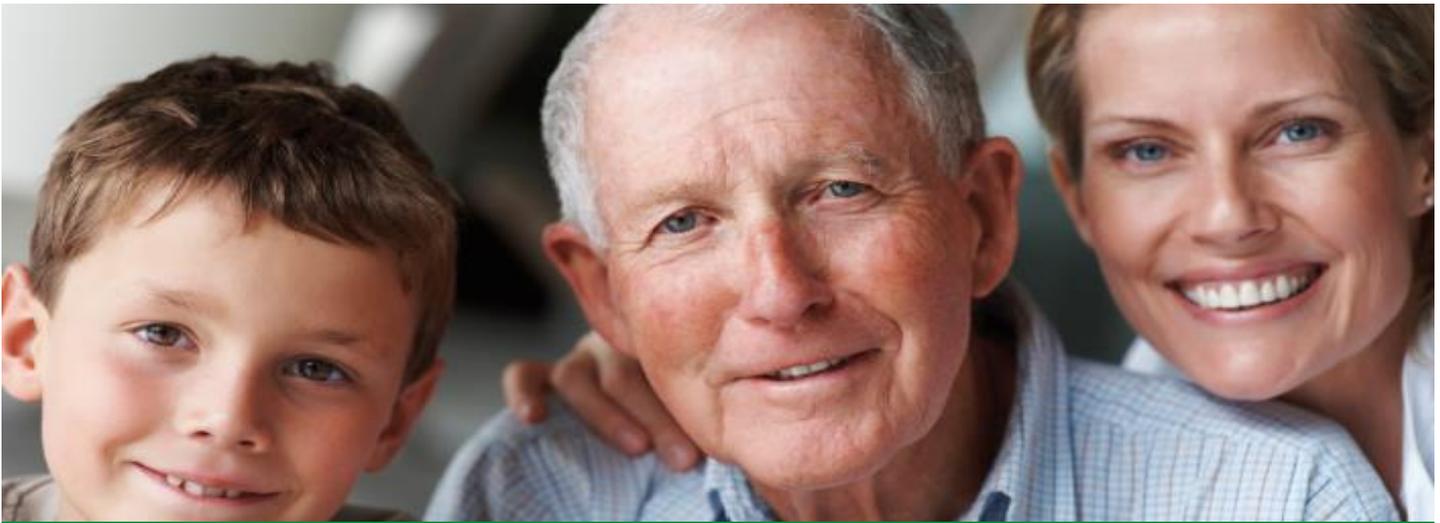




2018 – 2019
Senior Resource Guide
Steps and Services in Senior Care
North Orange County, California

St. Jude Medical Center, Senior Services
and
North Orange County Senior Collaborative



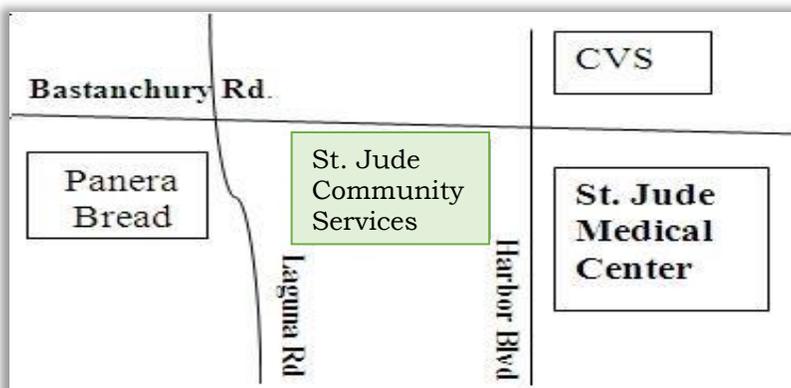
Senior Care 101

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

We can help! Join one of our free 1 hour classes to learn about...

- How you can get organized
- Resources to help you cope
- Legal documents you need
- How you can get help paying for care
- In-home care options
- How to find the right care setting

Where: St. Jude Community Services
130 Bastanchury Road, Fullerton, CA
(Entrance and parking is off of Laguna Rd.)



**Call us at
714-446-7035
to sign up for a class.**

**Classes held on the 4th
Wednesday* of the
month from 7 – 8 pm.**

(*4th Tuesday in November.)

**We hold classes for
groups too!**

Call us today to schedule a
class for your group event.

St. Joseph Health 
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About This Guide

We wrote this **Senior Resource Guide** to help people care for older adults. If you are a senior, family caregiver, resident, or professional in North Orange County, CA, then this guide is for you.

Whether it is a friend, family member, or client that is in need, there are many things you can do to help. You may even use this guide to plan for your own future. Caring for an older adult, even yourself, takes a lot of love. So in this guide, we often call the person you're caring for "your loved one."

This guide will tell you what steps you need to take to care for your loved one. It will help you make a plan for their care. It will also help you find resources in North Orange County and other parts of the County.

There is no advertising in this guide, and no one paid to be in it. This guide does not list every service that you could use. These resources are just a few of the many senior services in North Orange County. Just because they are listed here, doesn't mean that we recommend them. This guide will help you get started, but there are other resources that may better meet your needs.

This Senior Resource Guide was edited and published by:

- North Orange County Senior Collaborative.....www.NOCSC.org
- St. Jude Medical Center/Senior Services .. www.StJudeMedicalCenter.org
- OC Family Caregiver Resource Center.....www.CaregiverOC.org
- The Institute for Healthcare Advancementwww.ih4health.org

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STEPS in Senior Care

The purpose of the North Orange County Senior Resource Guide is to help you quickly and as accurately as possible consider and prepare for what may lie ahead. The Resource Guide is divided into two parts ~ Steps and Services. The first steps you'll need to consider begin here . . .

Step One: Looking at Legal and Health Issues

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

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

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

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

First Questions To Ask And Answer

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

14. What is the best way to access community resources? _____
15. How will you manage it all ~ *and still maintain a life of your own?* _____

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

Information That You Will Need About Your Loved One

1. Make sure you know the senior's date of birth and Social Security number
 - a. You will need this information to access many services
2. Collect information about medical providers
 - a. If you haven't done so already, gather details about your loved one's physicians and health insurance
3. Names, phone numbers and addresses of the senior's medical professionals
 - a. Doctors, Dentist and Pharmacy (be sure to include complete details about any arrangements the senior has made for discount prescriptions)
4. Copies of health insurance policies and the front and back of all insurance cards. If your loved one is 65 or older, you will need a copy of their Medicare card
5. Make a list of all medications:
 - a. Prescription drugs and over-the-counter drugs (such as aspirin, antacids, herbal remedies, nutritional supplements ~ even daily multi-vitamins)

- b. Include dosage amounts and instructions for taking them (time of day, with food or between meals, etc.) *Take this list with you to ALL of your loved one's medical appointments* to help avoid dangerous prescription drugs interactions
 - c. Date and results of recent medical tests such as x-rays, CT scans and MRI's, dental, hearing and eye tests, etc.
6. Complete health history
 - a. Be sure to take this with you to all of your loved one's medical appointments
 - b. Include major illness and medical conditions for your loved one's parents, brothers and sisters
 7. Learn as much as possible about the medical condition afflicting the senior
 - a. Talk to his or her doctors about the disorder
 - b. Study the symptoms & progression of the disease so you can anticipate what might come next
 8. With your loved one's approval, consider calling a family meeting
 - a. Try to involve trusted family members early in the process. Early input from them will facilitate communication and decision-making down the line
 - b. Allow all family members a chance to express themselves and their feelings
 - c. When possible, designate a person to be responsible for each task - set goals
 9. Be respectful of the older adult ~ always ask for their consent, opinion, preferences and ideas ~ this is about them and about their life

Legal Issues and Tools

First Task ~ Organize Papers

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

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

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

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

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

1. Trusts
2. Wills
3. Power of Attorney for Finances

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

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

Second Task ~ Choose An Attorney

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

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

Finding An Elder Law Attorney

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

1. NAELA

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

2. For additional information go to the Elder Law section on *page 41*

Third Task ~ Get Ready For The Attorney Visit

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

1. Make a list: Discuss with your spouse, partner, or those helping you what questions are on your mind. Write them down
2. Think about your care managers: If you were unable to manage your finances and health care, who would you choose for those important jobs? Do you have alternates in mind? Would they agree to serve?
3. Are there doubts about the present ability of the client to understand and sign documents? If so, mention this to the attorney very soon!
4. If the client has a serious, chronic or terminal illness, or if there is some other urgency mention it to the attorney immediately!
5. When you make the appointment, ask the attorney these questions:
 - Does the attorney offer a no-charge first visit?
 - What documents should you bring to the meeting?
 - Should you complete a questionnaire first?
 - Will the attorney want to meet privately with the client?
 - Are family members welcome? Are designated trustees or health care agents welcome?
 - If the attorney accepts the case, what are the fees and costs? When will the client receive the legal services agreement for review? (In most cases, attorneys are required to have a written agreement for any legal work. It must be signed by both client and attorney)

Advance Care Planning Basics

1. Every adult needs an Advance Healthcare Directive:

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

2. Complete a POLST with your doctor's help if you presently have a serious life-threatening or terminal illness. *Physician Orders for Life Sustaining Treatment* forms are detailed doctor's orders which reflect your choices about life support options or resuscitation. These orders are kept in your medical chart. The law requires doctors, emergency medical responders, and healthcare workers to honor these detailed choices. Similar documents are often called **DNR (Do Not Resuscitate)**.

