



2022– 2023

Senior Resource Guide

Steps and Services in Senior Care

North Orange County, California

St. Jude Medical Center, Senior Services

www.StJudeMedicalCenter.org

and

North Orange County Senior Collaborative

www.NOCSC.org

Revised 12/2023



Are you worried about an aging parent, spouse, or friend?

SENIOR CARE 101 class is free!

- Organize and start your checklist
- Find services and solutions
- Learn about essential legal documents
- Paying for care / What to expect
- In-home care options
- Finding the right care setting

Where:

By Zoom and by telephone

When:

4th Wednesday* of every month from 7pm-8pm

*(4th Tuesday in November)

Registration is required:

Call (877) 459-3627 to register

About This Guide

Disclaimer

There is no advertising in this guide, and no one was charged or provided a fee to be included as a possible resource to you and to others. This guide does not list all services that are available to you. These resources are just a few of the many senior services in North Orange County and elsewhere within Orange County. Solely because they are included within this guidebook, does not mean that we recommend them to you. This guide was designed and created as a roadmap to assist you in getting started. There are other resources that may better meet your needs and we highly encourage you to seek these other resources out.

The 2022/2023 Senior Resource guide was revised and updated 12/1/2023

About This Guide

This **Senior Resource Guide** was created to help people who care about older adults. If you are a senior, family caregiver, resident, or professional in North Orange County, California ~ then this guide is for you.

This guide will assist in identifying possible resources, assistance and needs. In addition, you may find in useful in what steps to take in accessing and navigating identified services and support. The guide might also be helpful in creating a plan for care.

This Senior Resource Guide was edited and published by:

- North Orange County Senior Collaborative.....www.NOCSC.org
- St. Jude Medical Center/Senior Services .. www.StJudeMedicalCenter.org
- Caregiver Resource Center OC www.CaregiverOC.org

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STEPS in Senior Care

Step 1: Looking at Legal and Health Issues

The need for caregiving descends upon us in many ways ~ through sudden crises or a series of small but unsettling mishaps and warning signs. Whatever the situation, you may not be sure of the next step. Or even the *first* step. You may be in the middle of a crisis and decisions must be made quickly. If you are planning ahead, **the following checklists and suggestions may be helpful.**

***Below are some warning signs:
Check the boxes that apply***

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

Now that you know some of the warning signs, you may have other concerns. Take a minute and jot down your answers to the following 'first step' questions:

First Questions To Ask And Answer

1. What specific kind help is needed? _____
2. Who will be financially responsible for the care? _____
3. How much time will be required for the care? _____
4. Who will be legally responsible? _____
5. Who is the actual decision maker? _____
6. What kind of medical needs are present? _____
7. Describe the daily routine: _____
8. Are the problems undiagnosed? Are they correctable? _____
9. If your loved one's problems are not correctable, what living arrangements and care plans are most appropriate? _____
10. Able to remain in own home? How will you determine what type of in-home care is needed? _____
11. Are there transportation issues? _____
12. Is assisted living preferred / possible over aging-in-place? _____
13. What challenges does the disability or need pose?

14. What do you need to know to about community resources? _____
15. How will you manage it all ~ *what are your current resources?* _____

Information That You Will Need To Collect & Consolidate

1. Senior's date of birth and Social Security number
2. Collect information about medical providers.
3. Names, phone numbers and addresses of the medical professionals.
4. Copies of health insurance policies and the front and back of insurance cards.
5. Make a list of all medications:
 - a. Prescription drugs and over-the-counter drugs
 - b. Include dosage amounts and instructions.

Take this list with you to ALL medical appointments.

 - c. Date and results of recent medical exams, x-rays, CT scans, MRI's, dental.
6. Complete health history
 - a. Be sure to take this with you to all medical appointments.
 - b. Include major illness and medical conditions of close relatives.
7. Learn as much as possible about the medical.
 - a. Talk to the doctors about any concerns.
 - b. Discuss with the physician symptoms and progression of the disease.

8. Consider calling a family meeting.
 - a. When possible, designate a person to be responsible for each task.

Legal Issues and Tools

First Task ~ Organize Papers

Legal issues relating to care planning are divided into two categories:

1. **Healthcare**
2. **Financial**

Healthcare - Important documents to search for:

1. Advance Health Care Directive
2. Power of Attorney for Health Care
3. Living Will
4. Directive to Physicians
5. HIPAA Authorization
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.

Consider consulting with a qualified attorney to review these papers.

DO NOT WAIT FOR A MEDICAL CRISIS to consult with an attorney. Person signing documents must have capacity to understand what they are signing.

Second Task ~ Choose An Attorney

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. The attorney will address general estate planning issues and will counsel clients about planning for incapacity and possible long-term care needs. The attorney reviews documents to be sure they properly coordinate private and public resources to finance the cost of quality care. You can locate an elder law attorney through:

NAELA National Academy of Elder Law Attorneys’ website at www.naela.org.

Third Task ~ 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 the questions that 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 right away!
4. If the client has a serious, chronic, or terminal illness, or if there is some other urgency, advise the attorney immediately!
5. When you make the appointment, ask the attorney these questions:
 - Does the attorney offer a no-charge first visit?
 - What documents should you bring to the meeting?
 - Should you complete a questionnaire first?
 - Will the attorney want to meet privately with the client?
 - Are family members welcome? Are designated trustees or health care agents welcome?
 - 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:**

- * To name your choice of person(s) to make your health care decisions when you can no longer communicate.
- * To tell those caring for you what kind of health care you want/don't want.
- * To tell everyone caring for you how you feel about life support.
- * To make special requests about the people or things important to you when you are ill (friends, music, clergy, pets, poetry, scripture, etc.).
- * To tell everyone where you want to live in your final days.
- * To make choices about organ donation, cremation, burial;
- * 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. These orders are kept in your medical chart. The law requires doctors, emergency medical responders, and healthcare workers to honor these detailed choices. Similar documents are often called **DNR** (**Do Not Resuscitate**). First Responders are trained to look at your fridge for these documents.

3. Make sure that your hospital, physician and your healthcare agent(s) have a copy of your Advance Directive / POLST. Keep a copy (fridge, wallet, glove compartment, etc.) in case of emergency. If you keep a copy in a drawer, filing cabinet, etc., be sure agent(s) know the location.

- * **Medic Alert Foundation – ID and Medical Information Bracelet.**
www.medicalert.org
- * **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>
- * **Five Wishes – Changing the way we plan for end of life care**
<https://www.agingwithdignity.org/five-wishes/about-five-wishes>

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. Don't wait until a medical emergency to sign an Advance Health Care Directive.

Types Of Medical Care As You Age

Annual Wellness Visit 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 discuss the need for a specialist.

Home Health care can only be provided by licensed health workers, such as nurses, physical therapists, occupational therapists, respiratory therapists, needed at home for the treatment of an illness or injury. Services are typically initiated by a physician. Medicare may pay for some home health care, but only if you meet certain qualifications and conditions. *Home Health is **not** the same as routine In-Home Care. In-Home Care is rarely covered by insurance.*

Palliative Care 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, combined with curative treatment, are the focus.

Hospice Care individuals approaching end of life and are no longer seeking curative treatments. The focus is comfort and quality of life in 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. Physicians prescribe Hospice care and Medicare covers this benefit. You may choose the referral from your physician or your own Hospice.

Insurance Plans ~ Look at Medicare or Medi-Cal coverage too. Consider prescription coverage and skilled nursing co-pay options. Review plans yearly. Consider co-pays for Dr. visits, therapies, RX and etc.

What Is A Geriatrician and Why Should You See One?

A **Geriatrician** (jer-ee-uh-trish-uhn) is a physician who is specifically trained to evaluate and manage the unique health care needs and treatment preferences of older adults. The types of conditions older adults have and how those conditions interact with each other differs from what adults under the age of 60 typically experience. Geriatricians are Board Certified with the American Medical Association and understand the unique physical and emotional health problems associated with aging. 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.

Getting the Most Out of Your Doctor Visit

Preparing For a Doctor's Visit

Write down your questions and bring them to the visit. write down symptoms and details, and what they were like when they first began.

1. If you have diabetes or hypertension, bring your home-monitoring records;
2. Bring all your medications, including herbals, supplements and vitamins or bring an up-to-date list of medications and supplements.
3. Consider taping your visit or bring 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, it's a **good idea to have a friend or relative accompany** you to be your advocate and to help you remember information.
5. ask questions about medications and their purpose.
6. Let the doctor know if you do not understand anything being said.
7. Before you leave the office, **make sure that you understand** your condition, treatment options, and medications. Know when you need to meet the goals prescribed by your doctor and when you need to follow up
8. be sure to follow through with the treatment plan you discussed with your physician. If you have additional questions, contact your doctor.

Step 2: Consider Your Housing Options

Types and Costs of In-Home Care

How Much Will It Cost?

The cost of all types of care has steadily risen over the years ~ from homemaker services to nursing home care. Rates of care vary and over the next few years rates for care will rise significantly. The best estimate for care costs can be found on The Genworth Cost of Care Study (2021):

(<https://www.genworth.com/aging-and-you/finances/cost-of-care.html>)

1. **Personal Caregiver / Companion**

- Provide friendly companionship.
- May also be a 'Hospital Sitter' or for Respite Care in some cases.
- Assists with light housework, meals, 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 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 or dispensing medication.
- Usually not covered by most health insurance policies – check with your insurance carrier

3. **Registered Nurse (RN) Or Licensed Vocational Nurse (LVN)**

- For specific acute and immediate licensed nursing care (i.e., trach care, IV's, etc.) Needs a Dr.'s order to be eligible.

