



Senior Resource Guide

Steps and Services in Senior Care
North Orange County, California



NORTH ORANGE COUNTY SENIOR COLLABORATIVE

www.NOCSC.org

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 the services that are available to you. These resources are just some 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.



NORTH ORANGE COUNTY SENIOR COLLABORATIVE

About This Guide

The North Orange County Senior Resource Guide was created to help people who care about older adults. If you are a senior, family member, caregiver, or a professional in North Orange County, then this guide may be beneficial.

This guide will assist in identifying possible resources, assistance and needs. In addition, you may find it useful to determine 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 the North Orange County Senior Collaborative. www.NOCSC.org

For more information or to order Senior Resource Guides, please contact:

Daniel R. York, Esq.,
Chair, North Orange County Senior Collaborative
714-738-3400
DanYorkLaw@aol.com

Mark L. McKibbin
Vice-Chair, North Orange County Senior Collaborative
714-293-2416
Mark@securefiduciary.com



SENIOR CARE 101 CLASSES

Presented by the North Orange County Senior Collaborative

Free classes designed for caregivers, family members, and others who want answers about senior care. Topics covered include:

- Organizing and starting your checklist
- Finding services and solutions
- Essential legal documents
- Paying for care / what to expect
- In-home care options
- Finding the right care setting

Visit www.SeniorCare101.org for more information



NORTH ORANGE COUNTY SENIOR COLLABORATIVE

Part 1: STEPS IN SENIOR CARE

Step 1: Looking at Legal and Health Issues

Warning Signs.....	4
First Questions to Ask and Answer.....	5
Information to Collect and Consolidate.....	5
Legal Issues and Tools (First, Second, and Third Tasks).....	6
Finding an Elder Law Attorney.....	7
Advance Care Planning Basics.....	8
Medical Privacy and HIPAA.....	9
Types of Medical Care as You Age.....	9
Preparing for A Doctor's Visit.....	10
What Is a Geriatrician and Why Should You See One?.....	10

Step 2: Consider Your Housing Options

Types and Costs of In-Home Care (How Much Will It Cost?).....	11
Hiring Options for Home Care - Private Hire vs. Home Care Organizations.....	11
Questions To Ask When Interviewing Potential Caregiver Agencies.....	12
Types of Residential Settings.....	13
Aging In Place 101.....	14
"Smart" Technology for Aging in Place Seniors.....	14
Aging In Place: Things to Consider.....	14
Assisted Living/ Memory Care - Options in Long-Term Care.....	15
What To Look for In an Assisted Living / Memory Care Facility.....	15

Step 3: Community Resources and Information

Community Resources, Housing, and Nutritional Needs.....	16
Talk To and Consult With.....	16
Disaster Preparedness - 5 Steps to Take.....	17
Elder Abuse in The Electronic and Technology Age.....	18
Protect Your Online Identity.....	18
Emergency Phone Calls.....	19
10 Tips on How to Make an Effective 9-1-1 Call.....	19
General Sources of Information and Services for Seniors.....	20

PART 2: SERVICES WITH SENIORS IN MIND

Advance Care Directive.....	23
Adult Day Care/Adult Day Health Care (ADHC).....	23
Assisted Living / Board and Care / Placement Specialists.....	24
Attorney - Elder Law.....	24
Care Management / Advocates.....	25
Disability Resources.....	27
Innovations and Technology for Various Disabilities.....	28
Driver's Education.....	28
Domestic Violence Services.....	28
Fall Reduction.....	29
Preventing Falls Safety Check list.....	29
Fitness and Well-Being.....	30
Fiduciaries.....	30
Financial Advisors / Planners.....	31
Food Resources.....	32
Friendly Visitor Programs.....	32
Funeral Services.....	33
Geriatricians.....	33

Grief Support Groups..... 34
Hearing Aid Technology Makes a BIG Difference..... 35
Hearing Centers..... 35
Hoarding Support / Cluttering Clean-Up..... 36
Home Improvement and Repair..... 36

Home Services That Come To You

Barber/Hairdresser..... 37
Computer Assistance (Mobile)..... 37
Dental..... 37
Doctors..... 37
Manicurist..... 37
Massage Therapy..... 37
Medical Supplies..... 37
Mobile Lab Services..... 38
Mobile Notary..... 38
Nurses..... 38
Physical and Occupational Therapy..... 38
Pet Services..... 38
Podiatry (Foot Care)..... 38
Speech Therapy/Recreational Therapy/Registered Dietician..... 38

MORE SERVICES WITH SENIORS IN MIND

Hospice Services..... 39
Housekeeping / Cleaning Services..... 39
Housing Help and Information..... 39
In-Home Care..... 39
Insurance..... 40
5 BIG Mistakes in Medicare Enrollment..... 40
Meal Delivery Options (At Home)..... 40
Memory -Hearing Loss Impacts Memory Loss in Three Ways..... 41
Memory and Brain Health..... 41
Memory Assessment~ What's 'Normal'?..... 42
Mental and Behavioral Health Care for Older Adults..... 43
Suicide Among Older Adults..... 43
Direct Services / Agencies / Classes / Hot and Warm Lines ~ Call..... 44
Moving..... 44
Parkinson's Disease..... 45
Personal Emergency Response Systems and Home Safety..... 46
Pharmacies..... 46
Prescriptions ~ Low-Cost Options..... 46
Real Estate / Senior Real Estate Specialists (SRES)..... 47
Senior Centers..... 47
Transportation Options..... 48
Transportation Home from The Hospital..... 49
Veterans' Benefits..... 49
Veterans' Health Care..... 50
Veterans Support Services..... 50
Glossary of Common Terms / Acronyms..... 53

Part 1: STEPS IN SENIOR CARE

Step 1: Looking at Legal and Health Issues

The need for caregiving can arise in many ways, from sudden crises to a series of small but unsettling mishaps and gradual 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. However, if you are able to plan ahead, **the following checklists and suggestions may be helpful.**

Below are warning signs (Check the boxes that apply)

- Difficulty concentrating/ poor judgment
- Walking difficulty is 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

First Questions to Ask and Answer

Take a minute and jot down your answers to the following 'first step' questions:

1. What specific kind of 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? Who is the actual decision maker?
5. What kind of medical needs are present?
6. What is the daily routine?
7. Are the problems undiagnosed? Are they correctable?
8. If problems are not correctable, what living arrangements and care plans are most appropriate?
9. Able to remain in own home? How will you determine what type of in-home care is needed?
10. Are there transportation issues?
11. Is assisted living preferred / possible over aging-in-place?
12. What challenges does the disability or need pose?
13. What do you need to know to about community resources?
14. How will you manage it all? What are your current resources?

Information to Collect & Consolidate

1. Senior's date of birth and Social Security number.
2. Medical providers - names, phone numbers and addresses of medical professionals.
3. Copies of health insurance policies and the front and back of insurance cards.
4. Make a list of all medications and take it with you to ALL medical appointments.
 - a. Prescription drugs and over-the-counter drugs
 - b. Dosage amounts and instructions.
 - c. Complete health history; date/results of exams, x-rays, CT scans, MRI's.
 - d. Include major illnesses and medical conditions of close relatives.
5. Learn as much as possible about medical needs.
 - a. Talk to the doctors about any concerns.
 - b. Discuss with your physician symptoms and progression of the disease.
 - c. Consider calling a family meeting.
 - d. 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:

- Advance Health Care Directive
- Power of Attorney for Health Care
- Living Will
- Directive to Physicians
- HIPAA Authorization
- POLST (means "Physician Orders for Life Sustaining Treatment")

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

- Trusts
- Wills
- Power of Attorney for Finances
- Deeds or Certificates of Ownership for Property
- Annuities
- Life Insurance
- Long-Term Care Insurance Policies
- Retirement Accounts/ Benefits (IRA, 401k, 403b, Pensions, Veteran's)
- Most recent bank statements

Consider consulting with a qualified attorney to review these papers.