3. On June 9, 2016, the California End of Life Option Act took effect.

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

- * **California Department of Justice - Advance Healthcare Directives**
https://oag.ca.gov/consumers/general/adv_hc_dir
- * **Coalition for Compassionate Care of California (non-profit)**
<http://coalitionccc.org>
- * **Five Wishes – Changing the way we plan for end of life care**
<https://www.agingwithdignity.org/five-wishes/about-five-wishes>

Medical Privacy and HIPAA

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

A HIPAA release is a document signed and dated by you to authorize use and disclosure of protected health information for reasons other than treatment, payment or health care operations. An authorization must contain a description of the protected health information, the names of persons permitted

to make a disclosure, the names of persons to whom the covered entity may disclose, an expiration date or event, an explanation of the individual's right to revoke, how to revoke, and a statement about potential re-disclosures.

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

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

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

What Kind Of Medical Care Do You Need?

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

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

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

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

Meet with a Doctor

What Is A Geriatrician And Why Should You See One?

Geriatricians (jer-ee-uh-trish-uhns) are doctors with extra training in caring for older adults. They help seniors manage common disorders, like high blood pressure, diabetes, and arthritis. Geriatricians are Board Certified with the American Medical Association and they also understand how physical health problems affect other aspects of seniors' lives ~ their mobility, social interaction and ability to live as independently as before.

Geriatricians look beyond the medical problems to see their impact on a patient's overall well-being. They understand that health care involves not only medical examinations but also mental, spiritual, functional and social wellbeing.

Having a proper diagnosis is important in understanding what is needed to help older adults maintain their good health, improve their health with specialized care, and receive the care they need to age in place or to live a quality life in a supportive community. (See a listing of Geriatricians in North and Central County on [page 32-33](#))

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

Getting The Most Out Of Your Doctor Visit

A doctor's visit can be stressful. You may forget some of the things you wanted to talk to them about. So it's important to plan ahead for your visit. If you can take someone with you to your doctor's visit, consider doing so ~ it is often difficult to remember everything the physician tells or asks a patient to do.

On the next page are some things you can do to make the most out of your doctor's visit.

Preparing For A Doctor's Visit

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

1. If you have diabetes or hypertension, bring your home-monitoring records;
2. Bring all your medications, including herbals, supplements and vitamins. If you can't bring the medications, be sure and bring an up-to-date list of medications and supplements. Keep this list handy;
3. Bring a tape recorder or a health care folder or notebook to write down the doctor's responses to your questions and her/his advice about treatment and other information for follow-up;
4. If you feel you need support in communicating with the doctor, in remembering information, or if you have a complicated health problem, have a friend or relative accompany you to be your advocate and to help you remember information;
5. Ask the doctor to write down her / his responses to your questions;
6. Feel free to ask questions about your medications ~ make sure you understand the medication's purpose ~ also ask if this is a generic or a brand name medication; (See [page 46](#) for low-cost medication options)
7. Let the doctor know if you do not understand anything being said;
8. Before you leave the office, make sure that you understand about your condition, your treatments, your medications, when you need to meet the goals prescribed by your doctor, and when you need to follow up with another visit;
9. After the visit, be sure to follow through with the Plan you discussed
10. Also see [page 32-33](#) for Geriatrician suggestions

Step 2: Consider Your Housing Options

Types and Costs of In-Home Care

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

1. **Personal Caregiver / Companion**
 - Provide friendly companionship
 - May also be a 'Hospital Sitter' or for Respite Care in some cases
 - Assists with light housework, meals, shopping, laundry, errands, etc.
 - No coverage by most health insurance policies

2. **Caregivers / Home Health Aide Services**

- Assist with personal needs such as activities of daily living, bathing, feeding, some bedside care, etc.
- May also assist with transportation to doctors and therapy appointments
- May perform errands such as food shopping, picking up prescriptions
- May help with meal preparation and light housekeeping
- Provide medication reminders ~ no skilled nursing tasks or dispensing medication
- Usually not covered by most health insurance policies

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

- For specific acute and immediate licensed nursing care (i.e., trach care, IV's, etc.)
- For insurance reimbursement you must have a doctor's order and show written documentation of procedure which could only be performed by an R.N. or L.V.N. on a continuous basis
- Nurses do not typically perform housekeeping duties

How Much Will It Cost?

Not surprisingly, the cost of all types of care has steadily risen over the years ~ from homemaker services to nursing home care. Over the next few years rates for care will rise significantly. The best estimate for care costs can be found on The Genworth Cost of Care Study:

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

Rates listed below are average Orange County, California rates ~ *you may find some services that are higher depending on need and other variables.*

- | | |
|----------------------------------|---------------------------------------|
| • Personal Caregiver / Companion | \$20-27 OC Average <i>Hourly</i> Rate |
| • Caregivers / Home Health Aide | \$22-30 OC Average <i>Hourly</i> Rate |
| • Adult Day Health Care (ADHC) | \$83 OC Average <i>Daily</i> Rate |
| • Assisted Living Facility (ALF) | \$4,275+ OC <i>Monthly</i> Rate |
| • Memory Care Facility | \$5,500+ OC <i>Monthly</i> Rate |
| • Nursing Home Care (SNF) | \$263+ OC Average <i>Daily</i> Rate |

IMPORTANT ~ Caregivers as Independent Contractors and Private Pay:

Please do not assume that you can classify a private caregiver as an independent contractor. *In most cases state law classifies caregivers as employees.* If you are planning to hire a caregiver privately consult with an attorney or CPA. There are legal requirements to hiring private caregiver employees. Among them are Social Security benefits, Unemployment Insurance, Workman's Compensation and other costs. Be aware of your legal responsibilities. See *page 39-40* for more information on in-home care agencies.

Guidelines and 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. Can you provide service in the area during the client's requested hours?
4. Does management have any healthcare experience or background?
5. What is the agencies' 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? Whose insurance is used?
11. How do they hire and evaluate their employees? Can caregivers be interviewed? What specific trainings do your caregivers get? How often?
12. Are the caregivers employees of the agency? Is Worker's Compensation Coverage, payroll taxes and expenses covered by the agency?
13. Are references available from a previous employer or agency?
14. Are agency personnel available after-hours 24/7 for consultation?
15. Is the agency a VA Approved Provider or do they have experience working with veterans and/or the VA and VA benefit plans for home care?

Types of Residential Settings

Aging in Place (In Your Own Residence) is something that many people consider doing for as long as possible. (Please see the *InfoBox* on [page 15](#) for things to consider.) An important consideration is safety ~ the senior's safety, and anyone they may live with. Other considerations include finances, convenience, social supports and transportation.

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

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

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

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

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

Aging In Place ~ Things To Consider

1. Consider living in your own home if you have a relatively small one-story home, or can move downstairs
2. Install safety equipment such as grab bars, handrails, ramps, extra lighting, a security system, obtain a personal emergency response system if necessary, etc. *(See pages 37, 44-45)*
3. Remove clutter (paper, boxes, old mail, catalogs, etc.) from closets, counters, etc. *(See Page 37)*
4. Remove minimally used / unnecessary items (i.e., books, clothing / shoes, old equipment, cookware, furniture, etc.) ~ if you haven't used it in a year ~ **TOSS IT!** *(See Page 38)*
5. Make sure items that are on shelves, drawers or cupboards are within *easy* reaching distance ~ avoid reaching more than 2-6 inches over head
6. Identify reliable, low-cost and convenient transportation options *(Pg 49-50)*
7. Notice how far your frequently used services (grocery store, drug store, doctors' offices, shopping mall, etc.) are from your home ~ close is better!
8. Consider financial issues ~ mortgage, medical costs, food, caregiver, etc.
9. Are all of your legal tools current and in place (Trust / Will, Advance Directive, PoA's, etc.) *(Pages 4-9)*
10. What is the distance to close friends and family members ~ *avoid isolation!*

Assisted Living / Memory Care - Options In Long-Term Care

When older adults can no longer live independently, family and caregivers are faced with the difficult decision of what type of care to select — because not all long-term care options are created equal. Two of the fastest-growing types of residential senior care are assisted living and memory care. But what are the

differences between the two, and what are the most important factors in making that choice? If the senior is still active and vital, but can no longer live entirely independently and needs assistance with everyday activities such as bathing, eating and dressing, one of the options available is assisted living.

