Worried about an aging parent, spouse, or friend?

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

In One Hour You Will Learn:

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

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

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

Date: Monthly ~ Every 4th Wednesday (4th Tuesday in Nov)
Time: 7 pm- 8 pm
Location: St. Jude Community Services
130 Bastanchury Road, Fullerton, CA

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

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

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

North Orange County Senior Collaborative /

St. Joseph Health / St. Jude Medical Center /

Orange Family Caregiver Resource Center /

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

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# STEPS AND SERVICES
## IN DETERMINING SENIOR CARE
### 2017-2018

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

**STEPS**

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

*Does your loved one need help? Here are some warning signs*

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

Now that you know some of the warning signs ~ and there may be other concerns that you have as well ~ take a minute and jot down your answers to the following ‘first step’ questions:
First Questions To Ask And Answer

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

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

Information That You Will Need About Your Loved One

1. Make sure you know the senior’s date of birth and Social Security number.
   a. You will need this information to access many services

2. Collect information about medical providers.
   a. If you haven’t done so already, gather details about your loved one’s physicians and health insurance

3. Names, phone numbers and addresses of the senior’s medical professionals
   a. Doctors, Dentist and Pharmacy (be sure to include complete details about any arrangements the senior has made for discount prescriptions)

4. Copies of health insurance policies and the front and back of all insurance cards
   a. If your loved one is 65 or older, you will need a copy of their Medicare card

5. Make a list of all medications
   a. prescription drugs and over-the-counter drugs (such as aspirin, antacids, herbal remedies, nutritional supplements ~ even daily multi-vitamins)
   b. dosage amounts and instructions for taking them (time of day, with food or between meals, etc.) Take this list with you to ALL of your loved one’s medical appointments to help avoid dangerous prescription drugs interactions (See page 39 for more medication management tips)

6. Date and results of recent medical tests
   a. Include exams, x-rays, CT scans and MRI’s, dental, hearing and eye tests, etc.
7. Complete health history
   a. Be sure to take this with you to all of your loved one’s medical appointments
   b. Include major illness and medical conditions for your loved one’s parents, brothers and sisters

8. Learn as much as possible about the medical condition afflicting the senior
   a. Talk to his or her doctors about the disorder
   b. Study the symptoms & progression of the disease so you can anticipate what might come next

9. Call a family meeting
   a. Try to get as many people as possible involved from the beginning. Early input from them will facilitate communication and decision-making down the line
   b. Allow all family members a chance to express themselves and their feelings about what should be done
   c. When possible, designate a person to be responsible for each task

10. Be respectful of the older adult ~ always ask for their opinion, preferences and ideas ~ this is about them and about their life

☀ Legal Issues and Tools

First Step ~ Organize Papers

Legal issues relating to care planning are divided into:

1. Health Care
2. Financial

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

1. Advance Health Care Directive
2. Power of Attorney for Health Care
3. Living Will
4. Directive to Physicians
5. HIPAA Authorization (means “Health Insurance Portability and Accountability Act”)
6. POLST (means “Physician Orders for Life Sustaining Treatment”)

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

1. Trusts
2. Wills
3. Power of Attorney for Finances
4. Deeds or Certificates of Ownership for Property
5. Annuities
6. Life Insurance
7. Long-Term Care Insurance Policies
8. Retirement Accounts/ Benefits (IRA, 401k, 403b, Pensions)
9. Veterans Benefits
10. Most recent statements from bank, credit union, investments.
Next, you’ll want to visit a qualified attorney to review these papers. *DO NOT WAIT FOR A MEDICAL CRISIS.* The person signing new documents must have legal *capacity* to understand what they are signing.

**Second Step ~ Choose An Attorney**

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

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

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**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](http://www.naela.org). On the NAELA homepage, you will find a link that will help you locate an elder law attorney near you.

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

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**Third Step ~ Get Ready For The Attorney Visit**

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

1. Make a list: Discuss with your spouse, partner, or those helping you what questions are on your mind. Write them down.

2. Think about your care managers: If you were unable to manage your finances and health care, who would you choose for those important jobs? Do you have alternates in mind? Would they agree to serve?

3. Are there doubts about the present ability of the client to understand and sign documents? If so, mention this to the attorney very soon!