DO NOT WAIT FOR A MEDICAL CRISIS to consult with an attorney.

The 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 (www.naela.org)

Third Task: Getting Ready for the Attorney Visit

A few tips to help you prepare (each attorney has a slightly different approach):

1. Make a list: Discuss the questions that are on your mind with your spouse, partner, or those helping you. 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 any 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:
 1. Does the attorney offer a no-charge first visit?
 2. What documents should you bring to the meeting?
 3. Should you complete a questionnaire first?
 4. Will the attorney want to meet privately with the client?
 5. Are family, designated trustees or health care agents welcome?
 6. If the attorney accepts the case, what are the fees and costs? When will the client receive the legal services agreement for review?
 7. 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 (AHD):

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

2. Complete a POLST if you presently have a serious life-threatening or terminal illness. *Physician Orders for Life Sustaining Treatment* forms are detailed doctor's orders which reflect your choices about life support options or resuscitation. They are kept in your medical chart. The law requires doctors, emergency responders, and healthcare workers to honor these 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.). If you keep a copy in a drawer, filing cabinet, etc., be sure agent(s) know the location.

4. Advance Care Information and Resources:

California Department of Justice - Advance Healthcare Directives
www.oag.ca.gov/consumers/general/care#ahcd

Coalition for Compassionate Care of California (non-profit)
www.coalitionccc.org/

Five Wishes - Changing the way we plan for end-of-life care
www.agingwithdignity.org/five-wishes/

Free fillable Advance Healthcare Directive form
www.prepareforyourcare.org/en/prepare-for-your-care/advance-directive

Medical Privacy and HIPAA

The *Health Information Portability and Accountability Act 1996* (HIPAA) is intended to safeguard an individual's health information. HIPAA release is a document signed and dated to authorize disclosure of protected health information for reasons other than treatment, payment, or health care operations.

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, lab work, etc. This is a suitable time to ask questions or discuss the need for a specialist.

Home Health 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 different from routine In-Home Care. In-Home Care is rarely covered by insurance.* This care is typically needed at home for the treatment of an illness or injury and is temporary for 60 to 90 days.

Palliative Care is for 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 assists individuals approaching the end of life and are no longer seeking curative treatment. The focus is comfort and quality of life in the remaining days. Hospice and Palliative care are both collaborative 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. Review prescription coverage and care co-pays for RX, therapies, etc. Review plans yearly.

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 is 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.

What Is a Geriatrician and Why Should You See One?

A **Geriatrician** is a physician who is trained to care for the unique health care needs and treatment preferences of older adults. 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.

Step 2: Consider Your Housing Options

How Much Will It Cost?

The cost of all types of care has steadily risen over the years. The best estimate for care costs can be found on Genworth's Cost of Care website: www.carescout.com/cost-of-care

1. Caregiver

- a. Provide friendly companionship.
- b. Assists with light housework, meals, shopping, laundry, errands, etc.
- c. Personal needs such as bathing, feeding, some bedside care, etc.
- d. Transportation to doctors and therapy appointments, etc.
- e. Perform errands such as food shopping, picking up prescriptions, etc.
- f. Meal preparation, laundry, light housekeeping, etc.
- g. Medication reminders. No skilled nursing or dispensing medication.

2. Registered Nurse (RN) Or Licensed Vocational Nurse (LVN)

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

Hiring Options- Private Hire vs. Home Care Organizations

Option 1 - Private Hire: You are 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.

Option 2 - Home Care Organizations (HCO) Provide Aides: California law sets standards for HCOs and the aides are employees. Therefore, the HCO - not the senior or family - is responsible for complying with employment requirements such as TB testing, training, background check and registration.

IMPORTANT: Caregivers as Independent Contractors/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 and financial requirements to hire private caregivers. 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 training do caregivers get? How often?
12. Are the caregivers employees of the agency? Are 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 24/7 for consultation after hours?
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?

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 support, and transportation.

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

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

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

Residential Care Homes (Board and Care) provide care for seniors in a homelike setting. This type of home varies in both size and setting. The staff in a Residential Care Home dispense medications, provide meals, and help residents with bathing, dressing, 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 secure 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 with 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 101

"Smart" Technology for Aging in Place Seniors Options

1. **MedMinder** www.medminder.com/
A digital pill dispenser that looks like a regular seven-day model.
2. **Reminder Rosie** www.amazon.com
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** www.grandcare.com/about/
A multipurpose system that tracks daily activity, has medical monitoring (glucose, oxygen, blood pressure, weight) and can display anything: diets, discharge plans, exercises.
4. **Lively** www.lively.com/
A cellphone with options such as emergency services, calling Lyft rides, fall detection, app that alerts family/ friends if there is an emergency.
5. **GrandPad Tablet** www.grandpad.net/
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 staying at home if it is a **relatively small one-story home**, or able to 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, old equipment, cookware, furniture, etc.) if you have not 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 home.
8. **Consider financial issues** - mortgage, medical costs, food, caregiver, etc.
9. Make sure **legal documents** 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 residential 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 crucial factors?

Assisted living is apartment-style housing for seniors who need help with tasks like bathing, dressing, and grooming. You may hear it called a residential care facility, long-term care facility, assisted living facility, or board and care home. While care is a big part of assisted living, these communities also offer activities and services to make life easy and enjoyable.

Memory care facilities provide housing, care, and therapies for seniors who have Alzheimer's disease or other forms of dementia in an environment designed to reduce confusion and prevent wandering. These units are typically locked 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 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 decor. **Fancy decor does not mean good care.**
5. **Expect an adjustment period.** It takes time for a resident to get used to an unfamiliar 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 and activities.
7. Do your research or **enlist the help of a professional** who knows the history and reputation of care facilities in your area.

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 best in-home care agencies around? What meal delivery and Friendly Visitor support options are available?
 - c. Assess the senior's balance, mobility gaps and skills. Determine needs and resources. Also consider brain and mental health help.
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'll 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 a distance from their support systems, a concern will be replenishing health care supplies at a reasonable price. It may be less expensive to shop online having the supplies delivered by auto delivery.
4. Consider hiring a **Geriatric Care Manager** or using a **Placement Specialist**. 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.

Talk To and Consult With ...

1. **Consult with...**
 - a. Trusted friends, neighbors, acquaintances - anyone with experience in caring for an elder.
 - b. Assemble 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.
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. Collaboration is key - for better outcomes, consider their desires and goals.
 - d. Make sure that everyone on the caregiving team has the information they need to perform their responsibilities.

- e. Make a list of emergency numbers, family contact numbers and other items and distribute 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, investment account statements and health insurance policies.
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.).