IMPORTANT ~ Caregivers as Independent Contractors and Private Pay:

In most cases state law classifies caregivers as employees. If you hire a caregiver privately, consult with an attorney or CPA. There are legal requirements to hiring private caregiver employees. Among them are Social Security benefits, Unemployment Insurance, Workman's Compensation and other costs. Be aware of your legal responsibilities.

Questions To Ask

When Interviewing Potential Caregiver Agencies

1. Is the company independently owned, a corporation, or a franchise?
2. How many years have they been in business? Where is the local office?
3. Is it possible to have a consistent caregiver each time?
4. Does management have any healthcare experience or background?
5. What is the agency's hourly rate? What is the minimum number of hours?
6. How much advance notice is required to cancel a shift?
7. Are there any charges for over 8-hour shifts, weekends, or holidays?
8. How does the agency bill? Do they require a deposit? (Keep your receipts!)
9. How will they plan coverage if the caregiver is not able to work that shift?
10. Will the caregiver provide transportation for the patient? Will the caregiver use their own car or the patient's? How is gas paid for?
11. How do they hire and evaluate their employees? Can caregivers be interviewed? What specific trainings do your caregivers get? How often?
12. Are the caregivers' employees of the agency? Is Worker's Compensation Coverage, payroll taxes and expenses covered by the agency?
13. Are references available from a previous employer or agency?
14. Are agency personnel available after-hours 24/7 for consultation?
15. Is the agency a VA Approved Provider or do they have experience working with veterans and/or the VA and VA benefit plans for home care?

Hiring Options for Home Care – Private Hire vs. Home Care Organizations

Option 1 – Private Hire: This means you alone become the employer responsible for screening and selection of caregivers. You are also responsible for tracking overtime, paying payroll taxes, issuing W-2 forms, unemployment insurance and providing workers compensation coverage. You also have to be prepared if a worker fails to report for work.

Option 2 – Home Care Organizations Provide Home Care Aides: California law sets standards for Home Care Organizations. Home Care Aides are employees of the Home Care Organization. The Home Care Company (not the senior or family) are responsible for complying with requirements such as TB testing, training, background check and registration.

Types of Residential Settings

Aging in Place (In Your Own Residence) An important consideration is the older adult's safety, and anyone the senior may live with. Other considerations include finances, convenience, social supports, and transportation.

Retirement Communities (or **Senior Independent Living Communities**) are designed to accommodate independent seniors who have few medical issues.

Continuing Care Retirement Communities (CCRC's) consists of independent living, assisted living and nursing home all on the same campus.

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

Residential Care Homes or **Board and Care** provide care for seniors in a homelike setting that's like a family. This type of home varies in both size and setting. The staff in a residential care home set up and encourage medication compliance, help residents bathe, dress, and other activities. Many **Residential Care Homes** also offer **Memory Care** and in-house **Hospice** care.

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

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

Aging In Place Technology 101

“Smart” Technology for Aging in Place Seniors Options

1. MedMinder <https://www.medminder.com/>

What it is and How it works: A digital pill dispenser that looks like a regular seven-day model.

2. Reminder Rosie <http://www.lat.care/rosie>

What it is and How it works: A voice-activated talking clock that tells you to take your medicine at a certain time. A family member programs the clock

3. GrandCare Systems <https://www.grandcare.com/about/>

What it is and How it works: A multipurpose system that tracks daily activity, has medical monitoring (glucose, oxygen, blood pressure, weight) and can display anything: diets, discharge plans, exercises.

4. MobileHelp <https://www.mobilehelp.com/pages/smart>

What it is and How it works: PERS device with GPS tracking. Press the help button and after the response team seeks medical help, it calls and emails family and tells them where you are, including the hospital.

5. Lively by GreatCall <https://www.greatcall.com/devices/lively-wearable-urgent-response-device>

What it is and How it works: It has six sensors that can be placed on pillboxes, the refrigerator, the microwave, the bathroom door and even on a key chain.

6. GrandPad Tablet <https://www.grandpad.net/>

What it is and How it works: GrandPad is a computer tablet designed with seniors in mind – it comes with features that allow for easy connection. The large buttons and intuitive interface make it simple for seniors to start video chatting and sharing memories with family and friends.

Aging In Place ~ Things To Consider

1. Consider living in your own home if you have a **relatively small one-story** home, or if you can move downstairs.
2. **Install safety equipment** such as grab bars, handrails, ramps, extra lighting, a security system, obtain a personal emergency response system.
3. **Remove clutter** (paper, boxes, old mail, catalogs, etc.) from closets, etc.
4. Remove minimally used / unnecessary items (i.e., books, clothing / shoes, old equipment, cookware, furniture, etc.) ~ if you haven't used it in a year ~
5. Make sure items that are on shelves, drawers or cupboards are within **easy reaching distance** ~ avoid reaching more than 2-6 inches overhead.
6. Identify reliable low-cost and convenient **transportation options**
7. Research the **distance** frequently used services are from your home.
8. **Consider financial issues** ~ mortgage, medical costs, food, caregiver, etc.
9. Make sure your **legal tools** are current and in place (Trust / Will, Advance Directive, Powers of Attorney, etc.)

Assisted Living / Memory Care – 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?

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 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. 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. 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 may become over-stimulated in a large environment and may prefer 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 engagement should be a priority since that may help to enhance memory and avoid depression.
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.
4. Don't be distracted by the décor. Fancy amenities are nice to look at but don't have a **heart**. It is important to see how staff interact and care for residents.
5. **Expect an adjustment period**. It takes time for a resident to get used to a new environment and for staff to get to know their likes and dislikes.
6. Visit at different times of the day to get a better picture of care and the attentiveness of the staff. **Observe** meals, activities.
7. Do your research or **enlist the help of a professional** who knows the history and reputation of care facilities in your area.
8. For information on a **placement specialist** in your area please

Step 3: Community Resources and Information

Community Resources, Housing, and Nutritional Needs

1. Take a crash course in community resources:
 - a. Find out about senior centers and adult day health services in the senior's living area ~ what kind of care do they offer, transportation, etc.
 - b. What are the some of the best in-home care agencies around? What meal delivery and Friendly Visitor support options are available? Are they a Veteran ?
 - c. Assess the senior's balance and mobility gaps and skills and determine needs/resources.
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. You will want to be able to offer the senior a range of options to choose from.
3. If the senior lives in an assisted living facility at some distance from their support systems, one of the concerns will be replenishing 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 to shop online and have the supplies delivered. You could also put the supplies on auto delivery.
4. 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 for more information / suggestions
5. Other Community Resources to consider are brain and mental health help

Talk To And Consult With . . .

1. **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. You can learn from them.
2. **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 the older adult in need to maintain as much control over their lives as feasible.
 - c. The older adult has the right to make their own decisions unless the decisions become harmful to them. The more everyone involved consults, considering the desires and goals with respect, the better the outcomes.

- 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. Trusted family members should know how to locate legal, financial, and medical documents like durable powers of attorney, trusts / wills.
 - g. Investment account statements and health insurance policies and where they are located.
3. If the older adult is still living at home, make sure you and others in their inner circles have **keys to the residence** in case of emergency.
4. **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, etc.

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

5. **Help the older adult in your life become more comfortable** with technology in general. Reduce the stigma and anxiety that they may feel. **Check out the Technology websites** that are listed throughout this Resource Guide and the inside back cover of the Resource Guide for more technology suggestions.
6. **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.

Disaster Preparedness

Older adults need to feel empowered to take some simple steps to prepare for and respond to potential emergencies, including natural disasters and outages. Simple steps to take and review twice a year include:

5 Disaster Preparedness Steps to Take

1. **Keep** emergency medication, contact numbers and ID handy at all times
2. **Store** 3 days supply of food, water, first aid kit, flashlight, battery operated radio, whistle, wind-up clock and extra cash (not credit cards)
3. **Have** garbage bags and ties, and moist towelettes for personal sanitation.
4. **Test** smoke alarms bi-annually (i.e., June 1st / December 1st)
5. **In an emergency**, take cover, stay indoors, and know your evacuation plan.

Elder Abuse In The Age of Electronics and Technology

Protect Your Electronics and Your Online Identity

1. Here is how to protect the hardware on your computer:
 - If your files are not encrypted someone can access them.
2. Password Protection
 - Create strong passwords and never use the same password on different sites – it is fairly easy if you use a Password Manager
 - **Password Managers** encrypt your passwords to make sure your passwords are not known to others by inserting passwords for you. automatically which helps to keep you from writing down passwords or using the same one repeatedly. Here are a two you can try for a small monthly fee:
 - 1Password <https://1password.com/>
 - Last Pass <https://www.lastpass.com/>
3. Protect your email and other accounts with **two-factor authentication**.
 - When you or anyone tries to sign-in to an account, they will go through a second layer of security: a code that will be received via text or email.
4. Review your accounts regularly.
 - Check your bank and credit card statements carefully. If you notice any suspicious activity, call your bank right away!
 - Set up fraud alerts that notify you with suspicious purchases.
 - **Keep an eye out for data breaches** of banks, retailers, credit agencies, etc., so you can act quickly to protect your information.
5. Check your credit report.
 - Take a free look at your **credit report** once a year from each bureau.
6. Consider identity theft protection.
 - **Identity theft protection** helps you get back on track if you have been a victim of identity theft.