4. If the client has a serious, chronic or terminal illness, or if there is some other urgency mention it to the attorney immediately!
5. When you make the appointment, ask the attorney these questions:

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

**Advance Care Planning Basics**

1. **Every adult needs an Advance Healthcare Directive:**

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

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

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

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

   * California Department of Justice - Advance Healthcare Directives
     [https://oag.ca.gov/consumers/general/adv_hc_dir](https://oag.ca.gov/consumers/general/adv_hc_dir)

   * Coalition for Compassionate Care of California (non-profit)
     [http://coalitionccc.org](http://coalitionccc.org)
Medical Privacy and HIPAA

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

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

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

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

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

What Kind Of Medical Care Do You Need?

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

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

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

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

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

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

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

Getting The Most Out Of Your Doctor Visit

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

---

Preparing For A Doctor's Visit

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

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

1. Take a crash course in community resources:
   a. Find out about senior centers (see page 38-39) and adult day health services (see pages 19) in the senior’s area ~ what kind of care do they offer, transportation (see page 41-42), etc.
   b. What are the some of the best in-home care agencies around? (See page 31 for suggestions.) What meal delivery (see page 26) and transportation (see page 39-41) support options are available? Are they a Veteran (see page 42-43)?
   c. Assess the senior’s gaps and skills and determine which resources they need

2. Even if this is an acute crisis that is likely to pass, start gathering information about assisted living facilities and other long-term care options. When the time comes, you will want to be able to offer the senior a range of options to choose from.

3. Recognize that loss of sight, hearing loss, memory loss, confusion, incontinence and depression are not normal aspects of aging. In many cases, these are treatable conditions ~ they could very well be the result of prescription drug interactions or drug side effects and need to be assessed for that. Failure to identify or treat these conditions may place elderly patients at risk of unnecessary functional decline.

4. If your senior lives in an assisted living facility at some distance from you, one of your concerns will be replenishing your loved one’s health care supplies at a reasonable price. While you can hire a personal shopper, it may be less expensive and just as reliable for you to shop online and have the supplies delivered to your senior.

5. Consider hiring a geriatric care manager or using a placement specialist
   a. These professionals are trained to quickly assess the overall situation, make recommendations about needed services and, if necessary, coordinate community resources (see pages 18-20) for more information / suggestions

Talk To And Consult With . . .

6. Consult with and
   a. Talk to trusted friends, neighbors, acquaintances ~ anyone with experience in caring for an older adult
   b. Assemble a mosaic of information about how to proceed and what to expect down the line. You will learn that others have been there before and found their way through ~ though sometimes with great difficulty and sadness

7. Talk with the older adult in your family and
   a. Allow them as much independence as circumstances permit
   b. Remember that the caregiver’s role is to help them maintain as much control over their lives as feasible, not take it away
   c. Allow them to make their own decisions unless the decisions become harmful to them. The more you can consult with them, consider their desires, and truly respect them, the smoother the transition in your relationship will be
   d. Make sure that everyone on the caregiving team ~ whether they are family members, friends or professionals ~ has the information they need to perform their responsibilities
   e. Make a list of emergency numbers, family contact numbers and other items and distribute it to those who might need it
f. Family members should know how to locate legal, financial and medical documents like durable powers of attorney, trusts and wills
g. Investment account statements and health insurance policies /who and where

8. If the older adult is still living at home, make sure you and others in their inner circle have keys to the residence in case of emergency

9. Keep good notes
   a. Whenever you talk to a doctor, lawyer, insurance company, service agency, government office or advocacy organization, write down the date and the name of the person you spoke with, contact information and the substance of the conversation
   b. Keep separate files for different areas of concern ~ financial topics, medical affairs, real estate, vehicles, insurance, and so on

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

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

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

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

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

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

3. **Registered Nurse (RN) Or Licensed Vocational Nurse (LVN)**
   - For specific acute and immediate licensed nursing care (i.e., trach care, IV’s, etc.)
   - For insurance reimbursement you must have a doctor’s order and show written documentation of procedure which could only be performed by an R.N. or L.V.N. on a continuous basis
   - Nurses do not typically perform housekeeping duties
How Much Will It Cost?