Never assume that the professional and medical personnel will do what they promise. These professionals are extremely busy and have other people under their care. Bottom line: *stay involved for maximum benefit.*

5. **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 - 5 Steps to Take

- 1. Create a Plan** - Identify needs (such as medical, mobility limitations, etc.). Collect a list of emergency contacts, plan for pets.
- 2. Prepare a Kit** - 3 days' supply of food, water, medications, any special needs, vital records/documents, first aid kit, flashlight, battery operated radio, whistle, wind-up clock & cash (not credit cards).
- 3. Make Your Home Safe** - safety checks, fire extinguishers, carbon monoxide/smoke detectors. Make sure everything works.
- 4. Stay Informed** - local weather alerts, local resources and educate yourself with common types of disasters.
- 5. Practice and Review** with your family so everyone knows what to do and update this plan as needed.

Elder Abuse in The Age of Electronics and Technology

Protect Your Online Identity

1. Use strong, unique passwords with upper- and lower-case letters, words, and symbols. **Avoid reusing passwords.**
2. **Be cautious with emails and links.** Verify senders and hover over links to ensure legitimacy.
3. **Enable two-factor authentication** - A second layer of security: a code that is received via text or email.
4. Install and update **firewall and antivirus software** (like Windows Firewall/Network Protection, MalwareBytes, McAfee Antivirus, or TotalAV Antivirus) on your computer.
5. **Review your bank and credit card accounts regularly.** If you notice any suspicious activity, call your bank right away. Set up fraud alerts that notify you with suspicious purchases.
6. Watch out for **data breaches** of banks, retailers, credit agencies. **Check your credit reports** at least once per year for free at www.annualcreditreport.com.
7. **Freeze your accounts** if you have no immediate need for credit. Freezing can be done for free online with all three credit bureaus.
8. Consider identity theft protection.

Elder abuse is the fastest growing and least reported form of abuse in Orange County. The most common form of abuse is 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 www.reportfraud.ftc.gov.....877-382-4357

FBI's Internet Crime Complaint Center.....www.ic3.gov

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 you to understand when to call and when not to call. An emergency is a serious situation where emergency medical help is needed right away.

1. **Stay calm and focused.** *Breathe.* This will help you think clearly.
2. **Clearly state the emergency.** Be specific. Describe the emergency as clearly as possible.
3. **Provide exact location.** Give full address and any landmarks.
4. **Speak slowly and clearly** to ensure the dispatcher understands you.
5. **Answer questions promptly.** Provide details and accurate information.
6. **Keep phones nearby.** For easy access, especially if medical issues.
7. **Dispatchers' instructions.** Listen carefully and closely follow them.
8. **Have a trusted contact ready.** Inform family, friends, or neighbors that you have called 911.
9. **Keep Emergency Information Accessible.** Prepare a list of medical conditions, medications, emergency contacts, etc.
10. **Preparing for Arrival**
 - If possible, place yourself in the window or somewhere they can find you quickly.
 - Ensure proper lighting on the exterior of your home.
 - Remove barriers for safe access while carrying equipment or stretcher.

General Sources of Information and Services

2-1-1 Orange County..... 2-1-1

A free 24-hr, 3-digit phone number that enables callers to access comprehensive info and referrals to health and human services. Provides links to services including food, shelter, domestic violence, counseling, etc. www.211oc.org/

Adult Protective Services~ Orange County..... 800-451-5155

Report 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 www.ssa.ocgov.com/abuse-reporting/elder-disabled/making-report

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

Resources for Orange County's older adults to support independence and promote health and wellbeing. Nutrition, transportation, adult day care classes, and case management programs. www.agewellseniorservices.org/

Alzheimer's Association..... 800-272-3900

The Alzheimer's Association® is a leading voluntary health organization in Alzheimer's care, support, and research. Services include 24/7 Helpline in 200 languages, online and face-to-face education programs, and support groups. Their website is a rich resource designed to inform and educate. www.alz.org/

Alzheimer's Family Services Center..... 714-593-9630

Orange County's first day care program exclusively devoted to treating people with dementia, helping 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. www.afscenter.org/contact-us/

Alzheimer's Orange County..... 949-955-9000

Provides multiple direct patient and family services and classes to aid victims and caregivers of Alzheimer's disease and related disorders; work to increase public awareness and research cause and cure. www.alzoc.org/

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

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

CalOptima..... 714-246-8400

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

Cal Optima Health PACE..... 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

CalOptima / Medi-cal application..... 800-281-9799

CalAIM..... 800-587-8088

A component of CalOptima offers Medi-Cal members coordinated access to services that address their physical, behavioral, developmental, dental, and long-term care needs. CalAIM has many community support programs:

- Day Habilitation Programs
- Medically tailored meals/medically supportive food
- Personal care and homemaker services
- Respite services
- Nursing facility transition/ diversion to assisted living facilities
- Community transition services/nursing facility transition to a home
- Environmental accessibility adaptations (home modifications)
- Asthma remediation physical modifications to a home environment

City Governments..... varies

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 California..... 714-479-0107

Direct services to older adults and people 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 FAST. www.coasc.org

Dayle McIntosh Center/Disability Resources and Advocacy.... 714-621-3300

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, and Community Transition Services. www.daylemc.org

Caregiver Resource Center O(CRC OC)..... 714-446-5030

Assists family caregivers of adults over age 60 who needs support with daily living or a person age 18-59 w/ an adult-onset brain impairing condition (Alzheimer's, Parkinson's, stroke, traumatic brain injury, other). Services are free and include information & assistance, support groups, education and training, individual counseling, case management & long term care planning and respite assistance . www.caregiveroc.org

Meals on Wheels Fullerton, Inc..... 714-220-0224

A non-profit organization providing meals 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.

www.mealsonwheelsoc.org

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

Orange County Office on Aging..... 714-480-6450

Provides information and referrals to services such as transportation, caregiving, nutrition programs, health education, legal services and much more. www.officeonaging.ocgov.com

Orange County Vital Aging Program..... 949-764-6288

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

OSHER/ OLLI~ Osher Lifelong Learning Institute..... 657-278-2446

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

St. Jude Medical Center Senior Services..... 714-446-5916

Provides medical transportation for low-income seniors to St Jude Medical Dr.'s and affiliates, Medicare insurance planning, Advance Care Planning and notary, art classes, digital literacy, Stroke support group and grief recovery support group. <https://www.providence.org/locations/socal/st-jude-medical-center>

UC Irvine Health Senior Health Center..... 714-456-7007

The Senior Health Center at UC Irvine Medical Center provides health and memory/neurological assessments, primary care, and geriatric consultations for older patients. www.ucihealth.org/locations/orange/seniorhealth-center

Part 2: SERVICES WITH SENIORS IN MIND

Advance Care Planning Services

ElderCare Locator www.eldercare.acl.gov/home..... 800-677-1116

Stephanie Benites Center for Advance Care Planning.....714-287-2918
Notary services **only** for Advance Care Planning. stephanie.benites@stjoe.org

Providence St. Jude Senior Services.....714-446-5916
Medical needs/wants planning information. Provides copies of forms, Notary services, resources, information, and assistance.

Alzheimer's Orange County www.alzoc.org/.....844-373-4400
Education, resources, and tips.

Adult Day Care / Adult Day Health Care (ADHC)

Adult day care centers and adult day health care centers take care of older adults' needs for social activities, meals, recreation, and health-related services. Some adult day care centers offer rehab after hospital discharge and offer services in other languages as well.