Elder Abuse is the fastest growing and least reported form of abuse in Orange County. The most common forms of abuse are financial, which includes cyber scams. Other types of abuse include: *emotional abuse, neglect / self-neglect, physical abuse and sexual abuse.* To report Elder Abuse or Scams:

Adult Protective Services (APS).....**800-451-5155**
The Federal Trade Commission <https://reportfraud.ftc.gov>**877-382-4357**

Emergency Phone Calls

10 Tips on How to Make an Effective 9-1-1 Call

Since **9-1-1** is for emergencies only, it helps to understand when to call and when not to call. An emergency is any serious situation where emergency medical help is needed right away.

1. **Try to remain calm.** *Breathe.* This helps both you and the dispatcher.
2. **Is someone hurt or in danger? Which do you need - fire department, police or ambulance?** Identify yourself and the individual who needs **9-1-1**. Give descriptions like age, gender, height/weight, and medical condition.
3. **Know your location.** *State your name and address clearly.*
4. **Be aware of your surroundings** so you can describe where things are at.
5. **Don't hang up.** *Stay on the line ~ the dispatcher needs to keep in contact.*
6. **Let the 9-1-1 dispatcher guide the conversation, be patient and follow all directions.** *You're in good hands ~ ask for clarification if you need it.*
7. **Have a list of medications prepared.** Consider including other documents such as an Advance Directive, POLST, emergency contacts, or allergies.
8. **Help emergency responders locate and gain access to your residence:**
 - ✓ Consider a "hide-a-key" or a lock box with a key inside. Contact your local fire department so they can enter the code into their database to transmit to paramedics if they are unable to unlock the door.
 - ✓ Ensure proper lighting on the exterior of your home.
 - ✓ Remove barriers for safe access while carrying equipment or stretcher.
9. **What to expect when help arrives:**

Paramedics will ask questions while assessing the patient's vital signs to understand the patient's current condition and the patient's mental status.

 - ✓ Being transported by ambulance is no guarantee you will be seen faster; you may stay in the emergency waiting room. Patients are seen by need.
10. **Did you know:**
 - ✓ The fire department can conduct a 'Back-to-Bed' call to help someone who has fallen and needs help getting up. Let **9-1-1** know your need.
 - ✓ Some local community fire departments have a program that allows you 'Back-to-Bed' calls for a designated number of times and a nominal annual fee. Check with your local fire department for more information.
 - ✓ *If you need a ride to the hospital and it is not life threatening, call an ambulance company and request a non-emergency ride to the hospital.*

General Sources of Information and Services for Seniors

2-1-1 Orange County2-1-1

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 County800-451-5155

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
<http://ssa.ocgov.com/abuse/elder/making>

Age Well Senior Services..... 949-855-8033

Provides multiple resources to Orange County's older adults to support independence and promote health and wellbeing through nutrition programs, like Meals on Wheels and Congregate, transportation, Adult Day Care Classes and Case Management program. <https://agewellseniorservices.org/>

Alzheimer's Association800-272-3900

The Alzheimer's Association® is a leading voluntary health organization in Alzheimer's care, support, and research. The services include 24/7 Helpline in 200 languages, online and face-to-face education programs and support groups, alz.org® website is a rich resource designed to inform and educate multiple audiences, including those living with the disease, caregivers and professional health care providers.

Alzheimer's Family Services Center714-593-9630

As Orange County's first day care program exclusively devoted to treating people with dementia help Alzheimer's patients and their families successfully cope with the many challenges of memory loss. Adult Day Health Care programs for dementia patients also provide much-needed respite, support and resources for family caregivers. <https://afscenter.org/contact-us/>

Alzheimer's Orange County949-955-9000

Alzheimer's Orange County provide multiple 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. For more information see: www.alzoc.org/

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

Free services designed to help with vision loss to lead enriched and fulfilling lives. Free services include low vision rehabilitation consultations, library services, support groups, campus, and outreach classes.
www.brailleinstitute.org/orangecounty

CalOptima / OneCare (for CalOptima 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 local city halls for grant and senior assistance information or visit their websites. They also offer information on classes and services.

Council on Aging – Southern California714-479-0107

Provides no cost direct services to older adults and persons with disabilities through six programs: Long-Term Care Residential Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), Friendly Visitors / Reconnect Early Intervention Services for Older Adults (EISOA) Program, Senior Protection Program, and New: Concierge Care Navigators / RN Geriatric Care Management – call for additional information. 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

Caregiver Resource Center of OC714-446-5030

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 speaker's bureau, respite planning and community education. www.caregiveroc.org

Meals on Wheels OC (Formerly SeniorServ).....714-220-0224

Meals on Wheels is a non-profit organization providing Meals on Wheels and other nutrition services, Case Management, Adult Day Services, Care Coordination and Friendly Visitor programs to at-risk older adults in central and north Orange County. <https://www.mealsonwheelsoc.org/>

**Orange County Office on Aging800-510-2020
OC Local: 714-480-6450**

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. As of 2019, there are 450,000 adults ages 65 years or older who live in Orange County. This represents 14.3% of Orange County's population, which is expected to double in the next twenty years (US Census 2000). www.officeonaging.ocgov.com

Orange County Vital Aging Program949-764-6288

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 Institute657-278-2446

Seeks to enhance the quality of life for mature adults by promoting intellectual growth in a center for senior learning. www.Olli.Fullerton.edu/

PACE (Program of All-Inclusive Care for the Elderly)714-468-1100

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

St. Jude Medical Center / Senior Services714-446-7035

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, fall risk assessment program, weekly grief recovery support group, Medicare insurance planning, Advance Care Planning classes and assistance, Alzheimer's classes, multiple healthy living and community outreach trainings, classes for seniors and caregivers, in-home depression counseling, depression support groups, and Stroke Support Group. www.stjudemedicalcenter.org

UC Irvine Health Senior Health Center714-456-7007

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

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

Olive Community Services 714 643-6343

Provides multi-cultural and multi-lingual programs for seniors, including physical activities through movement and exercise, mental and social stimulation through crafts, cooking, gardening, speakers on a variety of topics via Zoom and in person sessions. www.olivecs.org

SERVICES With Seniors In Mind

Adult Day Care / Adult Day Health Care (ADHC)

Adult day care centers and **adult day health care centers** (also known as Community Based Adult Services – CBAS) take care of older adults' needs for social activities, meals, recreation, and some health-related services. Some adult day care centers offer rehab after hospital discharge and offer services in other languages as well.

Anaheim

- **SeniorServ ADHC (Spanish/Tagalog/English)..... 714-220-2114**

Brea

- **Easter Seals Senior Day Services (Span/Tagalog/Viet) . 714-672-0343**

Buena Park

- **Buena Park Senior Day Care Program 714-826-3163**
- **Commonwealth ADHC (Korean)..... 714-522-4960**

Fullerton

- **RIO Rehab Center - ADHC (Spanish/English) 714-680-6060**

Garden Grove

- **Acacia ADHC (Korean/Vietnamese/Tagalog/Spanish)... 714-530-1566**

Huntington Beach

- **Alzheimer's Family Center (Multi-Language)..... 714-593-9630**

Assisted Living / Board and Care ~ Placement Specialists

Consider enlisting a professional when researching senior housing.

Many sites will sell and/or share your information with others. You may want a site that will keep your information private. Reliable local **Placement Specialists** will help you find the best care setting for your loved one. Choose from independent living, assisted living, continuing care retirement communities (CCRC's), memory care, or licensed residential care homes. They will work with you to find housing that best meets your needs, location and budget. Some

senior placement / housing specialists are members of a National Placement and Referral Alliance (NPRA) which sets standards of professional conduct and accountability as well as offers a Certified Placement and Referral Specialist (CPRS) certification exam.

Here are companies that offer help with housing placement. Their services are free to families because they are usually compensated by the housing properties.