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

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

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

Guidelines and Questions To Ask
When Interviewing Potential Caregiver Agencies

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

Types of Residential Settings

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

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

Assisted Living Communities (state licensed) combine housing, healthcare, meals and socialization and some assistance with personal care in an independent environment.
Residential Care Homes (often referred to as a Board and Care) (state licensed) provide care for seniors in a homelike setting that’s very much like a family. This type of home varies considerably in both size and setting. The staff in a residential care home may assist with medications, help residents bathe / get dressed and other activities. Many Board and Care Homes also offer in-house hospice care.

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

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

Aging In Place ~ Things To Consider

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

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

When older adults can no longer live independently, family and caregivers are faced with the difficult decision of what type of care to select — because not all long-term care options are created equal. Two of the fastest-growing types of residential senior care are assisted living and memory care, but what are the differences between the two, and what are the most important factors in making that choice? If the senior is still active and vital, but can no longer live entirely independently and needs assistance with everyday activities such as bathing, eating and dressing, one of the options available is assisted living. According to the Assisted Living Federation of America, assisted living is defined as “a long-term care option that combines housing, support
services and health care, as needed.” Personal care services in assisted living often also include transportation, light housekeeping, meals, medication management, and care is available around the clock. Seniors in assisted living usually have the option of a private room or shared space in an apartment, depending on their preferences and budget. As older adults age, they may simply need a little extra help with everyday tasks, or they may require more specialized nursing care if they have age-related issues with mobility, or conditions such as dementia. Assisted living facilities vary in terms of what services they offer, but some of them do provide memory care services, usually in a dementia special care unit (SCU). Among other things, memory care units are typically locked to prevent wandering and often have a higher staff/patient ratio. Assisted living facilities are not federally regulated, but they should be licensed by the state they are located in.

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

1. Bigger is not always better. Some residents with cognitive impairment can be over stimulated in a large environment and may do better in a calmer, homelike setting such as a 6-Bed Residential Care Home.

2. Shared or Private Room? Studies show that a shared room / restroom is not only less expensive, but can be better for residents with dementia as some become more anxious when alone. Socialization and active engagement with residents should be a priority.

3. Observe the staff to see how they interact with residents (speak to residents by name, make good eye contact, walk with or gently touch residents, etc.). Observe other residents to see if you think they would be compatible with your loved one. A place that is perfect for one person may be completely wrong for another.

4. Don’t be distracted by the décor. Fancy amenities are nice to look at but don’t have a heart. Without compassionate, trained and experienced staff, none of that matters.

5. Expect an adjustment period. It takes time for a new resident to get used to a new environment and it takes time for the staff to get to know their likes and dislikes too.

6. Visit at different times of the day to get a better picture of care quality. Observe meals, activities (variety, interaction and purpose for the activity), and attentiveness of the staff.

7. Do your research or enlist the help of a professional who knows the history and reputation of care facilities in your area. At the same time, trust your own gut feelings. Nobody knows your loved one as well as you and your family.

8. For information on a placement specialist in your area, please see page _32-33.

☀ **Elder Abuse Prevention, Resources and Reporting**

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

Please see the inside back cover of this Resource Guide for more information and reporting instructions, and consider the following twelve suggestions to protect yourself or a senior:
**Twelve Simple Steps to Protect Yourself From Cyber Elder Abuse**

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

**General Sources of Information and Services for Seniors**

**2-1-1 Orange County** 2-1-1
A free 24-hr, 3-digit telephone number that will enable callers to access comprehensive info and referrals to health and human services. Provides links to services including food, shelter, domestic violence, counseling, etc.

**Adult Protective Services ~ Orange County** 800-451-5155
Report either voluntarily (confidentially) or as a mandated reporter suspected concerns regarding a dependent adult / elder abuse situation that may be perpetrated by others (physical, neglect, financial, abandonment, isolation, abduction, etc.) or self-neglect (physical care, medical care, health & safety hazards, malnutrition / dehydration, other). 24 Hour Confidential Hotline (see back of Resource Guide for more information on APS)

**Alzheimer’s Association** 800-272-3900
In addition to Alzheimer’s research information, on-line classes, and the 24-Hour phone line, they also offer a monthly telephone caregiver support group facilitated by trained staff.
Their online social networking community **ALZConnected®** provides a safe place for people to connect with others in similar situations.