Anaheim

SeniorServ V.I.P 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

Reimagine ADHC (Spanish/English/Tagalog)..... 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

Tustin

UMMA Adult Day Health Care.....949-322-7811
Hindi/Urdu/Chinese/Spanish/Korean/Vietnamese/English.

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, so look for sites 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.

Senior placement/ housing specialists are often 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. <https://www.npralliance.org/>

Below are the companies that offer help with housing placement. Services are free since they are usually compensated by housing properties.

About Senior Living / Heather Williams.....949-922-4305
www.AboutSeniorLiving.com

Alliance Eldercare (Tustin) / Derek Mannion..... 866-936-4241
www.AllianceEldercare.com

American Senior Home Finders / Donna Rybacki, CPRS..... 949-278-0155
donna@americanseniorhomefinders.com

Clear Choice Senior Services/ Linda Armas, CPRS..... 714-404-8210
Linda4Seniors@yahoo.com

Senior Solutions / Pauline Hampton, LVN..... 714-318-0835
Seniorsolutions03@gmail.com

Trusted Senior Placement, Inc. / Teresa Jepson.....714-533-4015
www.TrustedSeniorPlacement.com

Attorney - Elder Law

Estate plan documents name people to help manage the future when needed. These can include trust, power of attorney, advance health care directive and other related documents. Visit the National Academy of Elder Law Attorneys for even more listings: www.NAELA.org

Anaheim

Patrick McNally..... 714-988-6370
1225 W. Lincoln Ave. <http://www.pmcnallylaw.com>

Fullerton

Daniel R. York.....714-738-3400
1953 E. Chapman Ave. www.DanYorkLaw.com

OC Elder Law by Marty Burbank.....714-525-4600
619 N Harbor Blvd. Fullerton 92835 <https://www.ocelderlaw.com/contact-us/>

Orange

Joan Bennett.....714-628-1200
1740 W. Katella Ave., Suite R jbennett@jbennettlaw.com

C. Tracy Kayser.....714-984-2004
1407 N. Batavia St, Ste 103 tracy@kayserlawgroup.com

Santa Ana

Elder Law and Disability Rights (ELDR) Center.....714-617-5353
1535 E. 17th St., Suite 110 www.eldrcenter.org
Wills, trusts, powers of attorney, advance healthcare directives, conservatorships, access to federal benefits, and disability rights.

Community Legal Aid SoCal.....800-834-5001
2101 N. Tustin Ave.....714-571-5200
Free services for low-income adults. Advice and representation on benefits, health, housing, and more. They do not help with wills, trusts, suing for money, or criminal cases. www.communitylegalsocal.org

Public Law Center.....714-541-1010
601 W. Civic Center Dr. www.PublicLawCenter.org/Services
Free legal help with health care, housing, Veteran’s benefits, wills, trusts and more.

Care Management / Advocates

A **geriatric care manager** can help you figure out the best kind of care for disabled and older adults and help you make a Care Plan. These certified professional caseworkers specialize in geriatric care and advocacy for older adults, working with other professionals to optimize a client's health and well-being.

Deborah Beatty, RN.....714-602-9910
www.ProfessionalNursePartners.com

Rosemary DeCuir (Advocate).....714-393-7192

Lee-Anne Godfrey, BSN, RN, CMC.....949-383-5700
www.RNhealthManagement.com

Deborah Morse, MS Gerontologist, Aging Angels Life Care.....949-836-1291
www.agingangelslifecare.com

Jennifer Baron, BSN, RN, CMCN, ACLA Member.....714-767-8597

Helping Hands Senior Foundation..... 818-279-6580
<https://www.helpinghandsla.org/>

Council on Aging - Southern California..... 714-479-0107
Help older adults stay healthy, connected, and protected. No-cost programs cover Medicare health insurance, protection from financial abuse, and advocacy and patient rights in long term care facilities. They also have programs to help older adults stay connected with others. www.coasc.org

Caregiver Resource Center OC (CRC OC)..... 714-446-5030
Assisting caregivers cope with caring for an older adult or an adult 18-59 with adult-onset brain impairing condition with classes, counseling, support groups, and much more. www.CaregiverOC.org

Meals-on-Wheels OC Care Coordination.....714-220-0224
This program will deliver meals 5 days a week and set up visits from a care manager, as well as help with health care, therapy, and legal assistance. www.mealsonwheelsoc.org

OC Social Services: In-Home Support Services (IHSS)..... 714-825-3000
Services for low-income older adults and those who are disabled or frail. IHSS helps with house cleaning, shopping, cooking, laundry, and personal care. <https://ssa.ocgov.com/elderdisabled-home-services/home-supportive-services>

Orange County Social Services Agency..... 800-281-9799
Call to sign up for CalFresh (food stamps), Medi-Cal or IHSS.

CalOptima Health PACE 1-844-999-PACE (7223)
Coordinates the care of participants enrolled in the program with the goal of enabling older adults to remain living in their community. www.caloptima.org

Social Security Administration..... 800-772-1213
Call Monday to Friday, 7am -7pm, to speak with a person or 24/7 for recorded information.

Care Partners Medicine.....888-298-0960
Personalized care plans created for each participant. Provides continuous support, focused on personalized health needs, goals and linkage to resources to support independence. Services are free but must be enrolled in Medi-cal. Call for details and criteria. English, Spanish & Vietnamese languages available. www.carepartnersmedicine.com

Disability Resources

Ability Tools800-390-2699 or (TIY) 800-900-0706
Ability Tools connect Californians with disabilities to assistive technology devices, tools, and services. www.AbilityTools.org

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

Balance and Mobility Classes are associated with fall risk prevention, improved strength, muscle tone, and overall health and vitality. Check your local **Senior Center** for class days / times, as well as the following 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
Offers services for people with vision loss. May assist with low vision rehab consultations, library services, support groups, classes, and more.
www.brailleinstitute.org/locations/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. www.DayleMC.org

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

Disability Rights California 800-776-5746 or 800-719-5798 (TIY)
Disability Rights California can give you legal advice or representation, education, and support. www.DisabilityRightsCA.org

OC Aging and Disability Resource Connection (ADRC) ... 715-839-4735 (TIY)
The ADRC helps people understand their options and connects them with the services and support they need. Local: 714-480-6450, www.ADRCCOC.org

St. Jude Brain Injury Network..... 714-446-5626
Case Management, resources, benefits, education, etc. www.TBIOC.org

Innovations and Technology for Disabilities

1. **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 to eat independently. www.eatwellset.com
2. **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. www.esighteyewear.com/
4. **In Home Care Products** - Adaptive living aids for those with various physical needs. Useful tools and equipment to increase daily living ease. www.caregiverproducts.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. www.AARPDriverSafety.org

Mature Driver Class.....714-808-4909 or 714-808-4679
Provides free driving classes on traffic laws and safe driving.
<https://noce.edu/programs/older-adults/mature-driver/>

St. Jude Driver Assessment Program714-578-8720 - ext. #3587
Program for seniors with driving concerns such as vision or reaction time. Requires a doctor's referral.