- **About Senior Living** / Heather Williams **949-922-4305**
www.AboutSeniorLiving.com
- **Alliance Eldercare** / Derek Mannion **866-936-4241**
www.AllianceEldercare.com
- **American Senior Homefinders** / Donna Rybacki, CPRS.. **949-278-0155**
donna@americanseniorhomefinders.com
- **Clear Choice Senior Services** / Linda Armas, CPRS..... **714-404-8210**
www.Linda4Seniors@yahoo.com
- **Senior Solutions** / Pauline Hampton..... **714-318-0835**
seniorsolutions03@gmail.com
- **Trusted Senior Placement, Inc.** / Teresa Jepson **714-533-4015**
www.TrustedSeniorPlacement.com

Attorney ~ Elder Law

Attorneys have a duty of loyalty to their clients and to respect client decisions. It is important to choose those who have proven themselves trustworthy. Estate plan documents will name people to help manage the future when needed. Estate plan documents are a blueprint for future and include a trust, power of attorney, advance health care directive and related documents. Visit the National Academy of Elder Law Attorneys for even more listings:

www.NAELA.org

Anaheim

- **Patrick McNally**..... **714-988-6370**
10231 S. Brookhurst Street, Ste #C, Anaheim
<http://www.pmcnallylaw.com>

Fullerton

- **Daniel R. York**..... **714-738-3400**
1953 E. Chapman Ave., Fullerton Learn more at www.DanYorkLaw.com

Orange

- **Joan Bennett**..... **714-628-1200**
1740 W. Katella Ave., Suite R, Orange, CA jbennett@jbennettlaw.com
- **C. Tracy Kayser** **714-984-2004**
Kayser Law 1407 N. Batavia St, Ste 103, Orange tracy@kayserlawgroup.com

Santa Ana

- **Elder Law and Disability Rights (ELDR) Center** **714-617-5353**
1535 E. 17th St., Suite 104, Santa Ana www.ELDRCenter.org/Fees.html
The ELDR Center uses a sliding-fee scale. Visit to learn more.
- **Community Legal Aid SoCal** **800-834-5001**
2101 N. Tustin Ave., Santa Ana.....**714-571-5200**
The CLA SoCal has free services for low-income adults and Orange County residents age 60 and above. You can get free advice and representation on benefits, health, housing, and more. They don't help with wills, trusts, suing for money, or criminal cases. Learn more at: www.communitylegalsocal.org
- **Public Law Center** **714-541-1010**
601 W. Civic Center Dr., Santa Ana www.PublicLawCenter.org/Services
You can get free legal help from the Public Law Center. They can help with health care, housing, Veterans benefits, wills, trusts and more.

Care Management / Advocates

A **geriatric care manager** is a professional that can help you figure out the best kind of care for disabled and older adults. They can help you make a Care Plan, and make sure that the plan is followed. Geriatric care managers are certified professional caseworkers who specialize in geriatric care and advocacy for older adults. They work with a wide range of professionals to optimize a client's health and well-being. They are knowledgeable in health, housing, local resources, crisis intervention and some do medication management.

Here are some geriatric care managers or advocates in Orange County:

- **Deborah Beatty, RN** **714-602-9910**
For more information, go to: www.ProfessionalNursePartners.com
- **Rosemary DeCuir (Advocate)** **714-393-7192**
- **Lee-Anne Godfrey, BSN, RN, CMC** **949-383-5700**
www.RNhealthManagement.com
- **Darlene Mann, MSW**..... **714-374-1854**
Contact her at: DJMannMSW@gmail.com
- **Concierge Care Navigators** **714-619-2129**
Learn more at Council on Aging - Southern California www.coasc.org
- **Helping Hands Senior Foundation** **(818)279-6580**

You may be able to get free care management if qualify financially. Check these resources for more information:

- **Council on Aging – Southern California** **714-479-0107**
Council on Aging helps older adults stay healthy, connected and protected. They offer no-cost programs about Medicare health insurance, protection from financial abuse, as well and advocacy and patient rights in long term care facilities. They also have programs to help older adults stay connected with others. Learn more at www.coasc.org
- **Caregiver Resource Center OC** **714-446-5030**
Assists families and caregivers cope with caring for an older adult. They have classes, counseling, support groups, and much more. Learn more at: www.CaregiverOC.org
- **Meals-on-Wheels OC Care Coordination**... **714-220-0224**
Meals-on-Wheels Care Coordination program will deliver meals 5 days a week and set up daily visits from a care manager. The care manager will help your loved one get things like health care, therapy, and legal assistance. Visit: www.mealsonwheelsoc.org to learn more.
- **OC Social Services – In-Home Support Services** **714-825-3000**
In-Home Support Services (IHSS) are for older adults and people that are disabled or frail and have a low income. IHSS helps with house cleaning, shopping, cooking, laundry and personal care. If your income is high than allowed, you may have to pay for part of the services.
ssa.ocgov.com/elder/ihss
- **Orange County Social Services Agency** **800-281-9799**
Call to sign up for CalFresh (food stamps), Medi-Cal or IHSS.
- **CalOptima PACE**(Program of All-Inclusive Care for the Elderly)
www.caloptima.org **1-844-999-PACE (7223)**
Creatively coordinates the care of each participant enrolled in the program based on the individual needs with the goal of enabling older adults remain living in their community.
- **Social Security Administration** **800-772-1213**
Call to learn about SSI, social security, and where you can find a Social Security office near you. Call anytime for recorded information. If you would like to speak with a person, call Monday to Friday/7 am - 7 pm.
- **St. Jude Medical Center – Caring Neighbors** **714-446-7064**
This free program supports low-income seniors with friendly home visits and phone calls. The friendly visitor helps with errands, light housekeeping, and exercise. Visit www.StJudeMedicalCenter.org and search for “Senior Services” for more information.

Disability Resources

Ability Tools **800-390-2699** or (TTY) **800-900-0706**
Ability Tools connects Californians with disabilities to assistive technology devices, tools, and services. Learn more at www.AbilityTools.org

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

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**
Office on Aging Resource Line..... **714-480-6450**
St. Jude Wellness Center **714-578-8770**
YMCA Family Center / Fullerton **714-879-9622**

Braille Institute – Anaheim Center **714-821-5000**
Braille Institute offers many free services for people with vision loss. They can help with low vision rehab consultations, library services, support groups, classes, and more. Learn more at www.BrailleInstitute.org/Anaheim

Dayle McIntosh Center **714-621-3300** or **657-233-8140** (video phone)
Dayle McIntosh Center has multiple supportive services: skills training, services for the deaf, etc. Learn more by visiting: www.DayleMC.org

Deaf and Disabled Telecommunications Program **800-806-1191** (TTY)
Phones with big buttons, captions, picture dialing, and more. www.DDTP.org

Disability Rights California..... **800-776-5746** or **800-719-5798** (TTY)
Disability Rights California can give you legal advice or representation, education, and support. Learn more at: www.DisabilityRightsCA.org

OC Aging and Disability Resource Connection (ADRC) .. **715-839-4735** (TTY)
Local: **714-480-6450**
The ADRC helps people understand their options and connects them with the services and supports they need. Learn more at: www.ADRCCOC.org

St. Jude Brain Injury Network **714-446-5626**
The Brain Injury Network helps people with traumatic brain injuries. They offer therapy, day health care, education, housing, and more. Visit: www.TBIOC.org

Life Changing Innovations and Technology For Disabilities

1. **Active Protective** – aims to reduce seniors’ chances of fracturing their hips due to falling. **Airbag worn on a waist belt**, weighing less than 2 lbs., fitted with sensor and deploying during a fall to protect and prevent harm - alerting and caregivers as well. www.activeprotective.com
2. **EatWell** – Red, yellow, and blue innovative flatware, cups, bowls and a tray **stimulates appetite** in Alzheimer’s patients and assists people with limited movement in their limbs eat independently. www.eatwellset.com
3. **eSight** – Goggles that **enable low vision or vision loss individuals to see**, be mobile and engage in virtually all activities of daily living. Promotes independence;
4. **Liftware** – A **stabilizing eating utensil** for those with Parkinson’s, Multiple Sclerosis or anyone else who may have hand tremors. Eat and not spill – molded to fit easily in the hand, motion sensors signal micro-processors how to compensate for a shaking hand. www.eatwellset.com
5. **NuEyes** – ‘Smart Glasses’ **enable those with macular degeneration to be mobile** or stationary vs. other technologies which require people to only be stationary. Encourages independence. www.nueyes.com
6. **WHILL** – Wheelchair that comes at the touch of a button and drives itself, relying on front and back cameras. **Lightweight personal mobility**. Useful in malls, airports, and city streets. <https://whill.us/>

Driver’s Education

AARP Smart Driver Class (Online) 800-350-7025

Refresh your driving skills and stay safe on the road. Review rules of the road, new car technology, and more. Cost is approximately \$30, or \$25 for AARP members. Learn more at www.AARPDriverSafety.org

Mature Driver Class..... 714-808-4909

Provides free driving classes, one 8 hour or two 4-hour sessions on traffic laws and safe driving. You may be able to get a discount on car insurance too.

.....starhelp@noce.edu or **714-808-4679**

[Mature Driver - North Orange Continuing Education \(noce.edu\)](http://noce.edu)

St. Jude Driver Assessment Program714-578-8720 - ext. #3587

The Driver Assessment Program is for seniors with driving concerns such as vision or reaction time Requires a doctor’s referral. You will get written recommendations and resources for safe driving. stjudewellness@stjoe.org

Driver and DMV Advocacy Tressa Thompson 310-615-3552

Senior Driver Ombudsman-Driver Safety Manager / Southern California Region

Fall Risk Reduction

Please utilize the Check List on the next page to help ensure the safety of someone you care about.

Fall Reduction / Home Safety Check List		
ENTRANCES	OK	Fix
Steps ~ is there a railing and is it secure? need for a ramp?		
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, or call from bed / 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 a device to obtain emergency help?		
Widen or clear pathways 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, decal 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 to make getting up easier?		
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 thermostat displays easily readable / accessible?		

Worried about falls and injuries?

