

562-430-6800

http://www.allprobuildersinc.com/contact.php

**AtHome Living Solutions** 

949-348-0188

Specializing in ADA Accessibility Design & Construction, including ramps, lifts, door widening, roll-in showers, grab bars & rails, etc. Licensed CA Contractor www.athome4.com

**Rick Grubbs** 714-758-5450

Four-Star Home Repair / Handyman

Rebuilding Together SoCal/Home Repair Projects & Service 714-667-8174

Cy Baumann / P. O. Box #11570, Santa Ana info@rebuildingtogetheroc.org

Werner (Tom) General Repairs and Handyman Service 714-812-6603

Licensed and Insured

Veterans home repair assistance (See page 34)

#### Housing / Placement Specialists and Care Managers

Clear Choice Senior Services / Linda Armas, CSA 714-404-8210

 $\underline{Linda4Seniors@yahoo.com}$ 

My Senior Care / Cheryl Foster, MSW 714-316-1450

cheryl@myseniorcare.com

Sharon Holmes ~ Eldercare Consultant 714-955-4781

Sharon@SRcareinfo.com Senior Care Referral Specialists

Sharon Davis Smith ~ Geriatric Care Manager	714-998-3493
Rosemary DeCuir ~ Geriatric Care Manager	714-393-7192
MaryAnn Goodman ~ Geriatric Care Manager	949-307-0637
County of Orange, Office on Aging Website: officeonaging.ocgov.com	714-567-7555
(Click on "Find An Older Adult Service Provider" near the top of the page.	
Click on "Search Directory", click on category, then find Housing / Shelter.)	

#### Housing Agencies and Assistance

<b>Dorothy Ables, MSW, SRES ~ Real Estate Broker</b> 3040 Saturn Street Ste. 101, Brea / Certified Seniors Real Estate	949-400-6177 ate Specialist	
Carin Arrigo, SRES ~ Real Estate Broker	714-290-2192	
Blue Sky Estate / Coordinates Realtors & Estate Assistance	888-525-8375	
<b>City Governments:</b> Contact individual City Halls for grant / assistance information through yellow pages and / or official city websites		
Fair Housing Council of Orange County www.Fairhousingoc.org	714-569-0823	
Housing and Urban Development: www.hud.gov	714-796-5577	
O C Office on Aging www.officeonaging.ocgov.com	800-510-2020 714 567-7500	
Shelter Referrals (Orange County 211) (24 hrs) www.211oc.org	888-600-4357	
Aaron Zapata, MBA, SRES ~ Real Estate Broker	714-482-3217	

#### In-Home Care Agencies

If you are helping a person or need help yourself, where can you turn? There are many resources available to help you live at home comfortably. These include:

#### **In-Home Care**

The following care services involve professionals coming to the home to help the caregiver and the person with dementia. Services vary in type and can include:

# Companion Services Help with supervision, recreational activities or visiting

2415 E Imperial Hwy, Brea / Certified Seniors Real Estate Specialist

- o Personal Care Services
  - Help with bathing, dressing, toileting, exercising or other personal care
- Homemaker Services

Help with housekeeping, shopping or meal preparation

The following is a list of some of the agencies that can help locate and provide homemakers and caregivers (hourly / daily) ~ rates vary according to the agency. Agencies listed employ caregivers who are screened, bonded and background checked. All employees are W-2 paid with no 1099 contractors used.

#### Caregivers / Companions / Homemakers:

Alta Home Care	714-744-8191
Benchmark Home Care Services, Inc.	714-773-0081
Cambrian Home Care	877-422-2270
Colonial Home Care Services	714-289-7220
Comfort Keepers	714-744-3800
Far East Home Care, Inc. (Home Health – DME)	714-808-0171
Home Instead Senior Care	714-871-4274
Home Managed Care Inc.	714-893-8801
<ul> <li>Los Angeles</li> </ul>	310-337-0061
<ul> <li>San Bernardino</li> </ul>	909-885-2181
Horizon Support Services, Inc.	714-696-7230
LivHome	949-794-9470
Nightingale Senior Care	657-217-2273
People's Care In-Home Care	855-546-6322
ResCare ~ Tustin	800-707-8781
Senior Helpers ~ Yorba Linda	714-694-0992
St. Joseph Home Care Services	714-712-7094
VNA Home Health Care	949-263-4700