Driver and DMV Advocacy Tressa Thompson..... 310-615-3552
Senior Driver Ombudsman-Driver Safety Manager/ Southern California Region

AAA Senior Driver Safety and Mobility..... 714-885-2313
<https://exchange.aaa.com/safety/senior-driver-safety-mobility/>

Domestic Violence Services

Human Options..... 877-854-3594
Services for legal advocacy, shelter, counseling www.humanoptions.org

Radiant Futures.....877-531-5522
Services for legal advocacy, shelter, counseling, www.radiantfutures.org

Fullerton Free DV Support Group 714-928-7434

Fall Risk Reduction

<i>Preventing Falls - Home Safety Check List</i>		
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?		
Need to 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? Grab bars in place?		
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?		

Fall risk assessment services:

St. Joseph Hospital Rehabilitation Services.....714-771-8222
OC Office on Aging..... 714-480-6450

Balance and exercise classes:

CSUF Center for Successful Aging.....657-278-7012
St. Jude Center for Rehabilitation and Wellness..... 714-578-8770
Fullerton Family YMCA..... 714-879-9622

Learn what else you can do to help prevent falls:

Dignity At Home Fall Prevention..... 714-480-6450
Fall Prevention Center of Excellence..... www.StopFalls.org

Fitness and Well - Being

Most Community Centers have fitness and well-being classes geared towards older adults. Check with your local center for schedule and details.

SilverSneakers.....877-871-7020
Available at no cost through Medicare plans. Online and through certain gyms.

Walking for Wellness.....714-578-8770
Free walking program for seniors walking around / near the Brea Mall.

St Jude Medical Center Medical Fitness.....714-578-8770
A unique approach using exercise as a treatment to help with fitness and health with specialized programs for multiple health conditions and special needs.

Fullerton YMCA.....714-879-9622

Senior Social Groups.....714-578-8770
Monthly group sessions create a safe place for fun, conversations and peer connection.

North Orange County Continuing Education.....714-808-4909
Engage in physical, mental, and nutritional activities designed to enhance the quality of life.

Fiduciaries

The primary role of a Licensed Professional **Fiduciary** is to provide support and if necessary, protection to another person by managing their finances and/ or their care. The legal relationship between the Fiduciary and the "Client" is established either by a Court Order or other legal documents such as a trust, a will, or a power of attorney.

California Licensed Professional Fiduciaries are held to a higher ethical standard than everyday citizens. To become licensed, a person needs to meet the educational requirements, pass a comprehensive background check and pass both the National and California Exams.

Once licensed, a Professional Fiduciary can be appointed by the Superior Court to serve as a Conservator, Guardian, Trustee, Receiver or Executor of a Probate Estate. Most Professional Fiduciaries also work as privately hired Trustees, Executor, or Agents under a Power of Attorney or Advance Healthcare Directive.

Who may need the support of a Professional Fiduciary?

- a. Those who have cognitive or physical limitations.
- b. Those who are vulnerable to abuse, neglect, or exploitation.
- c. Those who do not have family or friends that are able to help.
- d. Those who want to ensure that their wishes are upheld and avoid burden or conflict with family and friends.

For more information on hiring and services provided by a Licensed Professional Fiduciary and for license verification:

- 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

Licensed professional fiduciaries in Orange County:

Acton Care Management, Lindsey Acton.....714-801-0175
lindsey@actoncaremanagement.com

Highland Guardian Services, Kelly McCoy.....949-635-4055
kelly.mccoy@highlandguardian.com

OC Probate and Trust Services, Laura Lane.....714-662-3000
laura@ocprotrust.com

Secure Fiduciary Services, Mark McKibbin.....714-293-2416
mark@securefiduciary.com

Financial Advisors / Planners

Before hiring an advisor, ask how they will be paid and whether the advisor will act as a fiduciary at all times (putting your interests ahead of their own).

Look for a **fee-only** advisor, not **fee-based**. Fee-Only means the advisor is only paid a fee by their client and not compensated in any other way. This removes many (but not all) of the inherent conflicts of interest. Fee-only advisors charge a percentage of assets under management, retainer or project/hourly fees.

Fee-Based means fees plus commission. Commission means the advisor is paid with transactions on investments like mutual funds or annuities. Compensation could also include revenue sharing agreements with other professionals or investment companies.

More information from the 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!" financial advisor screening sheet and get information on financial planning, elder care, and more at www.Help4Srs.org.

Fee-only financial advisors serving North Orange County:

Eclectic Associates www.EclecticAssociates.com.....714-738-0220

Fernandez Financial www.fernandezllc.com.....562-594-4454

Search for a fee-only advisor near you:

National Association of Personal Financial Advisorswww.napfa.org

Garrett Planning Network.....www.garrettplanningnetwork.com

Food Resources for Seniors

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

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

Orange County

Community Action Partnership.....714-667-0717 ext. 3613 or 3612

Anaheim

The Dwelling Place..... 714-777-4777

www.dwellingplacefoodpantry.com 5340 E La Palma Ave, Anaheim

Brea

Community Center - Senior Grocery Program..... 714-990-7750

Buena Park

Buena Park Community Center.....714-562-3500

Fullerton

Fullerton Senior Center..... 714-738-6575

340 W Commonwealth Ave, Fullerton.

<https://www.cityoffullerton.com/government/departments/parks-recreation/senior-programs/senior-nutrition-program>

Garden Grove

Orange County Food Bank/ Sr. Food Box..... 714-897-6670

11870 Monarch St., Garden Grove

www.OCFoodBank.org

La Habra

Iglesia Case de Oracion Church..... 562-232-6215

La Habra Hills Presbyterian Church..... 562-691-3296

Placentia

Senior Center..... 714-986-2333

143 S Bradford Avenue Placentia. www.placentia.org/339/Senior-Center

Yorba Linda

Food Distribution..... 714-961-7181

4501 Casa Loma Ave, Yorba Linda.

Friendship Baptist Church..... 714-579-7066

Yorba Linda Food for Families..... 714-273-9596

Friendly Visitor Programs

Friendly Visitors are trained, compassionate and helpful volunteers who may offer in-home visits, telephone calls, help around the house or shopping, etc.

Council on Aging - Southern California..... 714-479-0107

Meals-On-Wheels OC..... 714-220-0224

Project L.I.F.E..... 714-612-0306

NAMI Peer Program/ Silver Companion..... 657-643-7416

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.....949-646-7431 (pre-arrange) or 800-225-1601
7589 W. 19th St., Costa Mesa

Cypress

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

Fullerton

Accu-Care Cremation and Funerals.....714-535-5306 or 844-339-8806
1410 S. Acacia Ave., Suite D, Fullerton

Loma Vista Memorial Park..... 714-525-1575
701 E. Bastanchury Rd., Fullerton

McAulay and Wallace Mortuary.....714-525-4721
902 N. Harbor Blvd., Fullerton

Garden Grove

MMCC Muslim Mortuary and Cemetery.....877-991-6622

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

Geriatricians

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

Orange

UC Irvine Health SeniorHealth Center..... 714-456-7007
www.ucihealth.org/medical-services/programs/senior-health/

Orange (continued)

UC Irvine SeniorHealth HAPS.....877-427-7824
Assists with complex medical, psychological, and social challenges.