**Alzheimer's Orange County**  
949-955-9000  
Alzheimer's Orange County provide direct patient and family services and classes to aid present and future victims and caregivers of Alzheimer's disease and related disorders, they work to increase public awareness and research cause and cure.  
[www.alzoc.org/](http://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](http://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](http://www.caloptima.org)

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

**Council on Aging – Southern California**  
714-479-0107 or 714-352-8820  
Provide direct service to families of older adults and persons with disabilities through its six programs: Long-Term Care Residential Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), Caring Connections /ReConnect, Care Management, the Benefits Enrollment Program, and the Financial Abuse Specialist Team (FAST).  
[www.coasc.org](http://www.coasc.org)

**Dayle McIntosh Center/Disability Resources and Advocacy**  
714-621-3300  
The Dayle McIntosh Center is an independent living center (ILC) providing disability resources and advocacy to residents of Orange County with a disability. DMC offers a range of services such as Aging with Vision Loss, Benefits Advocacy, Mobility Management Program (i.e. travel training), and Community Transition Services.  
[www.daylemc.org](http://www.daylemc.org)

**Family Caregiver Resource Center of Orange County**  
714-446-5030  
Assists families coping with the physical, emotional and financial responsibilities of caregiving for an adult over age 60. Services include family consultation, assessment and care planning, support counseling, psycho-educational seminars, guest speakers bureau, respite planning and community education.  
[www.caregiveroc.org](http://www.caregiveroc.org)

**Orange County Office on Aging**  
800-510-2020  
The Office on Aging provides information, classes and referrals for transportation, mental health, adult day care, financial assistance, housing, legal aid, nutrition, health care and more. It facilitates services for Orange County's 400,000 older adults and their caregivers. Orange County seniors comprise about 8% of California’s senior population, which is expected to double in the next twenty years (US Census 2000).  
[www.officeonaging.ocgov.com](http://www.officeonaging.ocgov.com)
Orange County Vital Aging Program 949-764-6288
Community program that promotes long-term brain health through education, risk factor management and early intervention against medical conditions that impair memory. www.OCVitalAging.org

OSHER / OLLI ~ Osher Lifelong Learning Institute 657-278-2446
Seeks to enhance the quality of life for mature adults by promoting intellectual growth in a center for senior learning. Call for course and class information. www.Olli.Fullerton.edu/

PACE (Program of All-Inclusive Care for the Elderly) 714-468-1100
The Program of All Inclusive Care for the Elderly (PACE) creatively coordinates the care of each participant enrolled in the program based on his or her individual needs with the goal of enabling older individuals to remain living in their community. www.caloptima.org

SeniorServ 714-220-0224
SeniorServ offers low-cost services which include: Friendly Visitor Program (no cost), Adult Day Services, Meals-on-Wheels, Case Management and (limited) Homemaker services in North and Central Orange County. www.communityseniorserv.org

St. Jude Medical Center / Senior Services 714-446-7035 / 7064
Provides health and service related resources to seniors in North Orange County including a Caring Neighbors home visitation program, medical transportation for low-income seniors, falls risk assessment program, weekly grief recovery support group, Medicare insurance planning, healthy living and community support groups, trainings, and classes for seniors and caregivers, in-home depression counseling and a depression support group. www.stjudemedicalcenter.org

UC Irvine Health Senior Health Center 714-456-7007
Located at UC Irvine Medical Center, the Senior Health Center is designed expressly for older patients ~ health assessment, primary care, geriatric consultation, and memory / neurological assessment. www.ucirvinehealth.org/medical-services/senior-health/

🌟 Helpful Websites
www.aarp.org (American Association of Retired Persons)
www.adrcoc.org/ (Aging and Disability Resource Connection of OC)
www.canhr.org (California Advocates for Nursing Home Reform ~ information for MediCal long-term care payment)
www.cms.gov (CMS-Centers for Medicare and Medicaid Services)
www.NAELA.org/ (National Academy of Elder Law Attorneys)
https://www.ncoa.org/ (National Council on Aging)
www.nocsc.org/ (North Orange County Senior Collaborative)
www.officeonaging.ocgov.com (Office on Aging of Orange County)
www.ocagingservicescollaborative.org/ (Orange County Aging Services Collaborative)
http://ochealthiertogether.org (Orange County Older Adult Profile, 2016)
SERVICES