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

1. Bigger is not always better. Some residents with cognitive impairment can be over stimulated in a large environment and may do better in a calmer, homelike setting such as a 6-Bed Residential Care Home.
2. Shared or Private Room? Studies show that a shared room / restroom is not only less expensive, but can be better for residents with dementia as some become more anxious when alone. Socialization and active engagement should be a priority.
3. Observe the staff to see how they interact with residents (speak to residents by name, make good eye contact, walk with or gently touch residents, etc.). Observe other residents to see if you think they would be compatible with your loved one. A place that is perfect for one person may be completely wrong for another.
4. Don't be distracted by the décor. Fancy amenities are nice to look at but don't have a heart. Without compassionate, trained and experienced staff, none of that matters.
5. Expect an adjustment period. It takes time for a resident to get used to a new environment and it takes time for the staff to get to know their likes and dislikes too.
6. Visit at different times of the day to get a better picture of care and attentiveness quality. Observe meals, activities (variety, interaction and purpose for the activity).
7. Do your research or enlist the help of a professional who knows the history and reputation of care facilities in your area. At the same time, trust your own gut feelings. Nobody knows your loved one as well as you and your family.
8. For information on a placement specialist in your area, please *see page 38*.

According to the Assisted Living Federation of America, assisted living is defined as “a long-term care option that combines housing, support services and health care, as needed.” Personal care services in assisted living often include transportation, light housekeeping, meals, medication management, and care is available around the clock. Seniors in assisted living usually have the option of a private room or shared space in an apartment, depending on their preferences and budget. As older adults age, they may simply need a little extra help with everyday tasks, or they may require more specialized nursing care if they have age-related issues with mobility, or conditions such as dementia. Assisted living facilities vary in terms of what services they offer, but some of them do provide memory care services, usually in a dementia special care unit (SCU). Among other things, memory care units are typically

locked to prevent wandering and often have a higher staff/patient ratio. Assisted living facilities are not federally regulated, but they should be licensed by the state they are located in.

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 (*see page 47*) and adult day health services (*see page 25*) in the senior's living area ~ what kind of care do they offer, transportation (*see pages 48-50*), etc.
 - b. What are the some of the best in-home care agencies around? (*See page 39-40 for suggestions.*) What meal delivery (*see page 36*) and Friendly Visitor (*see page 31*) support options are available? Are they a Veteran (*see pages 50-52*)?
 - c. Assess the senior's balance and mobility gaps and skills (*pages 28-29*) and determine needs/resources
2. Even if this is an acute crisis that is likely to pass, *start gathering information* about assisted living facilities and other long-term care options. When the time comes, you will want to be able to offer the senior a range of options to choose from.
3. Recognize that loss of sight, hearing loss, memory loss, confusion, incontinence and depression are not normal aspects of aging. In many cases, these are treatable conditions ~ they could very well be the result of prescription drug interactions or drug side effects and need to be assessed for that. Failure to identify or treat these conditions may place elderly patients at risk of unnecessary functional decline. (*pages 42-43*)
4. If your loved one lives in an assisted living facility at some distance from you, one of your concerns will be replenishing your loved one's health care supplies at a reasonable price. While you can hire a personal shopper, it may be less expensive and just as reliable for you to shop online and have the supplies delivered to your loved one.
5. Consider hiring a geriatric care manager or using a placement specialist
 - a. These professionals are trained to quickly assess the overall situation, make recommendations about needed services and, if necessary, coordinate community resources (*see pages 25-26, and 38*) for more information / suggestions

Talk To And Consult With . . .

6. Consult with and
 - a. Talk to trusted friends, neighbors, acquaintances ~ anyone with experience in caring for an elder

- b. Assemble a mosaic of information about how to proceed and what to expect down the line. You will learn that others have been there before and found their way through ~ though sometimes with great difficulty and sadness
7. Talk with the older adult in your family and
 - a. Allow them as much independence as circumstances permit
 - b. Remember that the caregiver's role is to help them maintain as much control over their lives as feasible, not take it away
 - c. Allow them to make their own decisions unless the decisions become harmful to them. The more you can consult with them, consider their desires, and truly respect them, the smoother the transition in your relationship will be
 - d. Make sure that everyone on the caregiving team ~ whether they are family members, friends or professionals ~ has the information they need to perform their responsibilities
 - e. Make a list of emergency numbers, family contact numbers and other items and distribute it to those who might need it
 - f. Family members should know how to locate legal, financial and medical documents like durable powers of attorney, trusts / wills
 - g. Investment account statements and health insurance policies /who and where
 8. If the senior is still living at home, make sure you and others in their inner circle have keys to the residence in case of emergency
 9. Keep good notes
 - a. Whenever you talk to a doctor, lawyer, insurance company, service agency, government office or advocacy organization, write down the date and the name of the person you spoke with, contact information and the substance of the conversation
 - b. Keep separate files for different areas of concern ~ financial topics, medical affairs, real estate, vehicles, insurance, and so on

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

10. Acknowledge your own feelings of loss, anger, shock and confusion. Perhaps you realized this moment was coming, perhaps not. In any event, you are likely to find unsettling emotions bubbling through the surface. Allow yourself time to experience them. *Take care of yourself!*

Elder Abuse Prevention, Resources and Reporting

Twelve Simple Steps to Protect Yourself From Cyber Elder Abuse

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

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

Emergency Phone Calls

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

Since **911** is for emergencies only, it helps to understand when to call and when not to call. An emergency is any serious situation where a law enforcement officer, fire fighter, or emergency medical help is needed right away. If you have to make such a call, please consider these tips:

1. **Try to remain calm.** *Breathe.* This helps both you and the dispatcher.
2. **Is someone hurt or in danger? Do you need the fire department, police, or ambulance?** Identify yourself and the individual who needs **911**. Give descriptions like age, gender, height/weight, & medical condition,
3. **Know your location.** *State your name and address clearly.*
4. **Be aware of your surroundings** so you can describe where things are at.
5. **Don't hang up.** *Stay on the line ~ the dispatcher needs to keep in contact.*
6. **Let the 911 dispatcher guide the conversation, be patient and follow all directions.** *You're in good hands ~ ask for clarification if you need it.*
7. **Have a list of medications prepared.** Consider including other documents such as an Advance Directive, POLST, emergency contacts, or allergies.
8. **Help emergency responders locate and gain access to your residence:**
 - ✓ Consider a "hide-a-key" or a lock box with a key inside. Contact your local fire department so they can enter the code into their database to transmit to paramedics if unable to unlock the door.
 - ✓ Ensure proper lighting on the exterior of your home. Make sure your address has large numbers visible from the street.
 - ✓ Remove any barriers or hazards that would prevent safe access while carrying equipment or stretcher.
9. **What to expect when help arrives:**

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

 - ✓ Paramedics are trained to know what each hospital does best. They may go to a hospital that specializes in the patient's condition, rather than the nearest hospital. Be receptive and trust their judgment.
 - ✓ Depending upon the local department, you may be allowed to ride inside the ambulance with the patient.
 - ✓ Being transported by ambulance is no guarantee you will be seen faster, you may stay in the emergency waiting room. Patients are seen by need.
10. **Did you know:**
 - ✓ The fire department can conduct a 'Back-to-Bed' call to help someone who has fallen down and needs help getting up. Let **911** know your need.
 - ✓ *Some* local community fire departments have a program that allows you 'Back-to-Bed' calls for a designated number of times and a nominal annual fee. Check with your local fire department for more information.
 - ✓ *If you need a ride to the hospital and it is not life threatening, call an ambulance company and request a non-emergency ride to the hospital.*

Disaster Preparedness

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

5 Disaster Preparedness Steps to Take

1. Keep emergency medication, contact numbers and ID handy at all times
2. Store 3 days supply of food, water, first aid kit, flashlight, battery operated radio, whistle, wind-up clock and extra cash
3. Have garbage bags and ties, and moist towelettes for personal sanitation
4. Test smoke alarms bi-annually (i.e., June 1st / December 1st)
5. In an emergency, take cover, stay indoors and know your evacuation plan

General Sources of Information and Services for Seniors

2-1-1 Orange County2-1-1

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

Adult Protective Services ~ Orange County800-451-5155

Report either voluntarily (confidentially) or as a mandated reporter suspected concerns regarding a dependent adult / elder abuse situation that may be perpetrated by *others* (physical, neglect, financial, abandonment, isolation, abduction, etc.) or *self-neglect* (physical care, medical care, health & safety hazards, malnutrition / dehydration, other). 24 Hour Confidential Hotline <http://ssa.ocgov.com/abuse/elder/making>

Alzheimer's Association800-272-3900

In addition to Alzheimer's research information, on-line classes, and the 24-Hour phone line, they also offer a monthly telephone caregiver support group facilitated by trained staff. Their online social networking community [ALZConnected®](http://alzconnected.org) provides a safe place for people to connect with others in similar situations. <https://www.alz.org/oc/>

Alzheimer's Family Services Center714 593-9630

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

Alzheimer's Orange County949-955-9000

Alzheimer's Orange County provide direct patient and family services and classes to aid present and future victims and caregivers of Alzheimer's disease and related disorders, they work to increase public awareness and research cause and cure. For more information see: www.alzoc.org/

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

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

www.brailleinstitute.org/orangecounty

CalOptima / OneCare (for Cal Optima Direct members).....714-246-8400

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

City Governments

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

Council on Aging – Southern California714-479-0107

Provide direct service to families of older adults and persons with disabilities through its six programs: Long-Term Care Residential Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), Friendly Visitors /ReConnect Early Intervention Services for Older Adults (EISOA) Program, the Benefits Enrollment Program, Financial Abuse Specialist Team (FAST), and ANSWERS – a free resource guide for seniors and their families. www.coaoc.org