Lisa Gibbs, MD714-456-7007 (option #2)
Division Chief, Geriatric Medicine, and Gerontology

Neal H, Patel, D.O.....714-771-2800

Yorba Linda

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

Grief Support Groups

Anaheim Hills

San Antonio de Padua Catholic Church.....714-974-1416

Fullerton

Fullerton Free.....714-529-5544

Fullerton Senior Center.....714-738-6575

St. Jude Senior Services657-217-7796 or 877-459-3627

Orange

Mariposa.....714-547-6494

Irvine

St. John Neumann Catholic Church.....714-667-2341

St. Thomas More Catholic Church.....714-875-8126

Yorba Linda

St. Martin de Porres Church.....714-970-2771

Yorba Linda Friends Church.....714-777-2875

Santa Clara de Asis.....714-970-7885

Newport Beach

HOAG Bereavement Groups.....949-764-8585

Online groups:

GriefShare - faith-based classes in person or online. Locations throughout Orange County as well as online dates and times.

www.griefshare.org

VITAS Healthcare - weekly meetings online only.....888-974-1821

www.vitas.com/family-and-caregiver-support/grief-and-bereavement/grief-support

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..... 714-535-7508
200 N. Harbor Blvd., #110, Anaheim.
<https://www.hearinglife.com/hearing-aids-centers/california/anaheim>

Brea

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

Fullerton

Beltone Southern California.....714-672-9445
1020 E. Bastanchury Rd., Fullerton. www.BeltoneSC.com

Fullerton Hearing Center..... 714-871-0632
1843 N. Euclid St., Fullerton. www.FullertonHearing.com

Connect Hearing by AudioNova.....714-449-3344
1440 N Harbor Blvd, 9th Floor, Fullerton.
www.clinics.connecthearing.com/ca/fullerton/1440-n-harbor-blvd.html

Orange

The House Institute Hearing Aid Centers..... 714-760-9299
431 S. Batavia St. Suite 200 Orange. www.HouseProvidence.org

Word and Brown Hearing Center..... 714-639-4991
1310 W. Stewart Dr., Orange. www.WBHearingCenter.com

Hoarding Support / Cluttering Clean-up

Beyond our Belongings hoarding support group..... 657-234-3574

Hoarding Cleanup 800-462-7337
www.Hoardingcleanup.com

Address Our Mess..... 855-676-7848
www.clutterhoardingcleanup.com/resources/hoarding/online-help-hoarders

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

Maid in California..... 714-505-0900
Light cleaning to hoarding clean up. Assists with pest control, laundry, and home repair. www.MaidinCalifornia.com.

Steri-Clean, LLC..... 714-899-4225
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

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

Amramp www.AmRamp.com/LAOC..... 310-530-1570
Ramps, stair lifts, roll-in showers, etc.

AtHome Living Solutions..... 949-348-0188

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

Mobile Home Repair/Prof. Mobile Remodeling, Inc...... 714-738-7036

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

Home Services That Come to You

Barber / Hairdresser

Mobile Hair by Jon-Paul.....949-307-2748

Hair by Nichole..... 714-853-5959

Computer Assistance

The Computer Guys (will travel to clients).....714-940-1700

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

Dental

Jessica L. Woods, RDHAP..... 714-292-3291

www.DentalHygieneDirect.com

HomeCare Dentists..... 949-429-7100

www.HomeCareDentists.com

Doctors

Must be enrolled under doctor's care at time of home visit:

Lynda Adrig, MD.....949-855-7255

www.OCHousecalls.com

Senior Doc in home visit or by telehealth..... 855-434-7763

<http://www.seniordoc.com>

Homebase Medical..... 800-964-4364

<http://www.homebasemedical.com>

Do not need to be enrolled under Dr's care to receive in home visit:

Dispatch Health In-Home Care (UCI)..... 949-594-0447

www.ucihealth.org/medical-services/same-day-care/in-home-care

Manicurist

Mobile Couture Nails - Carolyn Reyes.....712-651-0055

Massage Therapist

Orange County Mobile Massage Therapy - Amber..... 714-719-5901

Medical Supplies

OC Medical Supply, Inc..... 714-956-4690

Emporium Medical Equipment..... 714-224-7474

Mobile Lab services

GetLabs for LabCorp844-886-3328
<https://www.labcorp.com/patients/labs-and-appointments>

Quest Labs866-697-8378
<https://appointment.questdiagnostics.com/schedule-appointments>

Mobile Notary

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

Marty Chiang.....408-677-1888

Nurses

Home Care Providers www.homecareproviders.com..... 714-671-6877

Visiting Nurses Association of OC www.vnahhs.com..... 949-263-4700

Providence at Home/Compassus Home Health OC..... 714-712-9500
www.providence.org/locations/socal/st-joseph-home-health-anaheim

Physical and Occupational Therapy

Rehab Without Walls *brain and spinal injuries*..... 800-741-1164
Private insurance only. www.RehabWithoutWalls.com.

Providence St Jude Medical Center for Wellness..... 714-578-8720

Lifetime Physical Therapy and Fitness..... 714-337-4511
www.LifetimePT.com

Pet Services

Mobile Veterinary Services, Inc..... 949-757-1440

Sunny Side Veterinary.....714-497-0829

Good Vibes Mobile Veterinary Services..... 657-527-9779

BetterVet..... 888-788-1165

Routine checkups, vaccinations, sick visits. Telemedicine is available.

Lap Of Love..... 949-310-0938

In home end of life euthanasia. Provides cremation services as well.

Podiatry

Dr. Robert Lords..... 714-996-7601

Paul Yoon, DPM www.YoonPodiatry.com..... 714-535-3668

Speech Therapy/Recreational Therapy/Registered Dietician

Rehab Without Walls..... 800-741-1164

Private insurance only. www.RehabWithoutWalls.com

Hospice Care

Vitas Hospice	714-406-4326
Family and caregiver support and education for end-of-life	
www.vitas.com/family-and-caregiver-support	
Salus Hospice	888-725-8742
Providence at Home/Compassus Hospice OC	714-712-9559
Sierra Hospice (English/Korean)	213-700-6989
Bella Vida Hospice (English/ Spanish)	323-721-8700

Housekeeping / Cleaning Services

The Maids	714-838-2255
Maid in California	714-505-0900
SoCal Cleaners	562-521-9803
Capable Cleaning	714-477-1791
Lupe's Cleaning Service LLC	562-416-2212

Housing Help and Information

Fair Housing Council of Orange County	714-569-0823
Free/low-cost counseling about housing rights www.FairHousingOC.org	

In-Home Care

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

Magnificare Home Care	949-438-8881
Home Care Providers	714-671-6877
Care Partners	949-556-3433
Senior Helpers North/ Central Orange County	714-694-0992
24 Hour Home Care	714-881-4245
Assisting Hands	949-216-3900
Care to Stay Home	800-828-9777
A-1 Home Care Services	877-929-8499
Attentive Home Care	800-731-0071
Comfort Keepers	714-202-0197
Home Instead Senior Care	714-288-1957
Providence at Home/Compassus Home Care Services	714-712-7100
Right At Home North OC	714-730-2647

Insurance: Medicare Plans

Barbara Gamboa – Gamboa Insurance Services..... 714-446-7154
Specializing in Medicare Benefits License #0713821

Jason Hibbard – Gamboa Insurance Services.....714-553-7475
Specializing in Medicare Benefits License #4230812

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

5 BIG Mistakes in Medicare Enrollment

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

Meal Delivery Options

Fullerton Meals-On-Wheels www.mowfullerton.org..... 714-871-2200

Meals-on-Wheels OC.....714-220-0224
low-cost program delivers. www.CommunitySeniorServ.org