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

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

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

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

☼ Attorneys ~ Elder Law / Conservatorship

ELDR Center – Elder Law and Disability Rights Center 714-617-5353
1535 E. 17th Street Suite 104, Santa Ana

Elizabetha Miller Angevine, Attorney 562-464-1150
13215 E. Penn St., Ste. #205, Whittier

Fay Blix, Attorney 949-544-7211
24031 El Toro Rd, Ste. #301, Laguna Hills

Marty Burbank, Attorney / OC Elder Law 714-525-4600
619 N Harbor Blvd, Fullerton
Patrick McNally, Attorney 714-988-6370
4875 E. La Palma Ave., #603, Anaheim

Kathleen (Kate) O’Connor Robertson, Attorney 714-738-6435
2501 E. Chapman Ave., Ste. #290, Fullerton

Michelle West, Attorney 714-703-1500
12431 Lewis St., Ste. #102, Garden Grove

Daniel R. York, Attorney 714-738-3400
1953 E. Chapman Avenue, Fullerton
www.DanYorkLaw.com

Legal Aid Society of O.C. (No Cost for Those Eligible) 800-834-5001
2101 North Tustin Avenue, Santa Ana
No guaranteed case acceptance. Priorities are preserving the home; maintaining economic stability; safety, stability and health; and populations with special vulnerabilities. Examples: Eviction defense, housing vouchers, bankruptcy or debtor rights, welfare or disability income, family law.
www.legal-aid.com

NAELA ~ National Academy of Elder Law Attorneys
Online Directory of Elder Law Attorneys
www.NAELA.org

O.C. Senior Citizens Legal Advocacy Program (Free) 800-834-5001
2101 North Tustin Avenue, Santa Ana, CA 92705
Free legal services to Orange County Residents age 60 and over. Advice and consultation by phone and representation in the areas of government benefits, health, housing, consumer issues, and more to the extent that its resources permit. NO wills and trusts. NO clients who want to sue for money. NO criminal cases.

Public Law Center (No Cost for Those Eligible) 714-541-1010
601 Civic Center Drive West, Santa Ana
Civil issues affecting seniors including estate planning, conservatorship, advance care planning, Veterans benefits, discrimination, health care, housing, dispute resolution and many more legal needs.
www.publiclawcenter.org

☼ Audiologists / Hearing Centers

Anaheim Hearing Center–Hear For Life, Julie Ball, MA, FAAA 714-535-7508
www.anaheimhearing.com

Beltone Southern California 714-672-9445
www.beltonesc.com

Fullerton Hearing Center 714-871-0632
www.fullertonhearing.com

House Ear Clinic / Orange County Ear Institute 714-516-9570
www.houseclinic.com/about/orangecounty

Providence Speech and Hearing Center 714-639-4990
www.healthyhearing.com
☼ Bereavement / Grief Groups

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

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

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

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

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

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

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

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

**Council on Aging – Southern California**  
Caring Connections Friendly Visitors Program and the ReConnect Program connect families and / or frail and disabled adults to services in the community that help them remain in their home through an assessment of the client’s needs. Call for information.  
714-479-0107

www.coasc.org

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

IHSS ~ Orange County  
714-825-3000

IHSS ~ Los Angeles  
888-944-4477

IHSS ~ Riverside / Office on Aging, Riverside County  
951-867-3800

**Family Caregiver Resource Center of Orange County**  
714-446-5030

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

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

The Program of All Inclusive Care for the Elderly (PACE) creatively coordinates the care of each participant enrolled in the program based on his or her individual needs with the goal of enabling older individuals to remain living in their community.  
www.caloptima.org
**SeniorServ** (Home Services)  
714-220-0224  
Provide Meals on Wheels, case management, personal care, chores, friendly visitor, care transitions to reduce re-hospitalizations, and volunteer transportation.  
[www.seniorserv.org](http://www.seniorserv.org)

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

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

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

**Assistive Technology Network**  
Free information / referrals on daily living supplies / devices  
800-900-0706  (TTY)  
[www.atnet.org](http://www.atnet.org)