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

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

Family Caregiver Resource Center of Orange County714-446-5030

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

Orange County Office on Aging800-510-2020

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

www.officeonaging.ocgov.com

Orange County Vital Aging Program949-764-6288

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

OSHER / OLLI ~ Osher Lifelong Learning Institute657-278-2446

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

www.Olli.Fullerton.edu/

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

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

SeniorServ714-220-0224

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

www.communityseniorserv.org

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

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

www.stjudemedicalcenter.org

UC Irvine Health Senior Health Center714-456-7007

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

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

Helpful Websites

- www.aarp.orgAmerican Association of Retired Persons
- www.adrcoc.org/.....Aging and Disability Resource Connection of OC
- www.canhr.orgCalifornia Advocates for Nursing Home Reform~
information for MediCal long-term care payment
- www.cms.govCMS-Centers for Medicare and Medicaid Services
- www.NAELA.org/National Academy of Elder Law Attorneys
- <https://www.ncoa.org/>National Council on Aging
- www.nocsc.org/North Orange County Senior Collaborative
- www.officeonaging.ocgov.comOffice on Aging of Orange County
- www.ocagingservicescollaborative.org/Orange County Aging Services
Collaborative
- <http://ochealthiertogether.org>Orange County Older Adult Profile, 2016
-

SERVICES With Seniors In Mind

Adult Day Care / Adult Day Health Care (ADHC)

Adult day care centers and adult day health care centers (also known as Community Based Adult Services – CBAS) take care of older adults' needs for social activities, meals, recreation, and some health-related services. Some adult day care centers offer rehab after hospital discharge too and offer services in other languages as well. These centers are a good choice if you need a break from caring for your loved one. They cost about \$83 per day, and many are open 10 to 12 hours a day.

Anaheim

- **Sultan ADHC (Persian/English) 714-778-9000**
- **SeniorServ ADHC (Spanish/Tagalog/English) 714-220-2114**
- **Westview Centers of Southern California (Span/Eng) ... 714-517-6606**

Brea

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

Buena Park

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

Fullerton

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

Garden Grove

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

Huntington Beach

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

Care Management

A **geriatric care manager** is a professional that can help you figure out what kind of care your loved one needs, like home visits, help with grocery shopping, and housework. They can also help you make a care plan, and make sure that plan is followed. Most charge about \$50 to \$200 per hour.

Here are some geriatric care managers in Orange County:

- **Deborah Beatty, RN 714-602-9910**
For more information, go to: www.ProfessionalNursePartners.com
- **Rosemary DeCuir 714-3937192**
Learn more at: www.alliancefamilyadvocates.com

- **Maryann Goodman** 949-307-0637
Learn more at: www.MaryannGoodman.com
- **Teresa Le Leux, MSG/MHA** 949-701-5125
Learn more at: www.TeresaLeLeux.com

Your loved one may be able to get free care management if they qualify financially. Check these resources for more information:

- **Council on Aging – Southern California** 714-479-0107
Council on Aging serves families of older adults and people with disabilities. They can teach you about health insurance, financial abuse, and patient rights for long-term care. They also have programs to help older adults stay connected with others. Learn more at: www.COASC.org
- **Family Caregiver Resource Center of Orange County** ... 714-446-5030
The Family Caregiver Resource Center helps families cope with caring for an older adult. They have classes, counseling, support groups, and more. Learn more at: www.CaregiverOC.org
- **OC Social Services – In-Home Support Services** 714-825-3000
In-Home Support Services (IHSS) are for older adults and people that are disabled or frail and have a low income. IHSS helps with house cleaning, shopping, cooking, laundry and personal care. If your income is too high, you may have to pay for part of the services. ssa.ocgov.com/elder/ihss
- **Orange County Social Services Agency** 800-281-9799
Call to sign up for CalFresh (food stamps), Medi-Cal, or Medicare.
- **PACE** (Program of All-Inclusive Care for the Elderly) 714-468-1100
PACE is a Medicare and Medi-Cal program for older adults. They work with seniors to come up with a care plan that meets their needs so they can still live independently. To learn more, go to: www.CalOptima.org
- **SeniorServ Care Coordination** 714-220-0224
SeniorServ’s Care Coordination program will deliver meals 5 days a week and set up daily visits from a care manager. The care manager will help your loved one get things like health care, therapy, and legal assistance. Visit: www.SeniorServ.org to learn more.
- **Social Security Administration** 800-772-1213
Call to learn about SSI, social security, and where you can find a Social Security office near you. Call anytime for recorded information. If you would like to speak with a person, call Monday to Friday/7 am - 7 pm.
- **St. Jude Medical Center – Caring Neighbors** 714-446-7064
This free program supports low income seniors with friendly home visits and phone calls. The friendly visitor helps with errands, light housekeeping, and exercise. Visit www.StJudeMedicalCenter.org and search for “Senior Services” for more information.

Disability Resources

Ability Tools **800-390-2699** or (TTY) **800-900-0706**

Ability Tools connects Californians with disabilities to assistive technology devices, tools, and services. Learn more at www.AbilityTools.org

Aging and Disability Resource Connection of Orange County (ADRC)

www.adrcoc.org

800-510-2020

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

Center for Successful Aging / Cal State Fullerton..... **657-278-7012**

Office on Aging Resource Line **714-480-6450**

St. Jude Wellness Center **714-578-8770**

YMCA Family Center / Fullerton **714-879-9622**

Braille Institute – Anaheim Center..... **714-821-5000**

527 N. Dale Ave., Anaheim

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

California Assistive Technology Network **800-390-2699**

TTY 800-900-0706

CAT Network maintains a database of AT resources and providers in California, and can help locate sources of AT for specific disabilities. Referrals are made to groups that provide guidance about AT and to potential AT funding sources. The AT Network can assist you with an Assistive Technology Loan Guarantee Program (low interest loan) to purchase AT devices. This program offers loans up to a maximum of \$20,000. Learn more at: www.atnet.org

Dayle McIntosh Center **714-621-3300** or **657-233-8140** (video phone)

Dayle McIntosh Center has 5 kinds of services: support services, skills training, transition assistance, services for the deaf, and community services. Learn more by visiting: www.DayleMC.org

Deaf and Disabled Telecommunications Program **800-806-1191** (TTY)

You may be able to get a free phone that makes it easier to hear, dial, and call. They have phones with big buttons, captions, picture dialing, and more. Go to: www.DDTP.org for more information.

Disability Rights California..... **800-776-5746** or **800-719-5798** (TTY)

Disability Rights California works with people who have disabilities to protect their legal rights. They can give you legal advice or representation, education, and support. Learn more at: www.DisabilityRightsCA.org

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

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

Fall Risk Reduction

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

Fall Reduction / Home Safety Check List			
ENTRANCES	OK	Fix	
Steps ~ is there a railing and is it secure? Is there a ramp or need for a ramp? <i>(See Page 37)</i>			
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? <i>(See Page 44-45)</i>			
Widen or clear pathways by re-arranging furniture.			
KITCHEN			
Is floor clear of clutter? <i>(See Pages 36-37)</i>			
Are items / cupboards within easy reach (upper and lower)?			
BATHROOM			
Is there a nightlight in the bathroom?			
Does shower or tub have non-skid surfaces (mat, decal or strips)?			
Does the tub or shower have sturdy grab bars?			
Are floors kept dry and do they have a non-slip surface?			
Do bathroom rugs have non-skid backing?			
Are you able to get off and on the toilet easily?			
Are there grab bars to make getting up easier? <i>(See Page 37)</i>			
STAIRWAYS AND HALLWAYS			
Can stairway be lighted from top and bottom of steps?			
Is there a handrail and is it solid and sturdy?			
Are steps in good repair?			
HEAT / VENTILATION / SECURITY / FIRE			
Are there smoke/CO detectors and a fire extinguisher?			
Are thermometer displays easily readable/accessible?			

Are you worried that your loved one may fall and hurt themselves? You can help them prevent falls. Here are 3 easy steps you can take:

1. **Get a fall risk assessment for their home.** Many agencies will do in-home fall risk assessments for free. St. Joseph and St. Jude Medical Center will come to your loved one's home to do a fall risk assessment. Just call:
 - **St. Joseph Hospital Rehabilitation Services** 714-771-8222
 - **St. Jude Medical Center – Senior Services** 714-446-7064
2. **Sign them up for older adult balance and exercise classes.** Check your local senior center for class days and times. (See *page 47* for a list of senior centers in North Orange County.) You can also find exercise and mobility classes at...
 - **CSUF Center for Successful Aging** 657-278-7012
 - **OC Office on Aging** 714-480-6450
 - **St. Jude Center for Rehabilitation and Wellness** 714-578-8770
 - **Fullerton Family YMCA** 714-879-9622
3. **Learn what else you can do to help prevent falls** by going to these websites:
 - **Centers for Disease Control** www.CDC.gov/Steady/Patient.html
 - **Fall Prevention Center of Excellence** www.StopFalls.org
 - **OC Down With Falls Coalition** www.DownWithFalls.org

Financial Services

Fiduciaries

A **fiduciary** (fih-doo-she-air-ree) is someone that promises to act in your loved one's best interest. They can represent and carry out your loved one's wishes now, when they can't make their own choices, or after they pass away. They can help your loved one take care of their banking, daily care needs, and more.