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

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

Door Dash.....www.doordash.com/food-delivery/orange-ca-restaurants

Postmates..... www.postmates.com

Uber Eats.....www.ubereats.com

Memory: Hearing Loss Impacts Memory in 3 Ways

Research 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** - isolation makes your brain go from having to work hard to not working much at all. As areas of the brain goes unused; they shrink or get taken over for other duties.
-

Memory and Brain Health

Alzheimer's Association..... 800-272-3900

24/7 Helpline with master's-level clinicians and specialists for confidential support & information. Educational classes & support groups. www.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

Mental wellness therapy and tests for older adults with or without mild dementia. www.CognitiveCareSolutions.com

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

Board certified neurologists participate in clinical trials. 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

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

Memory screenings. www.UCIrvineHealth.org

UCI MIND.....949-824-2382

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

Ways to improve your memory and brain health:

- a. **Exercise:** Physical activity increases blood flow to the brain, which can help with memory, thinking, learning, and problem-solving.
- b. **Eat well:** A healthy diet can help protect your memory. Beans are a good source of fiber, B vitamins, and omega fatty acids, which can help with memory and concentration. Limiting refined carbohydrates, which can cause blood sugar spikes, may also help.
- c. **Stay mentally active:** Engage in brain-challenging activities, like learning a new skill, and keep your mind active.
- d. **Sleep well:** Getting enough sleep, usually seven to eight hours each night, can help improve memory.
- e. **Protect your head:** Wear a helmet when participating in activities that could lead to a head injury, like biking, skiing, or riding a motorcycle.
- f. **Manage chronic health problems:** Keeping blood pressure, cholesterol, and blood sugar check can help protect your memory.
- g. **Stay socially active**
Spend time with friends and family or volunteer in your community.

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:

- Displays confusion with time or place
- Exhibits challenges in planning or problem solving
- Experiences memory changes that disrupt daily life
- Has difficulty completing familiar tasks (i.e. gets lost driving to a local store)
- Has trouble understanding visual images and spatial relationships
- Hides memory loss to create an acceptable social image
- Loses the ability to join in or actively contribute to conversations
- Losing the ability to learn / retain new information or perform new tasks
- Misplaces things and loses the ability to retrace steps
- Withdraw from work or isolate 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

Preventing 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 trying to make pain or suffering end.

Risk Factors and Warning Signs

- Marked feelings of hopelessness, lack of interest in future plans
- Medical conditions that significantly limit functioning or life expectancy
- Prior suicide attempts
- Withdrawing or isolating themselves
- Extreme mood swings
- Talking about wanting to die, feelings of hopelessness or no reason to live
- Alcohol or medication misuse or abuse
- 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

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 are 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.
- 3. Offer Help and Support** - "You're not alone - let's work together on this."

Visit www.988lifeline.org for more information

Hot and Warm Lines

Call or text if in a mental health crisis or emotional distress.....988
Didi Hirsch Crisis Hot Line.....877-727-4747
NAMI OC Warm Line.....714-991-6412
Deaf LEAD Crisis line videophone.....321-800-3323
Centralized Assessment Team Orange County.....855-625-4657

Direct Mental Health Services/ Agencies

Brea Resource Center, Counseling Services.....714-990-7150
Gary Center, Counseling Srvs. (La Habra)..... 562-264-6000
Mental Health Association (MHA).....714-547-7559
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
Mental Health line (provides guidance and resources)..... 866-903-3787

Cognitive Care Solutions.....714-545-3390
Mental wellness in-home therapy for older adults with or without mild dementia. www.CognitiveCareSolutions.com

Independence At Home (must be a SCAN member).....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)...714-202-4750
60 years & older experiencing early onset of mental health conditions or at risk. Support Groups, Home Visits/Case Management, Socialization activities.
www.ocmecca.org

National Alliance on Mental Illness OC (NAMI OC).....714-544-8488
No cost help with mental health wellness, loneliness, and emotional support. Provides community resources, educational programs, Peer programs, meetings, support groups and family support throughout OC. www.NAMIOC.org

Orange County mental health:
www.ochealthinfo.com/services-programs/mental-health-crisis-recovery

Moving

A Positive Approach.....949-306-5024
Specialized in move management, relocation and organizing. Handling 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
Moving services. Help you clean and organize your home.
www.BlueSkyEstateServices.com

Helping Hands Relocation..... 949-338-7342
Planning and moving services. www.HelpingHands-online.com

WellRive.....844-204-5619
Planning and packing. WellRive

Parkinson's Disease

Parkinson's Orange County..... www.parkinsonsoc.org
Connecting people to support groups, fitness, supportive services, etc.

Parkinson's Foundation, www.parkinsonsresource.org.....877-775-4111

Stanford Parkinson's Community Outreach

Resources and information about the disease, virtual events. Southern CA resources: <https://med.stanford.edu/parkinsons/pd-organizations/socal.html>

Personal Emergency Response Systems and Home Safety

Lively.....866-359-5606
A cellphone with options such as emergency services, calling Lyft rides, fall detection, app that alerts family/ friends if there is an emergency.
www.Lively.com

Life Alert.....800-360-0329
Different options for wearable buttons and bracelets, including for use in the shower and on the go. www.LifeAlert.com

Lifeline.....866-681-5351
PERS for at home or on the go. www.lifeline.com

MedicAlert Foundation (ID Bracelets).....800-432-5378
www.medicalert.org

Alarm Central Inc.....949-768-7768
<https://alarmcentralinc.com/>

Health, Wellness, and Safety Monitoring Program..... 714-744-3800
Mini sensors in the home. Watches for changes & contacts emergency services.

Google Nest, www.nest.com..... 855-888-8209

Pharmacies (Compounding)

AUM Pharmacy..... 714-495-2779
710 N. Euclid St., Suite 103, Anaheim www.AUMRx.com

Central Drugs Compounding Pharmacy www.CentralDrugsRx.com
1955 Sunnycrest Dr., 100, Fullerton..... 714-515-1530
520 W. La Habra Blvd., La Habra..... 877-447-7077

Prescriptions - Low-Cost Options

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

HealthWell Foundation.....800-675-8416
Aid with copays and other costs. www.healthwellfoundation.org/

Accessia Health Foundation.....800-366-7741
Provides aid with copays and other costs. www.Accessiahealth.org

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

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

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

Rx Hope www.RxHope.com
Patient assistance programs.

Blink Health.....www.blinkhealth.com
Low-cost, online prescriptions that can be picked up at many pharmacies.

Walmart..... www.walmart.com/cp/pharmacy/5431

PAN Foundation.....866-316-7236
<https://www.panfoundation.org/>

Real Estate/ Seniors Real Estate Specialists (SRES)

Circa Properties/Susan & Annette Real Estate Group, Susan Hirzel & Annette MacDonald/SRES & Probate certified DRE #01904282
Contact at 714-225-2014 or SusanAndAnnette@gmail.com

The Moisa Group Real Estate, Ruth Moisa SRES, DRE #00868137
Contact at: 714-713-4442 or ruth@themoisagroup.com

TNG Real Estate, Val Muir, GRI/SRES, DRE #01015975
Contact at: 714-307-4867 or www.tngrealestate.com

Reverse Mortgage Specialists

Don McCue, Reverse Mortgage Plus.....909-822-3036/626-482-9771

Yolanda Arciniega, Jadestone Mortgage.....714-323-9627

Jim Zures, Arbor Financial Group..... 714-392-3889

Steven Uldall, California Freedom Real Estate..... 714-402-7001

Kimberly McFee, Reverse Mortgage Educators.....714-227-6601

Senior Centers

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

Fullerton

Fullerton Senior Citizens Club.....714-738-6305
340 W. Commonwealth Ave.