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

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

Synergy at Center for Rehabilitation and Wellness / St. Jude  
714-578-8770

Office on Aging Resource Line  
714-480-6450

YMCA Family Center / Fullerton  
714-879-9622

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

**Dayle McIntosh Center-Disability Resources and Advocacy**  
714-621-3300  
501 N. Brookhurst St. #102, Anaheim, CA 92801  
[www.daylemc.org](http://www.daylemc.org)

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

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

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

**St. Jude Brain Injury Network**  
714-446-5626  
130 W. Bastanchury Road, Fullerton  
Coordinates post-acute services for adults with a traumatic brain injury and assists with community reintegration, vocational support, work readiness and housing needs through Department of Rehabilitation referral.  
[www.tbioc.org/](http://www.tbioc.org/)
☀ **Driver’s Assessment and Training Classes**

**AARP ~ Driver Training & Update Class**

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

[www.AARPDriverSafety.org](http://www.AARPDriverSafety.org)

**The Driving Center ~ Debbie Ricker, OTR**

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

[dbrckr@aol.com](mailto:dbrckr@aol.com)

**Mature Driving Class (No Cost)**

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

**St. Jude ~ Senior Driver Safety Assessment**

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

[www.stjudemedicalcenter.org](http://www.stjudemedicalcenter.org)

☀ **Fall Risk Reduction**

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

**St. Joseph Hospital Rehabilitation Services**

714-771-8222

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

714-446-7064

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

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

[www.cdc.gov/ncipc/duip/preventadultfalls.htm](http://www.cdc.gov/ncipc/duip/preventadultfalls.htm) 888-232-6348 (TTY)

**Fall Prevention Center of Excellence /** Classes and information on fall prevention.
California State University of Fullerton, Center for Successful Aging
[www.stopfalls.org](http://www.stopfalls.org)

**Orange County Down With Falls Coalition**

714-567-7500

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

[www.downwithfalls.org](http://www.downwithfalls.org/)
Please utilize the Check List below to help ensure the safety of someone you know.

<table>
<thead>
<tr>
<th>Fall Reduction / Home Safety Check List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENTRANCES</strong></td>
</tr>
<tr>
<td>Steps ~ is there a railing and is it secure? Is there a ramp or need for a ramp? <em>(See Page 31)</em></td>
</tr>
<tr>
<td>Are walks and driveways free of breaks and uneven surfaces?</td>
</tr>
<tr>
<td>Do you have lighting to provide safe walking at night?</td>
</tr>
<tr>
<td><strong>LIVING ROOM AND BEDROOMS</strong></td>
</tr>
<tr>
<td>Can you turn on lights upon entrance into room?</td>
</tr>
<tr>
<td>Are you able to turn on light, radio, TV, place a phone call from bed/sofa/chair?</td>
</tr>
<tr>
<td>Are phone and extension cords away from all areas where you walk?</td>
</tr>
<tr>
<td>Are floors clear of clutter, shoes and pet toys?</td>
</tr>
<tr>
<td>Do throw rugs have non-skid strips or rug tape applied to them?</td>
</tr>
<tr>
<td>Do you wear neck / wrist device to obtain emergency help? <em>(See Page 37)</em></td>
</tr>
<tr>
<td>Widen or clear pathways within each room by re-arranging furniture.</td>
</tr>
<tr>
<td><strong>KITCHEN</strong></td>
</tr>
<tr>
<td>Is floor clear of clutter?</td>
</tr>
<tr>
<td>Are items / cupboards within easy reach (upper and lower)?</td>
</tr>
<tr>
<td><strong>BATHROOM</strong></td>
</tr>
<tr>
<td>Is there a nightlight in the bathroom?</td>
</tr>
<tr>
<td>Does shower or tub have non-skid surfaces (mat, decals or strips)?</td>
</tr>
<tr>
<td>Does the tub or shower have sturdy grab bars?</td>
</tr>
<tr>
<td>Are floors kept dry and do they have a non-slip surface?</td>
</tr>
<tr>
<td>Do bathroom rugs have non-slip backing?</td>
</tr>
<tr>
<td>Are you able to get off and on the toilet easily?</td>
</tr>
<tr>
<td>Are there grab bars adjacent to the toilet to make getting up easier? <em>(See Page 31)</em></td>
</tr>
<tr>
<td><strong>STAIRWAYS AND HALLWAYS</strong></td>
</tr>
<tr>
<td>Can stairway be lighted from top and bottom of steps?</td>
</tr>
<tr>
<td>Is there a handrail and is it solid and sturdy?</td>
</tr>
<tr>
<td>Are steps in good repair?</td>
</tr>
<tr>
<td><strong>HEAT / VENTILATION / SECURITY / FIRE</strong></td>
</tr>
<tr>
<td>Are there smoke / CO detectors and a fire extinguisher?</td>
</tr>
<tr>
<td>Are thermometer displays easily readable and accessible?</td>
</tr>
</tbody>
</table>