1. Get a fall risk assessment for their home.

- **St. Joseph Hospital Rehabilitation Services** **714-771-8222**
- **St. Jude Medical Center – Senior Services** **714-446-7064**

2. **Sign up for older adult balance and exercise classes.** Check your local senior center for class days and times. You can find exercise and mobility classes at:
 - **CSUF Center for Successful Aging** **657-278-7012**
 - **OC Office on Aging** **714-480-6450**
 - **St. Jude Center for Rehabilitation and Wellness** **714-578-8770**
 - **Fullerton Family YMCA** **714-879-9622**
3. **Learn what else you can do to help prevent falls** by going to these websites:
 - **Centers for Disease Control** www.CDC.gov/Steady/Patient.html
 - **Fall Prevention Center of Excellence** www.StopFalls.org
 - **OC Down With Falls Coalition** www.DownWithFalls.org

Fiduciaries

A **fiduciary** is someone who becomes responsible for and entrusted with the management of one's property and/or care. Represents and carries out wishes now, or when one can't make their own choices, or after one passes away.

Who needs a Professional Fiduciary?

- Those who don't want to burden or avoid conflict with family and 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 be appointed by the court to serve as someone's Conservator or as a Trustee. Licensed Professional Fiduciaries can also be privately hired to serve as your Trustee or as an "Agent" or "Attorney-in-Fact" under your Power of Attorney for Finance and/or Advance Healthcare Directive. Professional Fiduciaries can also be retained to carry out your wishes after you have passed away by serving as your Successor Trustee and/or the Executor of your Will.

For more information on hiring and services provided by a Licensed Professional Fiduciary please 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

Check if a fiduciary is licensed by going to: www.Fiduciary.CA.gov

Here are some licensed professional fiduciaries in Orange County:

- **SJH Fiduciary Services**, Stacey Haft **949-335-7085**
- **OC Probate and Trust Services**, Laura Lane **714-662-3000**
- **Secure Fiduciary Services**, Mark McKibbin **714-293-2416**

Financial Advisors / Planners

Look for someone that's fee-only, not fee-based. Ask how advisor will be paid and whether the advisor will be in a fiduciary relationship with you.

Here are some fee-only financial advisors in North Orange County:

- **Eclectic Associates** **714-738-0220**
www.EclecticAssociates.com
- **Garrett Planning Network** (913)-268-1500

For more help choosing a financial advisor, read...

- **Investing / Financial Professionals** - California Attorney General
<https://oag.ca.gov/consumers/general/investing-financial-professionals>
- **Healthcare and Elder Law Programs (HELP)** ... **310-533-1996** Low cost and free services for seniors and their families. Download the "Ask First!" screening sheet from <http://www.help4srs.org/seniors-beware-ask-first/>
- financial planning, elder care, and more go to www.Help4Srs.org

Food Resources – Park-It-Markets For Seniors

Comprehensive Emergency Food Resources Guide**211** or **888-600-4357**
Emergency Groceries and Prepared Food in Orange County (OC 211 Services)

Second Harvest Food Bank **949-653-2900**www.FeedOC.org
Fullerton

- **Fullerton Senior Center** **714-738-6575**
340 W Commonwealth Ave, Fullerton, CA 92832 – Check for days/times
<https://fullertoncommunitycenter.com/senior-services-programs/>

Garden Grove

- **Orange County Food Bank / Sr. Food Box**..... **714-897-6670**
11870 Monarch St., Garden Grove www.OCFoodBank.org

La Habra

- **Park-It-Market****562-383-4200**
101 W La Habra Blvd, La Habra, CA 90631 / Check for days / times
<https://www.lahabracity.com/486/Social-Senior-Services>

Placentia

- **Senior Center / Park-It-Market****714-986-2333**
143 S Bradford Avenue Placentia, CA 92870 / Check for days / times
<https://www.placentia.org/339/Senior-Center>

Yorba Linda

- **Park-It-Market / Food Distribution**.....**714-961-7181**
4501 Casa Loma Ave, Yorba Linda, CA 92886 / Check for days / time

Friendly Visitor Programs

Friendly Visitors are background checked, trained, compassionate and helpful volunteers who may offer in-home visits, telephone calls, help around the house or shopping and who will lend a hand with the “little things”. *Loneliness prevention and isolation reduction are part of their goal.* Call for information:

- **Council on Aging – Southern California**714-479-0107
- **Independence At Home**..... 866-563-7380
- **MECCA (Multi-Language / Multi-Cultural)** 714-202-4750
- **Meals-On-Wheels OC**.....714-229-3349
- **Project L.I.F.E.**714-612-0306
- **St. Jude Medical Center / Senior Services**714-446-7064

Funeral Services

Anaheim

- **Anaheim Cemetery and Scatter Gardens** 714-535-4928
1400 E. Sycamore St., Anaheim

Brea

- **Memory Garden Memorial Park**..... 714-529-3961
455 W. Central Ave., Brea

Costa Mesa

- **Neptune Society of OC** /Pre-arrangement949-646-7431
7589 W. 19th St., Costa Mesa / Immediate Need800-225-1601

Cypress

- **Forest Lawn**..... 888-204-3131
4471 Lincoln Ave., Cypress

Fullerton

- **Accu-Care Cremation and Funerals**..... Local: 714-535-5306
1410 S. Acacia Ave., Suite D, Fullerton 844-339-8806
- **Loma Vista Memorial Park** 714-525-1575
701 E. Bastanchury Rd., Fullerton
- **McAulay and Wallace Mortuary** 714-525-4721
902 N. Harbor Blvd., Fullerton

Orange

- **Holy Sepulcher Cemetery** 714-532-6551
7845 E. Santiago Canyon Rd., Orange

Santa Ana

- **Fairhaven Memorial Park and Mortuary** 714-633-1442
1702 Fairhaven Ave., Santa Ana

Yorba Linda

- **McAulay and Wallace Mortuary**.....714-777-2692
18311 Lemon Dr. Yorba Linda, CA, 92886

Geriatricians *(Doctors who specialize in treating older adults -*

Both St. Jude Medical Group and UCI have geriatricians.

Brea

- **Bruce Mutter, MD** **714-449-6900**
955 W. Imperial Hwy, Suite 110 Brea

Diamond Bar

- **David Rhodes, MD** **909-860-1144**
1514 S. Valley Vista Dr, Diamond Bar

Fullerton

- **Kiho Woo, MD** **714-992-3000**
101 E. Valencia Mesa Dr., Fullerton

Yorba Linda

- **Ana I. Ivanova, MD**..... **714-577-6680**
4300 Rose Dr., Suite S, Yorba Linda

UC Irvine Health SeniorHealth Center **714-456-7007**

101 The City Dr. South Orange

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

UC Irvine SeniorHealth HAPS **877-427-7824**

Designed to assist with complex medical, psychological, and social challenges. It involves multiple evaluations.

- **Lisa Gibbs, MD** — **714-456-7007 (press option #2)**
Division Chief, Geriatric Medicine and Gerontology

Grief Support Groups

Brea

- **St. Angela Merici Catholic Church** **714-309-2933**
2 Thursdays each month, 7 pm to 8:30 pm; Contact Deacon Mike

Fullerton

- **First Evangelical Free Church** **714-529-5544**
Tuesdays, 7:30 pm to 8:30 pm
- **Fullerton Senior Center** **714-738-6305**
Mondays, 12:30 pm to 2 pm / Wednesdays, 1 pm to 2:30 pm
- **St. Jude Medical Center – Healing Hearts After Loss** **877-459-3627**
Every Thursday, 1:30 pm to 3 pm

Santa Ana

- **Funeraria Familiar / Family Mortuary**..... **714-953-9045**
Spanish ONLY 3rd Thursdays / 5 – 6:30 pm

Yorba Linda

- **St. Martin de Porres Church**..... **714-27-2312**
1st and 3rd Saturdays, 10 am to 11:30 am; Contact Peggy Squires
- **Yorba Linda Friends Church**..... **714-777-7312**
Mondays 6:30pm to 8:30 pm

Hearing Aid Technology Makes A BIG Difference

Hearing aids have four basic parts: 1) **Microphone**; 2) **Processor**; 3) **Receiver**; and 4) **Power Source** (battery) and can be considered either basic or advanced based on the sophistication of the processor.

Basic Hearing Aid Technology Can Include:

- Data logging – stores data for your listening preferences, volume, etc.
- Digital Noise Reduction
- Directional Microphone Systems
- Feedback Management Systems
- FM Compatibility improves the frequency to noise ratio
- Impulse Noise Reduction
- Telecoil – eliminates the potential for feedback
- Wind Noise Reduction

Advanced Hearing Aid Technology Can Include:

- Artificial Intelligence (AI) learns your hearing likings for volume, etc.
- Binaural Processing mimics the brain's ability to process information
- Bluetooth helps to improve the signal-to-noise ratio and end feedback
- Rechargeable Batteries
- Tinnitus Masking Features
- Top of the line sound processing and frequency response coming from both ears and helps reduce manual adjustments.