La Habra

La Habra Community Center.....562-383-4200
101 E. La Habra Blvd.

Orange

Orange Senior Center.....714-538-9633
170 S. Olive St.

Placentia

Placentia Senior Center..... 714-986-2332
143 S. Bradford Ave.

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, coviaconnections@covia.org..... 877-797-7299
Classes and support groups with trained staff or volunteers at no cost.

Transportation Options

Abrazar, Inc......714-702-1433
Helps seniors get to and from medical appointments & Adult Day Health Care.
www.Abrazarinc.com

Go-Go Grandparent..... 855-464-6872
Rides and meal delivery services like Lyft / Uber. www.GoGoGrandparent.com

OC ACCESS..... 714-560-5956 or 877-628-2232
Shared-ride service due to a disability. www.octa.net, search "OC Access."

St. Jude Senior Medical Transportation Program..... 714-446-5916
To & from doctor's appointments, classes, groups & therapy sessions at St. Jude.

Access California Services, www.accesscal.org..... 714-917-0440

RideWell Non-Medical Transport..... 949-822-8626

UpLift Non-Emergency Medical Transportation.....949-771-7701
Able to accommodate gurney, wheelchair, and ambulatory riders.

Options for rides within individual cities:

Anaheim Senior Wheels..... 714-765-4510
Anaheim residents aged 60 years or above.

Brea Senior Shuttle..... 714-990-7750
Free transport to & from the Brea Senior Center. Small fee if outside of Brea.

Fullerton Taxi Voucher Program.....714-738-6548

La Habra Shuttle.....562-383-4200
La Habra residents aged 60+. Travel in La Habra, to 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 60+.
<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

Magnificare Home Care.....949-438-8881

Senior Helpers..... 714-694-0992

Providence Home Care.....714-426-9430

Comfort Keepers.....714-202-0197

Patient accompaniment to patient's surgery, operation or medical check-up

Veterans Benefits

Veterans Benefit Administration..... www.benefits.va.gov

AMVETS (American Veterans).....877-726-8387
Veterans Service Officers in N. Orange County. amvets@amvets.org

CalVet (California Department of Veterans Affairs).....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 www.VetsLegal.com

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

U.S. Vets.....800-413-5160
Case management, housing, financial and legal assistance. www.usvets.org

Veterans' Health Care

VA Anaheim Clinic	714-763-5300
Mental Health Clinic	562-826-5603
VA Brea Benefits Counseling	714-990-7150
VA Santa Ana Clinic	714-434-4600

Veterans Support Services

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, Suite #150

Goodwill of Orange County Tierney Center for Veteran Services (FREE)
One-Stop resource serving veterans and their families.....**855-998-3837**
www.ocgoodwill.org/veteran-services

Veteran's Crisis Hotline..... **800-273-8255**

OC4Vets..... **714-480-6467**
Vets helping vets. Services for behavioral health, wellness & fitness and other.

Court Support 4 Vets Program.....**714-480-6476**
Assists Veterans involved in Orange County's civil and criminal legal system.

Home Depot and Habitat for Humanity OC..... **714-434-6200**
Safety and disability accommodations (low-income veterans' home-repair project). <https://habitatoc.org/veterans/>

VA Medical Benefits Package (based on military service)..... **877-222-8387**
www.va.gov/healthbenefits/access/prescriptions.asp

TRICARE Pharmacy Program.....**877-363-1303**
Active duty and retired service members and their families.

ALL SERVICES ARE FREE!!

- **Advance Directive Planning**
Medical needs/wants planning information, resources, information, and assistance. Notary service for advanced directives. Call: (714) 446 5916
- **Healing Hearts after Loss - Bereavement Group**
Grief recovery support group for anyone working through the pain of loss
In-Person and virtual every Thursday from 1:30 -3pm
Call: (657) 217 7796 or (877) 459 3627
- **Stroke Survivors Support and Education Group**
Group for survivors, caregivers and family members. Education, resources, support. Meets every 1st and 3rd Monday from 1:30 - 3pm
Call: (877) 459 3627
- **Art Class**
All about creativity, destressing, and socializing.
Call: (714) 446 5916
- **Technology Training - Digital Literacy Class**
Basic electronic skills building for laptops/cellphones. obtain an electronic device for those who qualify. Call: (714) 446 5916
- **Transportation (Medical Non-Emergency) For Low-Income Seniors**
Transportation services for low-income St. Jude older adults to SJMC appointments and therapies **Limited Distance**
Call: (714) 446 5916
- **Gamboa Insurance Services**
Barbara Gamboa, Insurance Services, CA License #0713821. Specializing in Medicare, Supplemental and Medicare Advantage insurance.
Call: (714) 446 7154 or (714) 264 6801
- **Gamboa Insurance Services**
Jason Hibbard, Gamboa Insurance, CA License # 4230812. Specializing in Medicare, Supplemental and Medicare Advantage insurance. (714) 553-7475
- **Senior Resources 101 Class/ Senior Resource Guide**
Information/education on essential services needed for older adults.
Free Senior Resource Guide, contact nocsc.fullerton@gmail.com
or www.seniorcare101.org



caregiver
RESOURCE CENTER

Caregiving Includes Caring For Me



Caregiver Resource Center OC is a trusted partner for Orange County families coping with physical, emotional, and financial responsibilities of caregiving.

Since 1988, Caregiver Resource Center OC has assisted families and professionals caring for an adult over the age of sixty needing support with daily living or a person under age sixty with an adult onset brain impairing condition such as Alzheimer's, stroke, Parkinson's, traumatic brain injury, and Huntington's Disease.

Services are offered in English, Spanish, Korean and Vietnamese.

For more information, contact us today!

www.caregiveroc.org
(800) 543-8312

130 W. Bastanchury Rd, Fullerton, CA 92835
Located in the Bastanchury Square Center



SERVICES ARE FREE AND INCLUDE:

- Information & Assistance**
- Support Groups**
- Education & Training**
- Individual Counseling**
- Comprehensive Assessment**
- Long Term Care Planning**
- Referral & Linkage**
- Case Management**
- Respite Planning**

The materials or product were a result of a project funded by a contract with the California Department of Aging (CDA), as allocated by the Orange County Board of Supervisors and administered by the Office on Aging. Supporting data is available by contacting County of Orange Office on Aging at 1300 S. Grand Ave., Building B, Santa Ana, CA 92705 (714)480-6450. The conclusions and opinions expressed may not be those of the CDA and that the publication may not be based upon or inclusive of all raw data. Services are provided free of charge. Voluntary contributions are gratefully accepted, and no one is denied for inability to contribute.

Glossary of Common Terms

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)
FMLA:	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

“Youth is the gift of nature, but age is a work of art.”

Stanislaw Jerzy Lec



This **Senior Resource Guide** offers a wide variety of largely free services to older adults and their families/caregivers in the community.

The North Orange County Senior Collaborative (NOCSC, www.NOCSC.org) assists in editing and providing the information for the Senior Resource Guide.

NOCSC is a service organization and a cooperative effort by both private and public entities and people 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.



NORTH ORANGE COUNTY SENIOR COLLABORATIVE

2/23/2026