Who needs a Professional Fiduciary?

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

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

The California Professional Fiduciaries Bureau: www.fiduciary.ca.gov
 The Professional Fiduciary Association of California: www.pfac-pro.org
 The National Guardianship Association: www.guardianship.org

Learn more about fiduciaries on California's Professional Fiduciary Association website. Check if a fiduciary is licensed by going to: www.Fiduciary.CA.gov

If you choose to hire a fiduciary, you'll want someone that is licensed. Here are some licensed professional fiduciaries in Orange County:

- **Golden State Fiduciary Solutions**, Rob Saslow..... **949-335-7085**
- **OC Probate and Trust Services**, Becky Cote..... **714-662-3000**
- **Secure Fiduciary Services**, Mark McKibbin..... **714-293-2416**

Financial Advisors / Planners

Anyone can call themselves a financial advisor or planner.

You want someone that will act as a fiduciary (fih-doo-she-air-ree).

Fiduciaries promise to act in your loved one's best interest.

Look for someone that's fee-only, not fee-based.

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

- **Eclectic Associates** **714-738-0220**
1021 W. Bastanchury Rd., Suite 120, Fullerton
To learn more, go to www.EclecticAssociates.com
- **Garrett Planning Network**..... **913-268-1500**
Find a local planner at www.GarrettPlanningNetwork.com
- **Healthcare and Elder Law Programs (HELP)** **310-533-1996**
HELP has low cost and free services for seniors and their families.
- **KNR Consulting Group, Inc.** **949-218-3900**
2802 Cabot Road, Ste. #800, Laguna Nigel
www.knrconsultinggroup.com

They can answer your legal questions about financial planning, elder care, and more. To learn more, go to www.Help4Srs.org

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

- **The Consumer Financial Protection Bureau Guide**
To read it, go to www.ConsumerFinance.gov and search "know your financial adviser."
- **The National Association of Personal Financial Planners Guide**
Read it at www.NAPFA.org by searching "how to find an advisor."

Costa Mesa

- **Neptune Society of OC** /Pre-arrangement714-730-1450
7589 W. 19th St., Costa Mesa / Immediate Need800-225-1601

Cypress

- **Forest Lawn**..... 714-828-3131
4471 Lincoln Ave., Cypress

Fullerton

- **Accu-Care Cremation and Funerals**..... 844-550-7897
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

Orange

- **Catholic Cemeteries** 714-532-6551
7845 E. Santiago Canyon Rd., Orange

Santa Ana

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

Body and Organ Donations

Visit www.som.uci.edu/WilledBody, www.ScienceCare.com, or the National Disease Research Interchange at www.NDRResource.org to learn more about donating your body after death.

Geriatricians

St. Jude Medical Group and UCI have geriatricians. See *pages 10-12*

Diamond Bar

- David Rhodes, MD

Fullerton

- **Fouzia Asif, MD** 714-449-6900
2720 N. Harbor Blvd., #100, Fullerton
- **Bruce Mutter, MD** 714-449-6900
2720 N. Harbor Blvd., #100, Fullerton
- **Kiho Woo, MD** 714-447-5027
241 E. Imperial Hwy., #350, Fullerton

Yorba Linda

- **Ana I. Ivanova, MD**..... 714-577-6656
4300 Rose Dr., Suite R, Yorba Linda

UC Irvine Medical Center **714-456-7007**
101 The City Drive South, Orange

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

UC Irvine SeniorHealth HAPS **714-456-7007**

UC Irvine Health Assessment Program for Seniors is a comprehensive medical assessment designed to assist older adults with complex medical, psychological and social challenges. It involves a thorough evaluation by a geriatrician, neuropsychologist, pharmacist, nutritionist, social worker and occupational therapist. Services are available in multiple languages ~ ask for what you need.

- | | |
|--------------------------------------|------------------------------|
| • Raciela (Rachel) Austin, NP | Katayoun Khalighi, MD |
| • Reza Talebi Dolouei, MD | Shahira Khour, MD |
| • Valerie George, PA-C | Sonia Sehgal, MD |
| • Lisa M. Gibbs, MD | Herbert C. Sier, MD |
| • Claudia Helen Kawas, MD | Steven Tam, MD |
| • Megan Whalen, NP | |

Grief Support Groups

Brea

- **St. Angela Merici Catholic Church** **714-529-6776**
2 Thursdays each month, 7 pm to 9 pm

Fullerton

- **First Evangelical Free Church** **714-529-5544**
Tuesdays, 7:30 pm to 9 pm
- **Fullerton Senior Center** **714-738-6305**
Mondays, 12:30 pm to 2 pm / Wednesdays, 1 pm to 2:30 pm
- **St. Jude Medical Center – Healing Hearts After Loss** **877-459-3627**
Thursdays, 1:30 pm to 3 pm

Yorba Linda

- **St. Martin de Porres Church** **714-970-2771**
1st and 3rd Saturdays, 9 am to 10:30 am
- **Yorba Linda Friends Church** **714-777-2875**
1st and 3rd Wednesdays, 7 pm to 9 pm

Hearing Centers

Visit a **hearing center** to get your ears tested, fitted for a hearing aid, or treated for ringing in the ears. They can even make you special ear plugs to protect your ears from loud sounds. An audiologist will test your hearing level.

Anaheim

- **Anaheim Hearing Center** **714-408-2209**
200 N. Harbor Blvd., #110, Anaheim, CA 92805
Learn more at www.AnaheimHearing.com

Brea

- **Brea Hearing Center** **714-255-8395**
385 W. Central Ave., Unit A, Brea, CA 92821
Visit www.AnaheimHearing.com to learn more.

Fullerton

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

Orange

- **House Providence Hearing Health Center** **714-516-9570**
1046 W. Town and County Rd., Building G, Orange CA 92868
Visit www.HouseProvidence.org for more information.
- **Word and Brown Hearing Center** **714-602-2797**
1310 Stewart Dr., Orange, CA 92868
Learn more at www.WBHearingCenter.com

Home Health Services

Does your loved one have trouble leaving the house? If so, think about hiring someone that can come to their home. From haircuts to speech therapy, many services will come to you.

Barber / Hairdresser

- **Color Masters Hair ~ I Travel To You! Colleen Botto.** .. **714-633-5240**
- **Mobile Hair by Jon-Paul** **949-415-4247**
Visit www.MobileHairByJonPaul.com to learn more

Dental

- **Ann Bui, RDHAP, B.S., Mobile Dental Hygienist** **562-281-5628**

- **Jessica L. Woods, RDHAP**..... 714-292-3291
Learn more at www.DentalHygieneDirect.com

- **HomeCare Dentists** 949-429-7100
For more information, go to www.HomeCareDentists.com

Doctors

- **Lynda Adrig, MD** 949-855-7255
Check www.OCHousecalls.com for a list of services.

- **John M. Geiss, DO** 714-577-2271
For more information, go to www.GeissMed.com

- **HouseCall Doctors** 800-964-4364
Learn more at www.HouseCallDoctorsMedicalGroup.com

- **Robert Schreiman, MD** 714-352-5800
Go to: <https://www.sjo.org/our-doctors/s/robert-schreiman-md/>

Massage Therapy

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

Medical Supplies

- **Apria Healthcare** 888-492-7742
Find more information at www.Apria.com

- **At Home Medical**..... 714-556-4663
Learn more at www.idamed.com

- **Horizon Oxygen and Medical Equipment, Inc.** 714-575-8901
Visit www.HorizonOxygen.com for more information.

- **Night and Day LLC** 714-558-7746

- **Med2U Healthcare**..... 760-230-5906
Learn more at www.Med2U.com

Nurses

- **Visiting Nurses Association of Orange County** 949-263-4700
Learn more at www.vnahhs.com

- **St. Joseph Home Care Services – Nurse Next Door** 714-712-9500
Go to www.StJosephHomeHealth.org and search for “Nurse Next Door”

Occupational Therapy

- **Rehab Without Walls**..... 866-734-2296
Visit www.RehabWithoutWalls.com for more information.

Physical Therapy

- **Lifetime Physical Therapy and Fitness**..... 714-337-4511
Learn more at www.LifetimePT.com

- **Rehab Without Walls**..... 866-734-2296

Podiatry (Foot Care)

- **Virgil Hernandez, DPM, AME** **714-265-5824**
- **James C. Lee, DPM** **714-777-0750**
Learn more at www.OCFootSurgery.com
- **Paul Yoon, DPM**..... **714-535-3668**
To learn more, go to www.YoonPodiatry.com

Speech Therapy

- **Rehab Without Walls**..... **866-734-2296**
Visit www.RehabWithoutWalls.com for more information.