Hearing Centers

Anaheim

- **Anaheim Hearing Center** **714-276-6912**
200 N. Harbor Blvd., #110, Anaheim, CA 92805
Learn more at <https://www.hearinglife.com/hearing-aids-centers/california/anaheim>

Brea

- **Brea Hearing Center** **714-510-3209**
385 W. Central Ave., Unit A, Brea, CA 92821
Learn more at www.hearinglife.com/hearing-aids-centers/california/brea

Fullerton

- **Beltone Southern California** 714-672-9445
1020 E. Bastanchury Rd., Fullerton, CA 92835
For more information, go to www.BeltoneSC.com
- **Fullerton Hearing Center** 714-871-0632
1843 N. Euclid St., Fullerton, CA 92835
Learn more at www.FullertonHearing.com

Orange

- **The House Institute Hearing Aid Centers** 714-760-9299
431 S. Batavia St. Suite 200 Orange, CA 92868
Visit www.HouseProvidence.org for more information.
- **Word and Brown Hearing Center** 714-639-4991
1310 W. Stewart Dr., Orange, CA 92868
Learn more at www.WBHearingCenter.com

Hoarding / Cluttering Clean-up

AAA Hoarding and Biohazard Removal 800-818-6493
Hoarding clean up. They do everything from sorting to deep cleaning.
www.AAAHoardingBiohazard.com

Maid in California 714-505-0900
Maid in California does everything from light cleaning to hoarding clean up.
Assists with pest control, laundry, and home repair. www.MaidInCalifornia.com.

Steri-Clean, LLC 714-899-4225
Steri-Clean has hoarding clean up options from complete clean out to
organizing and recovering items. www.Steri-Clean.com

Home Improvement and Repair

Adray's VP Handyman and Construction Services 714-921-9616
249 E. Emerson Ave., Suite B, Orange

Arturo Daniel / Just-What-You-Need-Handyman 562-481-9927

All Pro Builders, Inc. 714-255-0131 www.AllProBuildersInc.com

Amramp 310-530-1570
Sell and install ramps, stair lifts, roll-in showers, etc. www.AmRamp.com/LAOC

AtHome Living Solutions 949-348-0188

Dennis Botto ~ Lic. #562844 / Construction and Repair 714-747-3939

H and H Bath and Safety 626-344-9779
Install grab bars, shower seats, walk-in tubs, etc. www.HHBathAndSafety.com

Mobile Home Repair/Prof. Mobile Remodeling, Inc.	714-738-7036
Scotty's Family Plumbing	562-290-3614

Home Services

Barber / Hairdresser

- **Color Masters Hair ~ I Travel To You! Colleen Botto**.... **714-633-5240**
- **Erika's Mobile Hair Salon ~ I Come To You!** **714-737-2416**
- **Mobile Hair by Jon-Paul**..... **949-307-2748**

Computer Assistance (Mobile)

- **The Computer Guys** (will travel to clients)..... **714-940-1700**
<https://www.thecomputerguysonline.com/>
Contact Dave Levine for more information..... **626-931-9807**

Dental

- **Ann Bui, RDHAP, B.S., Mobile Dental Hygienist** **562-281-5628**
- **Jessica L. Woods, RDHAP**..... **714-292-3291**
Learn more at www.DentalHygieneDirect.com
- **HomeCare Dentists** **949-429-7100**
For more information, go to www.HomeCareDentists.com

Doctors

- **Lynda Adrig, MD** **949-855-7255**
Check www.OCHousecalls.com for a list of services.
- **John M. Geiss, DO** **714-577-2271**
For more information, go to www.GeissMed.com
- **HouseCall Doctors** **800-964-4364**
Learn more at www.HouseCallDoctorsMedicalGroup.com

Manicurist

- **Mobile Couture Nails / Carolyn Reyes** **712-651-0055**

Massage Therapy

- **JayaCare Mobile Wellness – Yoana Georgiev, LMT** **949-302-2545**

Medical Supplies

- **Apria Healthcare** **888-492-7742**
Find more information at www.Apria.com
- **At Home Medical**..... **714-556-4663**
- **Emporium Medical Equipment** **714-224-7474**
<https://www.healthcare6.com> › Medicare Supplier › California › Fullerton
- **Horizon Oxygen and Medical Equipment, Inc.** **714-575-8901**
Visit www.HorizonOxygen.com for more information.
- **Night and Day LLC** **714-558-7746**

- **Med2U Healthcare**..... 844-886-3328

Mobile Notary

- **Aaron Davila, Mobile Notary**714-595-7769

Nurses

- **Home Care Providers** www.homecareproviders.com714-671-6877
- **Visiting Nurses Association of Orange County** 949-263-4700
Learn more at www.vnahhs.com
- **St. Joseph Home Care Services –** 714-712-9500
Go to www.StJosephHomeHealth.org

Occupational Therapy

- **Rehab Without Walls** 800-741-1164
Visit www.RehabWithoutWalls.com for more information

Physical Therapy

- **Lifetime Physical Therapy and Fitness**..... 714-337-4511
Learn more at www.LifetimePT.com
- **Rehab Without Walls**..... 800-741-1164

Podiatry (Foot Care)

- **Virgil Hernandez, DPM, AME** 714-265-5824
- **James C. Lee, DPM** 714-777-0750
Learn more at www.OCFootSurgery.com
- **Paul Yoon, DPM**..... 714-535-3668
To learn more, go to www.YoonPodiatry.com
- **OC Foot and Ankle Group, DPM** 714-888-6860
300 N. Euclid Street_Fullerton, CA 92832 www.ocfeet.com

Speech Therapy

- **Rehab Without Walls**..... 800-741-1164
Visit www.RehabWithoutWalls.com for more information.

Housekeeping / Cleaning Services

These cleaning services are licensed, insured, and bonded.

- **The Maids**..... 714-838-2255
- **Maid in California** 714-505-0900
- **White Glove**..... 714-775-7392

Housing Help and Information

Fair Housing Council of Orange County..... 714-569-0823

Free/low-cost counseling about housing rights www.FairHousingOC.org

Housing and Urban Development(714)-796-5577www.HUD.gov

In-Home Care

In-home care help with day-to-day activities. Listed agencies are licensed by the State of California are screened, bonded, and background checked.

- **24 Hour Home Care**..... 714-881-4245
- **A-1 Home Care Services**562-929-8400
- **Accredited Home Care** 714-973-1234
- **All Ways Caring HomeCare** 714-669-1148
- **Attentive Home Care** 714-516-9200
- **Care to Stay Home** 949-916-6705
- **Comfort Keepers** 714-202-0197
- **Home Care Assistance**..... 949-200-3939
- **Home Care Providers** 714-671-6877
- **Home Instead Senior Care** 714-871-4274
- **Horizon Senior Services, Inc.** 714-696-7230
- **Magnificare, LLC**..... 949-438-8881
- **St. Joseph Home Care Services**..... 714-712-7100
- **Right At Home North OC** 714-730-2647
- **Senior Helpers North / Central Orange County**..... 714-694-0992

Insurance: Medicare Plans

- **Martha T. Collins, RHU @ Martin & Associates**714-879-9880
Independent Agent, License #0788313
- **Barbara Gamboa ~ Health Insurance Agent**714-446-7154
Independent Agent, License #0713821 /Auth. Insurance ~ St. Jude Medical Center

5 BIG Mistakes in Medicare Enrollment

- Mistake 1:** Signing up too early or too late for Medicare and its different parts.
- Mistake 2:** Not understanding the difference between a Medicare Supplement and a Medicare Advantage plan
- Mistake 3:** Guessing vs. researching when picking specific plans.
- Mistake 4:** Not applying for extra financial help.
- Mistake 5:** Not re-evaluating your coverage every year.

Health Insurance Counseling and Advocacy Program..... 800-434-0222
For free, unbiased, personalized assistance and counseling regarding Medicare coverage options, benefits, enrollment www.COASC.org**714-560-0424**

Meal Delivery Options (At Home)

Door Dash...<https://www.doordash.com/food-delivery/orange-ca-restaurants/>
Postmates.....<https://postmates.com/delivery/orange-county>
Uber Eats.....<https://www.ubereats.com/category/orange-county/fast-food>

Fullerton Meals-On-Wheels714-871-2200www.mowfullerton.org

LifeSpring Home Nutrition..... 800-798-5767
Frozen meals lower in salt and cholesterol www.LifeSpringMeals.com

Meals-on-Wheels OC 714-220-0224
low-cost program delivers Meals low in salt, cholesterol, and saturated fat.
www.CommunitySeniorServ.org

Mom's Meals..... 877-508-6667
Refrigerated meals/spec. diets/gluten free/heart healthy www.MomsMeals.com

3 Ways Hearing Loss Impacts Memory Loss

There is a growing body of research that shows hearing loss can lead to conditions like dementia. **Hearing aids can help protect brain health** and ward off cognitive decline.

<http://onlinelibrary.wiley.com/doi/10.1111/jgs.13649/full>

1. **Stress** – When you strain to hear your brain experiences cognitive overload. The more severe your hearing loss, the more resources your brain must divert from other tasks to help you understand - and that creates stress.
2. **Isolation** – When you must work extra hard to hear, you tend to start isolating yourself. You get tired of asking, “What?” Prolonged social isolation leads to depression and changes in the brain and memory loss.
3. **Too much quiet time** – When you isolate yourself your brain goes from having to work hard to not working very much at all. As areas of your brain goes unused, they shrink or get taken over for other duties.