#### Insurance Agents / Assistance

Martha T. Collins, RHU @ Martin & Associates Independent Agent, License #0788313	714-879-9880
Barbara Gamboa ~ Health Insurance Agent Independent Contr./Auth. Ins. ~ St. Jude Medical Center	714-446-7154
HICAP / Health Insurance Counsel. & Advocacy Prog. Council on Aging / Orange County www.coaoc.org	800-434-0222

#### **Medication Dispensing Equipment**

Clear Choice Senior Services – MedFolio / MedReady	714-404-8210
www.ClearChoice.NurtureConnect.com	
Comfort Keepers - Tab Safe	714-744-3800
www.ComfortKeepers.com/orange-ca	

#### 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:

- a. Experiences memory changes that disrupt daily life
- b. Hides memory loss to create an acceptable social image
- c. Loses the ability to join in or actively contribute new information to conversations
- d. Exhibits challenges in planning or solving problems (as a result of short-term memory loss)
- e. Has difficulty completely familiar tasks (i.e. gets lost driving to a local store)
- f. Displays confusion with time or place
- g. Misplaces things and loses the ability to retrace steps
- h. Loses the ability to learn / retain new information or perform new tasks
- i. Withdraws from work or isolates from social activities
- j. 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 above Memory Assessment programs in Orange County ~ learn more.

#### Memory and Health Assessment / Resources

#### 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, family support groups, resource information, education, and advocacy.

www.alz.org/oc

#### 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

#### 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. <a href="www.ucirvinehealth.org/medical-services/senior-health/memory-assessment-clinic/">www.ucirvinehealth.org/medical-services/senior-health/memory-assessment-clinic/</a>

#### UC Irvine Health (HAPS)

#### **Health Assessment Program for Seniors**

877-427-7624

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.

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 & Professional Organizers

#### Anthony's Moving & Storage

800-490-1150

Anthony's Moving is a licensed, full-service moving and storage company with affordable prices, located in Orange.

www.anthonysmovingandstorage.com

#### **Blue Sky Estate Services**

888-525-8375

Services include estate sales, home sales preparation, professional organizing, document shredding & storage, packing/moving, shipping and pet sitting / adoption. 12340 Seal Beach Blvd., Suite #B230, Seal Beach

#### **Changing Spaces**

714-926-9265

Specializing in downsizing and senior relocation services ~ moving seniors one step at a time. Organizing, de-cluttering, move coordination and new home set-up. <a href="https://www.designyourmoveoc.com">www.designyourmoveoc.com</a>

#### **Clutter Control Organizing Services**

800-258-8837

Services include uncomplicating overwhelming situations, resolving problems with paperwork, closets, garages, storage, estate clear-outs, packing and moving issues. <a href="https://www.1800clutter.com">www.1800clutter.com</a>

#### **Helping Hands Relocation**

714-435-0616

Servicing the senior community with a stress free moving experience. helpinghands-online.com

#### Personal Emergency Response Systems

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.

**Life Alert** 800-360-0329

Lifealert.com

Philips Lifeline of Southern California 949-273-6465

lifeline.medicalalert@gmail.com

**PeopleTrack USA** 866-618-9238

Peopletrackusa.com

**Safety Choice** 714-744-3800

www.Comfortkeepers.com/orange-ca

#### Prescriptions ~ Low Cost / Discount Plans

#### **Benefits Check Up**

Benefits Check Up is a service of the National Council on Aging. The website has applications and fact sheets for over 250 programs that will help pay for prescription drugs, healthcare costs, and applications for the low income subsidy. Helps find drug / healthcare / services programs for persons ages 55 and older.

www.benefitscheckup.org / Email: comments@benefitscheckup.org

**NeedyMeds** 800-503-6897

NeedyMeds is a 501(3) (c) non-profit with the mission of helping people who cannot afford medicine or healthcare. Information is available anonymously and free of charge. NeedyMeds update list is updated monthly and emailed out.