Home Meal Delivery

Fullerton Meals-On-Wheels **714-871-2200**

Volunteer delivered meals through the Assistance League of Fullerton

LifeSpring Home Nutrition..... **800-798-5767**

Choose from frozen, diabetic friendly meals that are lower in salt, cholesterol, and saturated fat. Learn more at www.LifeSpringMeals.com

Mom's Meals..... **877-508-6667**

Choose from a menu of refrigerated meals that are made for special diets, like gluten free and heart friendly. To learn more, go to www.MomsMeals.com

SeniorServ Meals-on-Wheels **714-220-0224**

Meals-on-Wheels is a low-cost program that delivers 3 daily meals to homebound seniors, Monday to Friday. Their meals are low in salt, cholesterol, and saturated fat. Learn more at www.CommunitySeniorServ.org

Senior Centers can also help with meals and food for older adults. See “Senior Centers” on page 43 for some in North Orange County.

Home and Housing

Hoarding Clean-up

AAA Hoarding and Biohazard Removal..... **800-818-6493**

Call anytime for help with hoarding clean up. They do everything from sorting to deep cleaning. Learn more at www.AAAHoardingBiohazard.com

Maid in California..... **714-505-0900**

Maid in California does everything from light cleaning to hoarding clean up. They can also help with pest control, laundry, and home repair. Go to www.MaidInCalifornia.com to learn more.

Steri-Clean, LLC 714-899-4225

Steri-Clean has many hoarding clean up options, from complete clean out to organizing and recovering items of importance. Visit www.Steri-Clean.com for more information.

Home Improvement and Repair**Adray's VP Handyman and Construction Services..... 714-921-9616**

249 E. Emerson Ave., Suite B, Orange Go to: www.VPHandyman.com

Alfredo Sanchez ~ Just-What-You-Need-Handyman.....714-921-9616**All Pro Builders, Inc. 714-255-0131**

1400 W. Commonwealth Ave., Fullerton Go to: www.AllProBuildersInc.com

Amramp 310-530-1570

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

Antonio Cordero ~ All Purpose Handyman714-787-8665**AtHome Living Solutions 949-348-0188**

Help people with disabilities get around easier. Go to: www.AtHome4.com

Dennis Botto ~ Lic., #562844 / Construction and Repair714-747-3939**H and H Bath and Safety..... 626-344-9779**

Install grab bars, shower seats, walk-in tubs, etc. www.HHBathAndSafety.com

Mobile Home Repair/Prof. Mobile Remodeling, Inc.714-738-7036**Scotty's Family Plumbing562-290-3614****Veterans Home Repair *See Page 52*****Housekeeping / Cleaning Services**

These cleaning services are licensed, insured, and bonded. Bonding is a kind of insurance. It will pay if your cleaner steals from you or breaks something you own, or unemployment if they get hurt at your house

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

Housing Help and Information**Fair Housing Council of Orange County..... 714-569-0823**

The Fair Housing Council has free and low-cost counseling for people that want to learn about their housing rights and responsibilities. Learn more at www.FairHousingOC.org

Housing and Urban Development (HUD) **714-796-5577**
Visit the HUD website at www.HUD.gov to find affordable rentals and housing.

2-1-1 OC **211** or **888-600-4357**
Call or go online for help with housing. Go to: www.211oc.org/housing.html

Housing Placement

Be careful about looking for help with senior housing on your own. If you go online, read the site's privacy policy before you tell them about yourself. Many sites will sell or share your information with others. You want one that will keep your information private. Reliable placement specialists will help you find the best care setting for your loved one. Choose from independent living, assisted living, memory care, short respite care, board-and-care, etc. They'll work with you to place your loved one in housing that meets your needs.

Some senior housing and referral agencies are a part of the Southern California Association of Senior Referral Agencies (SCASRA). These agencies follow the same set of rules and professional conduct. www.SCASRA.com

Here are some agencies that offer *free* help with housing placement. They are members of SCASRA or agree to keep your personal information private.

- **About Senior Living** / Heather Williams **949-922-4305**
www.AboutSeniorLiving.com
- **Care Patrol** / Suad Huerta **714-624-1875**
www.CarePatrol.com
- **Clear Choice Senior Services** / Linda Armas **714-404-8210**
[www.Linda4Seniors@yahoo.com](mailto:Linda4Seniors@yahoo.com)
- **Oasis Senior Advisor** / Michael Strom **714-788-8331**
mstrom@youroasisadvisor.com
- **Senior Solutions** / Pauline Hampton **714-318-0835**
seniorsolutions03@gmail.com
- **Trusted Senior Placement, Inc.** / Teresa Jepson **714-533-4015**
www.TrustedSeniorPlacement.com

Moving and Home Organizing

10-Mile-Mover **714-453-9700**
The company offers low local rates for pick-up, delivery and storage and see themselves "Like Uber for Pickup Trucks". Return 1% of their profits to the non-profit, "Patriots and Paws". Go to: 10milemover.com

A Senior Sensitive Service / Golden West Moving, Inc. **888-899-8480**
Specializing in move management, relocation and storage. Handling the

stressful logistics and physical demands of planning, sorting, packing, estate disbursement, unpacking and home set up. www.aseniorsensitiveservice.com

Blue Sky Estate Services 714-308-4892

Blue Sky can help you sell or rent out your home. They also help with moving. They will help you clean and organize your home so you can decide what to keep or donate. Learn more at www.BlueSkyEstateServices.com

Gentle Transitions 800-619-3049

Gentle Transitions takes care of every detail of a move, from planning and packing to picture hanging and making the beds. For more info, go to www.GentleTransitions.com

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

Helping Hands is a premium moving service. They help with planning, packing, moving, unpacking, and more. Learn more at www.HelpingHands-online.com

Senior Real Estate Specialists

Impact Properties ~ Aaron Zapata, MBA, SRES, Brea.....714-482-3217

Lic. #BRE#01356534 Learn more at: www.impactprop.com/aaron-zapata/

The Moisa Group Real Estate, Ruth Moisa SRES, Brea.....714-713-4442

Lic. #BRE#00868137 Learn more at: ruthmoisa@yahoo.com

TNG Real Estate, Maury Oglevie & Val Muir, GRI/SRES, Brea...714-334-1432

Lic. #BRE#01239332 Learn more at: www.tngrealestate.com

In-Home Care

In-home care is for older adults that need help with day-to-day activities. The in-home care agencies listed in this guide are licensed by the State of California and are screened, bonded, and background checked. Learn about in-home care, how to choose a caregiver and how much it costs on [page 13-14](#).

- **24 Hr. Home Care 949-656-7862**
- **A-1 Home Care Services 562-929-8400**
- **Accredited Home Care 714-973-1234**
- **Allways Home Care 866-360-2618**
- **Attentive Home Care 714-516-9200**
- **Blue Sea Home Care Services 888-814-0119**
- **Comfort Keepers 714-202-0197**
- **Home Instead Senior Care 714-871-4274**
- **Home Care Providers 714-671-6877**

- **Horizon Senior Services, Inc.** 714-696-7230
- **LivHome** 949-794-9470
- **ResCare HomeCare** 800-707-8781
- **Right At Home Care For Seniors** 714-730-2647
- **Senior Helpers**..... 714-694-0992
- **St. Joseph Home Care Services – Nurse Next Door** 714-712-7100

Insurance

Insurance can be confusing. Many people have a hard time understanding it. Try the Health Insurance Counseling and Advocacy Program (HICAP) or call one of these insurance agents. They can tell you about Medicare plans.

- **Health Insurance Counseling and Advocacy Program**..... 800-434-0222
They will help you understand your Medicare benefits so that you can get the most out of your plan. Learn more at www.COASC.org
- **Martha T. Collins, RHU @ Martin & Associates**714-879-9880
Independent Agent, License #0788313
- **Barbara Gamboa ~ Health Insurance Agent**714-446-7154
Independent Agent, License #0713821 /Auth. Insurance ~ St. Jude Medical Center

5 BIG Mistakes in Medicare Enrollment

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

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

Mistake 3: Guessing vs. researching when picking specific plans

Mistake 4: Not applying for extra financial help

Mistake 5: Not re-evaluating your coverage every year

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

Lawyers – Elder Law Attorneys

It is important to work with your family, spouse or attorney as you consider who to choose when establishing your trust, power of attorney and advance health care directive and other legal concerns. Your preferences, values and life story are essential. Here are some elder law attorneys in North Orange County. Visit the National Academy of Elder Law Attorneys: www.NAELA.org

Anaheim

- **Patrick McNally**..... **714-988-6370**
4875 E. La Palma Ave., #603, Anaheim

Fullerton

- **Marty Burbank** **714-525-4600**
619 N. Harbor Blvd., Fullerton
- **Kathleen O'Connor Robertson**..... **714-738-6435**
2501 E. Chapman Ave., Suite 290, Fullerton
- **Daniel R. York**..... **714-738-3400**
1953 E. Chapman Ave., Fullerton Learn more at www.DanYorkLaw.com

Garden Grove

- **Michelle West**..... **714-703-1500**
12431 Lewis St., Suite 102, Garden Grove

Santa Ana

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

Memory and Brain Health

Memory Assessment

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

Recognizing the Early Signs of Memory Loss Problems

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

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

When to Call a Doctor

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

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

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

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

You can call the Alzheimer's Association Helpline any time or day. Or visit their website at www.alz.org/OC to take online classes or join a support group.