Memory and Brain Health

Alzheimer's Association..... 800-272-3900
Call the 24/7 Helpline staffed by master's-level clinicians and specialists for confidential support and information and to take education classes or join a support group. alz.org

Alzheimer's Orange County 844-435-7259

Alzheimer's Orange County has free programs, services and resources. They help adjust to and cope with dementia. www.alzoc.org

Cognitive Care Solutions 714-545-3390

This agency helps with mental wellness therapy and tests for older adults with or without mild dementia. Learn more at www.CognitiveCareSolutions.com

Neurology Center of North Orange County..... 714-879-7200

Board certified neurologists participate in clinical trials.

<http://www.neurologyoc.com/>

Orange County Vital Brain Aging Program 949-764-6288

Call for memory test, or go online to complete a memory test www.OCBrain.org

Pharmacology Research Institute (PRI)..... 714-827-3672

Join a specialized research study for free brain health check-ups and other memory tests. Transportation may be provided. Visit: www.priresearch.com

UC Irvine Health – Memory Assessment Clinic 714-456-7007

Memory screenings. Go to www.UCIrvineHealth.org

UCI MIND949-824-2382

Institute for Memory Impairments and Neurological Disorders. Providing specialized assessment for Alzheimer's disease www.alz.uci.edu/ucimind

Memory Assessment ~ What's 'Normal'?

Recognizing the Early Signs of Memory Loss Problems

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

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

When to Call a Doctor

There are many possible causes for memory loss. Symptoms of memory loss can be caused by a condition such as Alzheimer's disease, or other conditions. Things that contribute to memory loss include depression, anxiety, medication interactions, thyroid disorders, sleep problems, dehydration, and vitamin deficiencies. Each type of dementia or medical condition requires its own treatment approach. Please contact your physician.

Mental and Behavioral Health Care for Older Adults

For Mental Health Emergencies, Call...

Centralized Assessment Team (CAT) Orange County..... 866-830-6011

You can learn more about CAT at: www.OCHHealthInfo.com/CATPERT

Suicide Among Older Adults

Identifying Warning Signs For Suicide

A person who may be thinking about suicide likely does not want to die but is in search of some way to make pain or suffering go away. Older people who attempt suicide are often more isolated, more likely to have a plan, and more determined than younger adults. Suicide attempts are more likely to end in death for older adults than younger adults. Use the checklist below if someone you know may be showing warning signs.

Risk Factors And Warning Signs

Suicidal warning signs in older adults may be linked to important risk factors:

- Access to lethal means (i.e., firearms, other weapons, etc.)
- Alcohol or medication misuse or abuse
- Daring or risk-taking behavior
- Depression
- Family discord or losses (i.e., recent death of a loved one)
- Feeling a loss of independence or a loss of sense of purpose
- Giving away prized possessions
- Impulsivity due to cognitive impairment
- Inflexible personality or marked difficulty adapting to change.
- Marked feelings of hopelessness, lack of interest in future plans
- Medical conditions that significantly limit functioning or life expectancy
- Prior suicide attempts
- Social isolation
- Sudden personality changes
- Verbal suicide threats such as, “You’d be better off without me” or “Maybe I won’t be around long.”

Preventing Suicide

It is crucial to identify signs of suicidal thoughts and take appropriate follow-up actions to prevent them from acting on these thoughts.

1. **Speak Up If You’re Worried** – Start a conversation – “Are you OK? I’ve been worried lately”. **Listen** but DON’T argue, minimize, or criticize.
2. **Act Quickly In A Crisis** - If someone you know has a suicide plan, you should not leave them alone – call **9-1-1** make sure to stay with them until emergency services are in place.
3. **Offer Help and Support** – “You’re not alone – let’s work together on this.”

Direct Mental Health Services / Agencies / Classes / Hot and Warm Lines:

Brea Resource Center, Counseling Services 714-990-7150
Didi Hirsch Crisis Hot Line 877-727-4747
Gary Center, Counseling Svcs. (La Habra) 562-264-6000
Mental Health Association (MHA) 714-547-7559
NAMI OC Warm Line..... 714-991-6412
OC Wellness Center / Central (Tustin) 714-361-4860
OC Wellness Center / West (Garden Grove) 657-667-6455
Orange County Older Adult Services 714-972-3700

Cognitive Care Solutions 714-545-3390
1526 Brookhollow Dr., Suite 73, Santa Ana, CA 92705 mental wellness in-home therapy for older adults with or without mild dementia. They can help one adjust to and cope with dementia. www.CognitiveCareSolutions.com

Independence At Home 866-563-7380
Provides friendly, trained therapists for support and help caregivers and care recipients to cope with their feelings, which can help improve wellbeing so they can stay in their own homes.

Multi-Ethnic Collaborative of Community Agencies (MECCA)
Learn more at www.ocmecca.org Contact: info@ocmecca.org 714-202-4750
Targets adults 60 years & older experiencing early onset of mental health conditions or those at a risk of mental health conditions. The program reaches out to the under-served who are isolated. Programs include Educational Classes • Skill-building Workshops • Support Groups • Cultural Awareness and Integration • Comprehensive Assessments • Home Visits and Case Management • Socialization Support and Activities • Referrals to Resources and Services. The program provides services at no cost.

National Alliance on Mental Illness OC (NAMI OC) 714-544-8488
Free help with mental health, substance abuse, loneliness, community resources and support groups. Learn more about them at www.NAMIOC.org

St. Jude Medical Center – Senior Services 714-446-7064
St. Jude’s weekly free Senior Depression Support Group and 6-8 weeks of free in-home or by telehealth therapy with a trained clinician.

Orange County mental health www.OCHealthInfo.com/BHS/About/AOABH

Moving

A Positive Approach 949-306-5024
Specialized in move management, relocation and organizing. Handling the stressful logistics and physical demands to plan, downsize, pack, disburse estate, unpack and home set up.
www.apositiveapproachllc.com

Blue Sky Estate Services 714-308-4892

Help sell or rent out your home. Also helps with moving. Helps you clean and organize your home. Learn more at www.BlueSkyEstateServices.com

Gentle Transitions 800-619-3049

planning and packing. www.GentleTransitions.com

Helping Hands Relocation..... 949-338-7342

Moving service that helps with planning, packing, moving, unpacking, www.HelpingHands-online.com

Personal Emergency Response Systems

Worn around your wrist, waist, or neck. If one falls or has a health issue or emergency, they can use the PERS to call for help:

- **Great Call (Lively) 866-359-5606**
Great Call has PERS that connect to your cell phone. With a push of the button, it will connect to help and family members. Learn more at www.GreatCall.com
- **Life Alert 800-360-0329**
Life Alert has a couple protection services. Choose from wearable buttons or one that you can put in the shower. Learn more at www.LifeAlert.com
- **Philips Lifeline 866-435-2617**
Philips Lifeline has PERS that work at home or on the go. Learn more at www.lifeline.philips.com

There are many other options that help stay safe. You can have a system installed inside the home for viewing. Here are a few companies that offer these systems:

- **Alarm.com 949-768-7768**
Set up text alerts. www.alarm.com/ProductServices/Wellness.aspx
- **Health, Wellness, and Safety Monitoring Program 714-744-3800**
This program puts mini sensors around the home. Watches for changes and can contact emergency services if needed.
- **MedicAlert Foundation (ID Bracelets).....888-633-4298**
www.medicalert.org
- **Nest855-888-8209**
Home automation system with multiple integrations. www.nest.com

Pharmacies

Do you need a special dose of a medication? Or are you allergic to some drugs? Try a **compounding pharmacy**. They make medications to meet your needs. Here are a couple compounding pharmacies in North Orange County:

- **AUM Pharmacy** **714-495-2779**
710 N. Euclid St., Suite 103, Anaheim
www.AUMRx.com
- **Central Drugs Compounding Pharmacy**
1955 Sunnycrest Dr., #100, Fullerton, CA 92835 **714-515-1530**
520 W. La Habra Blvd., La Habra, CA 90631 **562-691-6754**
“Simplify My Meds.” is a free medication refill service where you can pick up all of your prescriptions at the same time every month. They’ll also package them based on what time of day you need to take them.
www.CentralDrugsRx.com

Purchasing Drugs From an Online Pharmacy

Current laws in the U.S. DISALLOW the foreign purchase of drugs for "personal importation" or "reimportation." This includes driving over the border to Canada or Mexico to buy the same, exact drug legally approved and licensed here.

Despite this legal barrier, many Americans are still willing to take the risk. Here are **four things you should know** if you intend to buy a prescription drug from a foreign pharmacy.

1. Purchasing a drug from an online overseas pharmacy may save you money, but it can end up costing you more **if the provider is disreputable**.
2. The FDA warns that certain brand names used abroad **are not the same used in the U.S.** In some cases, the non-active ingredients or even active ingredients may be completely different.
3. Whether purchasing online or in person, **always check the label closely** and never buy a product if the list of ingredients is not clearly displayed in a language you can fluently read.
4. **check the currency conversion rates** before making a purchase to ensure you're saving money. including shipping fees.