☀ Financial Assistance / Social Services

**Cal Works / Medi-Cal / Food Stamps - CalFresh** 800-281-9799

Social Services Agency, County of Orange
http://ssaapps.ocgv.com/Health_Care/How_Do_I_Apply/default.asp

**Council on Aging / Benefits Enrollment Center** 800-434-0222

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

**Social Security / SSI / Medicare** 800-772-1213
Financial Planning

Choosing Carefully

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

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

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

Who needs a Professional Fiduciary?

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

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

  - The California Professional Fiduciaries Bureau: [www.fiduciary.ca.gov](http://www.fiduciary.ca.gov)
  - The Professional Fiduciary Association of California: [www.pfac-pro.org](http://www.pfac-pro.org)
  - The National Guardianship Association: [www.guardianship.org](http://www.guardianship.org)

Professional Fiduciaries

**Becky Cote** / OC Probate and Trust Services  
becky@ocprotrust.com  
714-662-3000

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

**Rob Saslow** / Golden State Fiduciary Solutions  
rob@goldenstatefiduciary.com  
949-335-7085

Guidance

**H.E.L.P. (Healthcare & Elder Law Programs Corp.)**  (No Cost or Low Cost)
Non-profit organization dedicated to empowering older adults and their families by providing impartial information, education and counseling on financial planning, consumer protection, elder care, and the law.  

**National Association of Personal Financial Planners**
Step-by-step guidance on how to select a financial planner  

**U.S. Consumer Financial Protection Bureau**
Excellent guide to other resources too – such as FINRA Broker Check, State Insurance regulators, state securities regulators and many consumer-friendly tools.  
**Planners**

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

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

**KNR Consulting Group, Inc. (Private Financial Planners)**  
949-218-3900  
12387 Lewis St. #101 Garden Grove  

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

☼ **Long-Term Care Insurance**

If you have already enrolled in long-term care insurance before retirement and/or prior to serious medical problems, you may be eligible to collect. However, it is harder than ever to qualify for a new policy. The policies are complicated and vary greatly in terms of coverage, date of coverage, cost, etc., so speak to your attorney or learn more at  
[California Department of Health Care Services](http://www.dhcs.ca.gov/services/ltc/Pages/cpltcConsInfo.aspx)

**U.S. Consumer Financial Protection Bureau**

“Know Your Financial Adviser” and other excellent articles  

☼ **Food Assistance / Home Meal Delivery**

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

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

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

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

☼ **Food Pantries**

**Caring Hands Food Pantry, First Lutheran Church**  
714-871-7820  
215 N. Lemon Ave., Fullerton  
Wednesdays, 10 am - 2pm
Comprehensive Emergency Food Resources Guide 211
Emergency Groceries and Prepared Food in Orange County (OC 211 Services)
Contact for location and criteria

Orange County Food Bank 714-897-6670
11870 Monarch Street Garden Grove / Community Action Partnership of Orange County
Commodity Supplemental Food Program – Call to learn how to qualify for programs
http://www.capoc.org/services/food.html#csfp

Pathways of Hope 714-680-3691
514 W. Amerige Avenue, Fullerton
Mondays through Fridays, 9 am - 4 pm
www.pathwaysofhope.us

Second Harvest Food Bank 949-653-2900
Works with partner agencies to distribute food throughout Orange County
www.feedoc.org/

Surplus Food Distribution at many Senior Centers ~ see pages 40-41 for information