Alzheimer's Orange County 844-435-7259

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

Cognitive Care Solutions 714-545-3390

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

Orange County Vital Brain Aging Program 949-764-6288

Come in for a \$45 memory test, or go online for memory tests you can do on your own. Learn how to keep your brain healthy and more at www.OCBrain.org

Pharmacology Research Institute (PRI) 714-827-3672

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

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

Are you worried that your memory is getting worse? Call to make an appointment for a memory screening. Go to www.UCIrvineHealth.org

UC Irvine Health – Health Assessment Program for Seniors .. 877-427-7824

The Health Assessment Program for Seniors (HAPS) is for seniors with chronic health issues. Learn more at www.UCIrvineHealth.org by searching for “HAPS.”

UCI MIND 949-824-2382

Institute for Memory Impairments and Neurological Disorders. A state and federally sponsored program providing specialized assessment for patients with Alzheimer's disease and related disorders. Go to: www.alz.uci.edu/ucimind

Mental and Behavioral Health Care for Older Adults

For mental health emergencies, call...

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

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

Chapman's Discoveries Program 714-633-0011

2601 E. Chapman Ave., Orange, CA 92869

Discoveries is for people 55 and older with mental health problems. They help with mental health assessment, treatment planning, and more. For more information, call or go to www.Chapman-GMC.com/Discoveries_Program

Cognitive Care Solutions 714-545-3390

1526 Brookhollow Dr., Suite 73, Santa Ana, CA 92705 Cognitive Care helps with mental wellness therapy for older adults with or without mild dementia.

They can help you and your loved one adjust to and cope with dementia. Learn more at www.CognitiveCareSolutions.com

Direct Services / Classes / Hot and Warm Lines ~ Call:

Brea Resource Center, Counseling Svcs.	714-990-7150
Didi Hirsch Crisis Hot Line	877-727-4747
Friends of Family Behavioral Health Center (La Habra)	562-501-1750
Gary Center, Counseling Svcs. (La Habra)	562-264-6000
Mental Health Association (MHA)	714-547-7559
NAMI OC Warm Line	714-991-6412
OC Wellness Center / Central (Tustin)	714-361-4860
OC Wellness Center / West (Garden Grove)	657-667-6455
Orange County Older Adult Services	714-972-3700

The County offers mental health treatment and prevention. For more information go to: www.OCHHealthInfo.com/BHS/About/AOABH

National Alliance on Mental Illness OC (NAMI OC) 714-544-8488

NAMI has free help with mental health, substance abuse, loneliness, free classes, community resources, meetings and support groups on mental health. Learn more about them at www.NAMIOC.org

St. Jude Medical Center – Senior Services 714-446-7017

Call for more information on St. Jude’s weekly free Senior Depression Support Group and in-home therapy.

Personal Emergency Response Systems

Personal emergency response systems (PERS) are worn around your wrist, waist, or neck. If your loved one falls or has a health issue or emergency, they can use the PERS to call for help. Here are just a few companies that you can choose from:

- **Great Call** **866-359-5606**
Great Call has PERS that connect to your loved one’s cell phone. With a push of the button, it will connect them with help and family members. Learn more at www.GreatCall.com
- **Life Alert** **800-360-0329**
Life Alert has a couple protection services. Choose from wearable buttons or one that you can put in the shower. Learn more at www.LifeAlert.com
- **Philips Lifeline** **949-273-6465**
Philips Lifeline has PERS that work at home or on the go. Learn more at www.lifeline.philips.com

There are many other options that help your loved one stay safe. You can have a system installed in your loved one’s home that lets you keep an eye on their day-to-day life. Here are a few companies that offer these systems:

- **Alarm.com** **949-768-7768**

This system lets you keep an eye on your loved one's daily life. Make sure they're getting up and about or set up text alerts if they leave home unexpectedly. Go to: www.alarm.com/ProductServices/Wellness.aspx

- **Health, Wellness, and Safety Monitoring Program** **714-744-3800**
This program puts mini sensors around your loved one's home. They watch for changes and can contact you or emergency services if needed.
- **MediAlert Foundation (ID Bracelets)**.....**888-633-4298**
www.medicalert.org
- **Nest** – Home automation system with multiple integrations. Keep an eye on what's happening at home. Learn more at: www.nest.com

Pharmacies and Prescriptions

Medication Dispensing Equipment

Medication dispensing equipment keeps your loved one's pills organized and reminds them when it's time to take their medication. Some of them can even call you if your loved one hasn't taken their pills. Here are 3 kinds that you may want to try:

- **Tab Safe**..... **877-700-8600**
Learn more at www.TabSafe.com
- **MedMinder** **949-273-6465**
Visit Americas.Tunstall.com/Products and scroll down to MedMinder.
- **Philips Lifeline** Medication dispensing service**949-273-6465**
Multiple options ~ learn more at: www.lifelinemedalert.com

Pharmacies

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

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

Prescriptions ~ Low Cost Options

Benefits Check Up

Benefits Check Up is an easy-to-use online tool. It asks basic questions to find programs that you can sign up for to get help paying for medications and healthcare. Try it out at www.BenefitsCheckUp.org

Blink Health Order online prescriptions with low-cost negotiated prices on 15,000 medications that can be picked up at many major pharmacies and chain stores. Try it out at: www.blinkhealth.com/prescription/savings

GoodRx.com

GoodRx lets you search pharmacies near you for the lowest price on your prescriptions. They also have free coupons so you can get an even bigger discount. Try it at www.GoodRx.com

Medicare.gov **800-633-4227**

Your loved one may be able to get extra help from Medicare to pay for prescription drugs. Learn more at www.Medicare.gov

NeedyMeds..... **800-503-6897**

The NeedyMeds website has a lot of information about ways to get help paying for medication and healthcare. Learn more at www.NeedyMeds.com

Partnership for Prescription Assistance (PPA) **888-477-2669**

PPA is a free service that can help you get medicines for free or almost free. Learn more and apply online at www.PPARx.org

Rx Assist..... **800-808-1213**

Find information about free or low cost medicine programs and other ways to manage drug costs on www.RxAssist.org

Rx Hope

Rx Hope can help you sign up for patient assistance programs and get an answer in just minutes. Learn more at www.RxHope.com

Walmart

You can get a 30-day supply of some prescriptions for just \$4 at Walmart. For a full list, go to www.walmart.com/cp/pharmacy/5431 and click "\$4 prescriptions." You can also find it on Google by searching "Walmart \$4 list."

Veterans Prescription Assistance *See page 52*

Senior Centers

Senior Centers are open Monday to Friday and have free or low cost programs for older adults. Many have classes, events, support groups, meals, and more. Some will even drive seniors to and from the center. Check your local city.

Anaheim

- **Anaheim Senior Citizens Club**..... **714-765-4510**
250 E. Center St., Anaheim, CA 92805
- **West Anaheim Senior Center**..... **714-765-8373**
2271 W. Crescent Ave., Anaheim, CA 92801

Brea

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

Buena Park

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

Cypress

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

Fullerton

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

La Habra

- **La Habra Community Center**..... **562-905-9708**
101 E. La Habra Blvd., La Habra, CA 90631

Orange

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

Placentia

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

Santa Ana

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

Yorba Linda

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

Transportation

Driver's Education

AARP Smart Driver Class (Online) **800-424-3410**

Take this class to help refresh your driving skills and stay safe on the road. They talk about rules of the road, new car technology, and more. It costs just \$25, or \$20 for AARP members. You can work through the class at your own pace. After, you may even be able to get a discount on your car insurance. Learn more at www.AARPDriverSafety.org

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

This free 1-day class will help you brush up on traffic laws and safe driving. You may be able to get a discount on your car insurance too. Mature driver classes are often held at senior centers. Call your local senior center for class days and times. (Turn to *page 47*) for senior centers in North Orange County.)

St. Jude Driver Assessment Program **714-578-8706 ext. 2327**

The Driver Assessment Program is for seniors with driving concerns. St. Jude works with your loved one to test their vision, reaction time, and more. It takes about 3 to 4 hours, and you'll need a doctor's referral. After, you'll get written recommendations and resources for safe driving. Learn more by going to www.StJudeMedicalCenter.org and searching for "driver safety."

The Driving Center ~ Debbie Ricker, OTR **562-760-1400**

Program offers clinical driving evaluation, in-vehicle driving evaluation, clinical driving training, in-vehicle driver training, and mobility training for alternative transportation for 65+ and disabled persons. Learn more at: dbrckr@aol.com

For Driver and DMV Advocacy, contact:

Ismael Anda **714-705-1588**

Senior Driver Ombudsman-Driver Safety Manager I-Orange Region

790 The City Drive, Suite 420, Orange, CA 92868

Or Email him at: Ismael.anda@dmv.ca.gov

DRIVING DO'S AND DON'TS

Know When To Adjust Your Driving Decisions

You may need to make modifications to improve your driving skills abilities if you experience any of the issues listed below: *(see page 48 for resources)*

- a. Bad judgement when making left-hand turns
- b. Braking and accelerating at the same time
- c. Confusing the gas and brake pedals
- d. Confusion at exits
- e. Decreased confidence when making decisions
- f. Depending on a “co-pilot” for driving decisions
- g. Difficulty looking over your shoulder or turning your head
- h. Failure to stop at a Stop sign or red light
- i. Getting lost in familiar places
- j. Hitting curbs
- k. Increased agitation or irritation while driving
- l. Moving into the wrong lane or driving in the middle of the lane
- m. Near misses with other vehicles or pedestrians
- n. Not signaling, leaving turn signal on, or incorrect signaling
- o. Scrapes or dents on the car, mailbox or garage ~ car crashes

Transportation (Low Cost)

Abrazar, Inc. **714-702-1433**

Abrazar has 5 senior transportation programs. They can help seniors get to and from medical appointments, church, family homes, shops, meal programs, Adult Day Health Care, and more. Visit: www.AbrazarInc.com

Go-Go Grandparent **855-464-6872**

Go-Go Grandparent lets adults use ride services like Lyft and Uber with a simple phone call. They can send you text alerts with updates about your loved one's rides. Learn more at: www.GoGoGrandparent.com

OC ACCESS..... **714-560-5956**

OC ACCESS is shared-ride service for people who are unable to use the regular OC Bus service because of a disability. For more information, go to www.octa.net and search for “OC Access.”