<https://www.verywellhealth.com/how-to-buy-drugs-from-foreign-pharmacies-2614905>

Prescriptions ~ Low-Cost Options

Benefits Check Up
get help paying for medications and healthcare. www.BenefitsCheckUp.org

Blink Health Order online prescriptions with low-cost negotiated prices on medications that can be picked up at many pharmacies www.blinkhealth.com

GoodRx.com
Search pharmacies for the lowest price on prescriptions. www.GoodRx.com

Medicine Assistant Tools (MAT) **571-350-8643**www.MAT.org

NeedyMeds..... **800-503-6897**
help paying for medication/healthcare. www.NeedyMeds.com

Rx Assist..... **877-537-5537**
free or low-cost medicine programs & to manage drug costs www.RxAssist.org

Rx Hopepatient assistance programs www.RxHope.com

Walmartwww.walmart.com/cp/pharmacy/5431

Real Estate / Senior Real Estate Specialists (SRES)

The Moisa Group Real Estate, Ruth Moisa SRES, Brea.....**714-713-4442**
Lic. #BRE#00868137 Contact at: ruthmoisa@yahoo.com

Reliance Real Estate Services, Susan Hirzel & Annette MacDonald/SRES
Fullerton Lic. #DRE 01904282 SusanAndAnnette@gmail.com ...**714-225-2014**

TNG Real Estate, Maury Oglevie & Val Muir, GRI/SRES, Brea...**714-334-1432**
Lic. #BRE#01239332 Learn more at: www.tngrealestate.com

Senior Centers

Senior Centers. Many have classes, events, support groups, meals, and more.
Anaheim

- **Anaheim Senior Citizens Club**..... **714-765-4511**
250 E. Center St., Anaheim, CA 92805
- **West Anaheim Senior Center**..... **714-765-8373**
2271 W. Crescent Ave., Anaheim, CA 92801

Brea

- **Brea Senior Center**..... **714-990-7750**
500 Sievers Ave., Brea, CA 92821

Buena Park

- **Buena Park Senior Center** **714-236-3870**
8150 Knott Ave., Buena Park, CA 90620

Cypress

- **Cypress Senior Citizen Center** 714-229-2005
9031 Gridley St., Cypress, CA 90630

Fullerton

- **Fullerton Senior Citizens Club** 714-738-6305
340 W. Commonwealth Ave., Fullerton, CA 92832

La Habra

- **La Habra Community Center** 562-383-4200
101 E. La Habra Blvd., La Habra, CA 90631

Orange

- **Orange Senior Center** 714-538-9633
170 S. Olive St., Orange, CA 92866

Placentia

- **Placentia Senior Center** 714-986-2332
143 S. Bradford Ave., Placentia, CA 92708

Santa Ana

- **Santa Ana Senior Services Center** 714-647-6540
424 W. 3rd St., Santa Ana, CA 92701
- **Southwest Senior Center** 714-647-5306
2201 W. McFadden Ave., Santa Ana, CA 92704
- **Vietnamese Catholic Center** 714-554-4211
1538 Century Blvd., Santa Ana, CA 92703

Yorba Linda

- **Yorba Linda Community Center** 714-961-7181
4501 Casa Loma Ave., Yorba Linda, CA 92886

Virtual Senior Center

- **Covia / Well Connected** classes and support groups with trained staff and volunteers at no cost coviaconnections@covia.org ... 877-797-7299

Transportation Options

Abrazar, Inc. 714-702-1433
Abrazar can help seniors get to and from medical appointments, church, family homes, shops, meal programs, Adult Day Health Care. www.AbrazarInc.com

Go-Go Grandparent 855-464-6872
Ride services like Lyft and Uber. www.GoGoGrandparent.com

OC ACCESS 714-560-5956
shared-ride service for people unable to use the regular OC Bus service due to a disability. www.octa.net and search for “OC Access.”

OC Office on Aging **714-480-6450**
Senior Non-Emergency Medical Transportation resources.

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

St. Jude Senior Medical Transportation Program **714-446-7017**
Low-income older adults can get a ride to and from doctor's appointments, classes and therapy sessions at St. Jude. Call for more information.

Many cities also have programs that can take seniors anywhere they need to go in the city for a small fee. Here are a few:

- **Anaheim Senior Wheels** **714-765-4510**
Anaheim residents aged 60 years or above. Travel and shop within 10 miles of their home. Call for more information.
- **Brea Senior Shuttle** **714-996-7754**
free to and from the Brea Senior Center. Small fee for outside of Brea.
- **Fullerton Taxi Voucher Program** **714-738-6575**
- **La Habra Shuttle** **866-557-7433**
La Habra residents aged 60+ Travel in La Habra, St. Jude Medical Center, Whittier Hospital, or nearby doctors. www.LaHabraCity.com
- **Yorba Linda Parks and Recreation (TRAILS)** **714-961-7181**
Yorba Linda Parks and Recreation provides transport for adults age 55+. <https://www.yorbalindaca.gov/391/Senior-Mobility-ProgramTRAILS>

Transportation Home from the Hospital

- **Attentive Home Care** **714-516-9200**
- **Home Care Providers** **714-671-6877**
- **Nurse Next Door**..... **714-712-7100**
- **Senior Helpers** **714-694-0992**

Veterans Benefits

<https://www.benefits.va.gov/>

Veterans Service Officer *Work with an approved service officer at no cost:*

- **AMVETS** (American Veterans)..... **877-726-8387**
Veterans Service Officers in N. Orange County.amvets@amvets.org
- **CalVet** (California Department of Veterans Affairs 2018)... **800-952-5626**
www.CalVet.CA.gov
- **Orange County Veterans Service**..... **714-480-6555**
www.Veterans.OCGov.com/FAQ

- **U.S. Department of Veterans Affairs** **800-827-1000**
Apply for benefits online at www.ebenefits.va.gov
- **Veterans Legal Institute** (No Cost for Those Eligible) **714-852-3492**
2100 N. Broadway, Suite 209, Santa Ana, CA 92706 www.VetsLegal.com

Veterans' Health Care

Goodwill of Orange County Tierney Center for Veteran Services (FREE)

One-Stop resource serving veterans and their families for: **855-998-3837**
<http://www.ocgoodwill.org/changing-lives/tierney-center-veterans-program>

OC Bar Association Veterans Legal Resources www.veterans.ocbar.org

VA Anaheim Clinic **714-763-5300**

Mental Health Clinic **562-826-5603**

VA Brea Benefits Counseling **714-9907150**

VA Santa Ana Clinic **714-434-4600**

Veterans Housing and Homeless Assistance

OC Battle Buddy Bridge (B3) (non-profit) **714-795-3170, #2405**

Offers peer-to-peer support to veterans / active duty military.

Santa Ana Community & Referral Center **888-838-8300**

Veterans Homeless Assistance 888 W Santa Ana Blvd, Santa Ana Suite #150

Veterans Home Repair

Home Depot and Habitat for Humanity OC **714-434-6200**

Safety and disability accommodations (low-income veterans' home-repair project). <https://www.habitatoc.org/veteran->

Veterans Prescription Benefits

The VA Medical Benefits Package is based on military service **877-222-8387**
and may include free prescriptions if you were disabled in service.

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

TRICARE Pharmacy Program..... **877-363-1303**

program for active duty and retired service members and their families. They offer a pharmacy program that makes prescriptions easy to fill and affordable.

Glossary of Common Terms / Acronyms

ADL's:	Activities of Daily Living
APS:	Adult Protective Services
ADHC:	Adult Day Health Care / Adult Day Programs
AD:	Advance Directive for Health Care / Advance Care Planning
ADA:	Americans with Disabilities Act
ALC/ALF:	Assisted Living Communities / Assisted Living Facility
CCRC's:	Continuing Care Retirement Community
CDC:	Centers for Disease Control and Prevention
CMS:	Centers for Medicare and Medicaid (Medi-Cal in California)
COVID-19:	Corona Virus Disease from 2019
DNR:	Do Not Resuscitate Order
DME:	Durable Medical Equipment
DPA:	Durable Power of Attorney (for Health Care or for Finances)
<bfmla:< b=""></bfmla:<>	Family and Medical Leave Act
HIPAA:	Health Insurance Portability and Accountability Act
HMO:	Health Maintenance Organization
IHSS:	In-Home Supportive Services
LTC:	Long-Term Care
MCI:	Mild/Moderate Cognitive Impairment
NP:	Nurse Practitioner (Practicing under the license of a Physician)
PA:	Physician Assistant (Practicing under the license of a Physician)
POA:	Power of Attorney
POLST:	Physician Orders for Life-Sustaining Treatment
PPO:	Preferred Provider Organization
SNF:	Skilled Nursing Facility
SSDI:	Social Security Disability Insurance
SSI:	Supplemental Security Income

This Senior Resource Guide is edited, published and provided in part by St. Jude Medical Center: Senior Services and Caregiver Resource Center OC offers a wide variety of largely free services to older adults and their families/caregivers in the community. Services include:

- Friendly Visitors / Caring Neighbors Program (**714-446-7035**)
- Classes in dementia / Alzheimer's care, health and senior resources
- Bereavement, Stroke, Long Haul Covid & Senior Depression/Anxiety Support Groups
- Medical transportation for older adults to St. Jude appointments
- Advance Care Planning and Notary services (**714-446-7017**)
- Depression Counseling (short term)
- Medicare Counseling with a licensed agent (**714-446-7154**)
- For more information call: **714-446-7035** or search for Senior Services at www.stjudemedicalcenter.org/



The North Orange County Senior Collaborative assists in editing and providing the information for the Senior Resource Guide. The **North Orange County Senior Collaborative** (www.NOCSC.org) is a service organization and 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. There is no advertising, and no one paid to be in this Guide.



Caregiver Resource Center 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.

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