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www.needymeds.org / Email: info@needymeds.com

#### Partnership for Prescription Assistance

888-477-2669

Mission: Increase awareness of patient assistance programs. Many will get their prescriptions free are nearly free. 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

**Rx Assist** 401-729-3284

RxAssist is a web-based resource center. It 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 100 companies and more than 700 medications. Searches by company name, brand name drug, generic name, drug therapy class. Maintains directory of patient assistance programs.

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

#### Rx Hope: Hope for Everyone

877-267-0517

The Rx Hope mission: To make the patient assistance program journey faster and easier by supplying vital information and help. Website allows patients and their providers to

apply for patient assistance programs offered by hundreds of manufacturers, and find information on programs offered by the state and federal governments, as well as by pharmaceutical companies.

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

#### **Veterans Prescription Assistance**

(See Veterans Prescription information on page 34)

**WalMart** (\$4.00 chg. for *some* prescriptions)

#### 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 medication 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 medicine is available in a liquid or smaller table 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 messages 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 <u>one</u> pharmacy for all prescriptions and OTC medicines, and ensure that the pharmacy has a complete list of all medicines on file
- 2. If the senior sees more than one physician ensure that all doctors have a list of all medications
- 3. Use a pill organizer (or two) to organize medications by dose, OTC and time of day (See page 24 for list of Medication Dispensing Equipment companies)
- 4. 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
- 5. 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:

- **a.** Confusion or delirium
- **b.** Mood swings or psychiatric problems
- **c.** Dizziness, loss of coordination, or falls
- **d.** Incontinence
- **e**. Sleep problems
- **f.** Loss of appetite or energy
- g. Sudden memory loss
- h. Headaches

#### Respite Care

Respite care is the provision of short-term, temporary relief to those who are caring for family members or others.

<b>Acacia Villa</b> 1620 E. Chapman Ave., Fullerton	714-879-0920
Cambridge Court 1621 E. Commonwealth Ave., Fullerton	714-992-1750
<b>De Palma Terrace</b> 351 E. Palm Drive, Placentia	714-528-4990
Emeritus at Brea 285 W. Central Ave., Brea	714-671-7898
Fullerton Gardens (Memory Care) 1510 E. Commonwealth Ave., Fullerton	714-441-2636
Sunnycrest Senior Living 1925 Sunnycrest Drive, Fullerton	714-992-1999
Whitten Heights Assisted Living / Memory Care 200 W. Whittier Blvd., La Habra	562-691-1200

#### **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.

<b>Anaheim Senior Citizens Center</b> (9 a.m.~>5 p.m./M-F) 250 E. Center St., Anaheim	714-765-4510
Anaheim Senior Center/Brookhurst (9 a.m ~>3 p.m./M-F) 2271 W. Crescent Avenue, Anaheim (Free transportation to daily congregate meals for members)	714-765-3415
Brea Senior Center (8 a.m.~>3 p.m./M-F) 500 Sievers Ave., Brea (Free transportation to daily congregate meals for members)	714-990-7750
<b>Buena Park Senior Center</b> (8 a.m.~>4 p.m./M–F) 8150 Knott Avenue, Buena Park Congregate meals and Adult Day Care available	714-236-3870
<b>Cypress Senior Center</b> (8 a.m.~>5 p.m./M–F) 9031 Gridley Street, Cypress (Free transportation to congress	714-229-2005 gate meals)