OC Office on Aging..... **714-480-6450**

OC Office on Aging has Senior Non-Emergency Medical Transportation resources. Call for more information.

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

St. Jude Senior Medical Transportation Program **714-446-7064**

Low-income older adults can get a ride to and from doctor's appointments, classes and therapy sessions at St. Jude. Call for more information.

Vietnamese Community Center of Orange County 714-558-3097

The Vietnamese Community Center has a Senior Non-Emergency Medical Transportation program for a small fee. Call for more information.

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

- **Anaheim Senior Wheels 714-765-4510**
Senior Wheels is for Anaheim residents aged 60 years or above. Travel and shop within 10 miles of their home. Call for more information.
- **Brea Senior Shuttle 800-581-7433**
You can get a free ride to and from the Brea Senior Center. Or \$1 rides to anywhere else in Brea. Hours are limited. Call for more information.
- **Fullerton Taxi Voucher Program 714-738-6305**
Get \$50 worth of taxi vouchers for just \$12. Use them to go anywhere in Fullerton, or up to 5 miles outside Fullerton. Call for more information.
- **La Habra Shuttle 866-557-7433**
La Habra residents aged 60+ may use the La Habra Shuttle for \$.50 each way. They'll take you anywhere in La Habra, St. Jude Medical Center, Whittier Hospital, or to nearby doctors' offices. www.LaHabraCity.com
- **Yorba Linda Parks and Recreation 714-528-7433**
Yorba Linda Parks and Recreation provides transport for adults age 55+. Ride in Yorba Linda or 1 mile outside of the city for just \$1 each way.

Transportation Home from the Hospital

Does your loved one need a ride home from the hospital? Many in-home care agencies have a **concierge** (con-see-airj) service that can help with that. You will need to book rides ahead of time, so call for pricing and other details.

Here are just a few that you may want to try:

- **Attentive Home Care 714-616-9200**
- **Home Care Providers 714-671-6877**
- **Nurse Next Door 714-712-7100**
- **Right At Home Care 855-388-1663**
- **Senior Helpers 714-694-0992**

Veterans Benefits

By law, an individual must be accredited by the VA as an agent, attorney, or representative of a VA-recognized veteran's service organization to assist in the preparation, presentation, and prosecution of a claim for VA benefits. VA accreditation may not be used for marketing financial products or promoting a financial services business. You may be able to get benefits from the U.S. Department of Veterans Affairs (also called the VA). Learn more about the

kinds of benefits you can get on the VA website at www.benefits.VA.gov The sources listed below are accredited by the U.S. Department of Veterans Affairs: A Veterans Service Officer can help you apply for free. Just make sure you **work with a service officer that's approved by the VA**, like one of these:

- **AMVETS** (American Veterans)..... **877-726-8387**
AMVETS is the nation's largest veterans service organization. They have Veterans Service Officers in North Orange County. To find one near you, call, or email amvets@amvets.org
- **CalVet** (California Department of Veterans Affairs 2018)... **800-952-5626**
Visit www.CalVet.CA.gov for more information.
- **Orange County Veterans Service**..... **714-480-6555**
Learn more at www.Veterans.OCGov.com/FAQ
- **U.S. Department of Veterans Affairs** **800-827-1000**
Apply for benefits online at www.ebenefits.va.gov
- **Veteran's Legal Institute** (No Cost For Those Eligible) **714-852-3492**
2100 N. Broadway, Suite 209, Santa Ana, CA 92706
Visit www.VetsLegal.com for more information.

Veterans Health Care

OC Bar Association Veterans Legal Resources Page

www.veterans.ocbar.org

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

VA Brea Benefits Counseling / Every other month by appointment
Brea Family Resource Center / 695 Madison Way, Brea.....**714-990-7150**

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

Veterans Housing and Homeless Assistance

OC Battle Buddy Bridge (B3) (non-profit)**714-795-3170, #2405**
Offers peer-to-peer support, information and referrals to veterans / active duty military. Assists in acquiring transportation, food, benefits assessment, legal assistance, mental health care/counseling, service animals, furniture, housing.

Santa Ana VA Clinic **714-434-4600**
Veterans Housing and Homeless Assistance, 1506 Brookhollow Dr., Santa Ana

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

Shared homes for veterans, managed by veterans. Starting rate is \$500 per month. Rent includes washer, dryer, cable TV, computer, and internet

Veterans Home Repair

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

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

Veterans Prescription Benefits

The VA Medical Benefits Package is based on military service**877-222-8387** and may include free prescription drug coverage if you were disabled in service www.va.gov/healthbenefits/access/prescriptions.asp

Anaheim VA Clinic **714-780-5400**

2569 W. Woodland Dr., Anaheim, CA 92801

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

One-stop resource serving veterans and their families for:**855-998-3837** healthcare and benefits; legal services; housing assistance; financial counseling; women veteran services, and more.

<http://www.ocgoodwill.org/changing-lives/tierney-center-veterans-program>

Orange County Battle Buddy Bridge..... **949-486-8525**

Offers peer-to-peer support, information, and referrals for veterans and active duty military. Call for help with transportation, food, benefits, legal services, mental health care, service animals, furniture, and housing resources.

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

TRICARE is a health care program for active duty and retired service members and their families. They offer a pharmacy program that makes prescriptions easy to fill and affordable. To learn more, go to www.tricare.mil and search for “pharmacy program.”

Elder Abuse Is On The Rise in Orange County

It's hard to tell if someone is suffering from elder abuse. It doesn't always show right away. Suffering elder abuse can be embarrassing for anyone. People may feel ashamed that they've fallen for a scam. Or if someone they know or love, like a child or spouse, has abused them.

Who could become a victim of elder abuse? Really, just about anyone could be victimized. No matter how smart or 'with it' that you are, most of us want to help someone, or need help ourselves or can be frightened or tricked into believing something that isn't true. Really, anyone could become a victim of elder abuse.

There are many kinds of elder abuse. Financial abuse is the most common kind of elder abuse. People pretend to be from the IRS, funeral homes, or charities, and trick older adults into giving them money. Sometimes, abusers even pose as grandchildren or family. *Lonely or isolated older adults may be easy prey for abusers.*

You may have heard of some of these scams:

- Grandparent or Veteran's scam
- IRS scam / Jury duty / new Medicare Card scam
- Lottery scam / Credit card scam
- Fake telemarketing, charity, funeral and cemetery scams

Other types of elder abuse are:

- Emotional abuse
- Neglect and self-neglect
- Physical abuse
- Sexual abuse

Learn more at the National Center on Elder Abuse (NCEA) at: ncea.acl.gov



When in doubt, reach out!

Most people don't talk about abuse because they are too embarrassed or don't know what to do about it.

If you think someone is suffering from elder abuse, call Adult Protective Services at: **800-451-5155.**

Or, if they live in a nursing home, report suspected abuse by calling: **800-300-6222.**

If you know someone that suffered from elder abuse, reach out to them. Reassure them and make sure they feel safe.

Remember ~ It could happen to you or anyone!

St. Joseph Health 
St. Jude Medical Center

A member of the St. Joseph Hoag Health alliance

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

- Friendly Visitors / Caring Neighbors Program (**714-446-7064**)
- Classes in dementia / Alzheimer's care, health and senior resources
- Bereavement, Parkinson's, Stroke, & Chronic Conditions support groups
- Medical transportation for needy older adults to St. Jude appointments
- Advance Care Planning classes, information and Notary services
- Depression Counseling and Senior Depression / Anxiety Support Groups
- Medicare Counseling with a licensed agent (**714-446-7154**)
- For more information call: **714-446-7035** or search for Senior Services at www.stjudemedicalcenter.org/

The North Orange County Senior Collaborative assists in editing and providing the information for this Senior Resource Guide. The **North Orange County Senior Collaborative** (www.NOCSC.org) is a service organization, and is a cooperative effort by both private and public entities and persons seeking to *identify* and *address* the unmet needs of seniors and their support systems in our community. There is no advertising and no one paid to be in this Guide.



(800) 543-8312

www.caregiveroc.org

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

Caregiving includes caring for me.

Ser cuidador incluye cuidarme a mi mismo.
Chăm sóc kể cả chăm sóc cho chính mình.

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