<b>Fullerton Senior Center</b> (7:30 a.m.~>4 p.m./M-F) 400 W. Commonwealth Ave. (St. Mary's Church), Fullerton (Free transportation to congregate meals)	714-738-6305
La Habra Senior Center (8 a.m.~>5 p.m./M-F) 201 E. La Habra Blvd, La Habra (Free transportation to congregate meals)	562-905-9708
Orange Senior Center (8 a.m.~>4 p.m./M-F) 170 S. Olive Street, Orange, CA 92866 Congregate meals available	714- 538-9633
Placentia Senior Center (9 a.m.~>1 p.m./M-F) 143 S. Bradford Ave., Placentia (Free transportation to daily congregate meals for members)	714-986-2332
Santa Ana Senior Services Center (9 a.m.~> 2 p.m./M-F) 424 W. 3 <sup>rd</sup> . St., Santa Ana (Free transportation to daily congregate meals for members; must be Santa Ana resident)	714-647-6540
Santa Ana/Southwest Senior Center 2201 W. McFadden Ave. Santa Ana (Free transportation to daily congregate meals for members)	714-647-5306
Vietnamese Hope Community Center (9 a.m.~>5 p.m./M-F 1528 Century Blvd., Santa Ana (Free transportation to daily congregate meals for members)	F) 714-554-4211
Yorba Linda Senior Center (9 a.m.~> 5 p.m./M-F) 4501 Casa Loma Avenue, Yorba Linda (Free transportation to daily congregate meals for members)	714-961-7181
Services Available In Your Home	
Acupuncture	
Fangil Chung Acupuncture Clinic Licensed Acupuncturist / Acupressure	714-871-3660
Barber	
Lather.One Barber Shop / Hair Styling Ana Serrato / Ethan / Licensed Barber www.Latherone.com	714-447-9645
Visiting Hairdresser / Barber / Manicurist Christine A. Ononui, Licensed Cosmetologist & Barber Email: cononui@hotmail.com	909-709-1860

<b>Dentist</b>
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Dentist	
Ann Bui, RDHAP, B.S. ~ Mobile Dental Hygienist 9877 Chapman Avenue, Garden Grove rdhapdentalhygienist.com/	562-281-5628
HomeCare Dentists (Serving All of Orange County) 27126 A Paseo Espada, #B705, San Juan Capistrano www.homecaredentists.com/	949-429-7100
<u>Doctor</u>	
Samuel W. Doolittle, MD 1480 S Harbor Blvd #12, La Habra http://www.drsamueldoolittle.org/	714-871-3255
OC Visiting Physicians ocvisitingphysicians.com	949-900-6992
Sarah G. Nghiem, D.O. Specialized Home-Bound Medicine snghiem@newportbeachvein.com	714-434-7777
Medical Supply / Durable Medical Equip. (Home Delivery)	
Apria Healthcare 231 N. Puente St., Brea	714-626-6040
IDA Med Inc. 12792 Valley View #C, Garden Grove	714.894.1818
Night & Day LLC (Adam Kaynes) Home Health Care Products for Seniors 1512 E. Edinger Ave., Ste C, Santa Ana www.seniorarmor.com	877-510-0890
Nurse (LVN & RN)	
Nurse Next Door David Sandhu, RN, BSN, PHN, CCM	714-747-7911
Onsite Nurse Concierge, LLC Home blood draw service, medication management, transition www.onsitenurse.net	877-686-4440 care and more
Visiting Nurses Assoc. Home Health vnahhs.com/	949-263-4700
Occupational Therapist	
Rehab Without Walls Rescare Company / Thomas Puppe Thomas.puppe@rescare.com	866-734-2296

Physical Therapist		
Rehab Without Walls	866-734-2296	
<b>House Call Physical Therapy</b> (Mike Forsgren, PT) 18208 Laurel View Dr., Yorba Linda, CA 92886	714-618-2916	
Podiatrist		
David Rizzo, DPM P. O. Box #2683, Fullerton DrRoadMap.com	714-423-8249	
Paul Yoon, DPM 1781 W. Romneya Dr., Unit I, Anaheim www.yoonpodiatry.com/	714-535-3668	
Speech Therapist		
Rehab Without Walls	866-734-2296	
Transportation Low Cost / Sr. Discount (North O.C.)		
OCTA Transit Authority www.octa.net	714-636-7433	
OCTA ACCESS Program (interview required) www.octa.net/access_service.aspx	714-560-5956	
OC Office on Aging for Referrals / Resources www.officeonaging.oc.gov.com	800-510-2020	
Anaheim Senior Wheels 250 E. Center Street, Anaheim	714-765-4510 714-535-7171	
Brea Shuttle (\$1.00 w/in Brea or St. Jude/Placentia-Linda medical offices)	800-581-7433	
E. Anaheim Comm. Ctr. "Senior Wheels" Bus Vouchers / (Anaheim Hills)	714-765-4510	
FISH of Fullerton	714-533-3113	
Fullerton Taxi Voucher Program City of Fullerton Senior Transportation Program: Nutrition and programs. Reservations call or visit the Senior Center location Fullerton, Mon - Fri.		
Horizon Cultural Center Transport. /(Formerly St. Anselm)	714-537-0608	
Korean American Seniors Association (Members Only)	714-530-6705	
<b>La Habra City Shuttle Senior Transportation</b> 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
Senior Connections (County Wide ~ Check For Availability)	877-777-0988
Vietnamese Community Center of Orange County	714-558-6009 or

Yorba Linda Recreation Dept.

(Membership required)

714-528-7433

714-558-3097

**Senior Services Center** (Transportation to services w/in Yorba Linda and 1 mi. beyond city limits; must be a 'Trails' member \$1.00 each way.)

#### **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) Ask for <u>Joe Ford, VSO</u> Veterans Claims Office 1300 Grand Ave. Bldg. B, Santa Ana www.veterans.ocgov.com	714-480-6555
U.S. Dept. of Veterans Affairs (No Cost) www.vba.va.gov or www.ebenefits.va.gov	800-827-1000
Melvin R. Posey	
AMVETS Service Officer 1213 S. Dale Ave. Anaheim	714-761-5811
AMVETS Service Officer near you call: or email: <a href="mailto:amvets@amvets.org">amvets@amvets.org</a>	877-726-8387
VFW Service Officer	
VA Long Beach Healthcare System	
Address: 5901 East 7th Street, Long Beach	562-826-5708

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: <a href="http://www.va.gov/GERIATRICS/Guide/LongTermCare/index.asp">http://www.va.gov/GERIATRICS/Guide/LongTermCare/index.asp</a>

#### Veterans Health Care & Benefits Counseling

**VA Anaheim Clinic** 

2569 W. Woodland Drive, Anaheim

714-763-5300

**VA Brea Clinic** / Brea Family Resource Center/3<sup>rd</sup> Wednesday 714-990-7150 695 Madison Avenue, Brea

VA Santa Ana Clinic

714-434-4600

1506 Brookhollow Drive, Santa Ana

#### Veterans Housing & Homeless Assistance

Veterans First (private non-profit)

714-547-0615

1540 E. Edinger Avenue, Santa Ana

#### Veterans Home Repair

Home Depot and Habitat for Humanity OC 714-434-6200 #212 or (low-income veterans home-repair project) 949-742-0436

Alex Osborne, Project Manager

Email: alex@habitatoc.org

#### **Veterans Prescription Benefits**

The VA Medical Benefits Package is based 877-222-8387

on military service. Includes prescription drug coverage.

www.va.gov/healtheligibility/costs/

TRICARE Senior Pharmacy Program 877-363-6337

tricare.osd.mil/pharmacy

For More Information Contact: Karyl Dupée, MFT ~ 714-446-7035

St. Jude Medical Center / Senior Services

130 W. Bastanchury Road, Fullerton, CA 92835

E-Mail Address: Karyl.Dupee@stjoe.org

OR

Daniel R. York, Esq., Chairman NOCSC North Orange County Senior Collaborative

714-738-3400 OR 714-930-5313

E-Mail Address: DanYorkLaw@aol.com

Resource Guide Information Last Updated: June 2013

http://nocseniorcare.org/

## ELDER ABUSE IS BECOMING AN ALARMING PROBLEM IN ORANGE COUNTY, CA



### **PLEASE**

IF YOU SUSPECT OR ARE WORRIED THAT A SENIOR IS EXPERIENCING:

- > Emotional Abuse
- > Financial Abuse
- ➤ Neglect / Self Neglect
- Physical Abuse
- > Sexual Abuse

#### **CONTACT IMMEDIATELY:**

1. Adult Protective Services (APS)

**24-Hour Anonymous Hotline:** <u>800-451-5155</u>

2. Office on Aging: 800-510-2020

3. Long Term Care Ombudsman: 800-300-6222

4. Law Enforcement/Department of Justice:

800-722-0432

"When in doubt, reach out!



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