Funeral Homes / Memorial Parks / Crematories

Accu-Care Cremation and Funerals 844-550-7987
1410 S. Acacia Ave., Ste #D, Fullerton

Anaheim Cemetery and Scatter Gardens (crematory ashes scattered) 714-535-4928
1400 E. Sycamore St, Anaheim

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

Fairhaven Memorial Park and Mortuary 714-633-1442
1702 Fairhaven Avenue, Santa Ana

Forest Lawn Memorial Parks and Mortuary / Crematory 714-828-3131
4471 Lincoln Ave., Cypress

Loma Vista Memorial Park and Mortuary / Crematory 714-525-1575
701 E. Bastanchury Road, Fullerton

McAulay and Wallace Crematory / Funeral Home 714-525-4721
902 N. Harbor Blvd., Fullerton

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

Neptune Society of OC / Pre-arrangement: 714-730-1450
7589 W. 19th St., Costa Mesa / Immediate Need: 800-225-1601

Whole Body and Organ Donations / Tissue Banks
www.som.uci.edu/willedbody or www.sciencecare.com
Also visit the National Disease Research Interchange at: www.Ndriresource.org

Geriatric Behavioral and Mental Health Programs

Alzheimer’s Orange County 949-995-9000
Centralized Assessment Team Orange County (CAT OC) 866-830-6011
Provides emergency psychiatric evaluation services to the community

Chapman Hospital, Geriatric Psychiatric Unit 714-633-0011
Cognitive Care Solutions / Dr. Tonia Vojkofsky, PhD 714-545-3390
Los Alamitos Medical Center / Institute of Geropsychiatry 562-799-3234
Orange County Older Adult Services / Mental Health 714-972-3700
http://www.ochealthinfo.com/oas

NAMI / National Alliance on Mental Illness 714-544-8488
Warm Line / 1810 East 17th Street, Santa Ana 714-991-6412
info@namioc.org

Newport Bay Hospital ~ Geriatric Mental Health Services 949-650-9750
St. Jude Medical Center / Senior Services 714-446-7035
Senior Depression Recovery Support Group; Peer Counseling; In-Home Therapy (Some restrictions apply ~ call for more information)

UCI Mind / Institute for Memory Impairments and Neurological Disorders 949-824-3253
www.alz.uci.edu

Geriatric Care Managers

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

Deborah Beatty, RN ~ Geriatric Care Manager 714-602-9910
info@professionalnursepartners.com

Rosemary DeCuir ~ Geriatric Care Advocate 714-393-7192
www.alliancefamilyadvocates.com

MaryAnn Goodman ~ Geriatric Care Manager 949-307-0637
www.maryanngoodman.com/

Teresa Le Leux, MSG/MHA ~ Geriatric Care Manager 949-701-5125
teresa@eldercareconcierge.biz

Geriatricians In North / Central Orange County

St. Jude Heritage Medical Group
Fouzia Asif, MD 714-449-6900
2720 N. Harbor Blvd, #100, Fullerton

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

Bruce Mutter, MD 714-449-6900
2720 N. Harbor Blvd, #100, Fullerton

David Rhodes, MD 909-860-1144
1514 S. Valley Vista Dr., Diamond Bar
Lytton Smith, MD 714-577-6656
4300 Rose Dr., Yorba Linda

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

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

Comprehensive Medical Assessment Information Can Be Found At:

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

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

☼ Handyman / Home Modification, Ramps or Repair Services

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

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

All Purpose Handyman / Antonio Cordero 714-787-8665

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

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

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

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

Scotty’s Family Plumbing / Plumbing 562-290-3614
Veterans / Home Repair Assistance (See page 44-45)

☀ Hoarding Resources

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

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

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

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

☀ Housekeeping / Cleaning Services (Licensed, Bonded and Insured)

The Maids 714-838-2255

Maid in California 714-505-0900

White Glove 714-775-7392

☀ Housing / Agencies and Assistance

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

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

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

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

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

☀ Housing / Placement Specialists

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

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

Care Patrol / Suad Huerta, CSA, RCFE 714-624-1875 suadh@carepatrol.com
California law defines “Home Care Services” as non-medical services and assistance provided by a registered home care aide to a client who, because of advanced age or physical or mental disability needs assistance with activities of daily living (ADL’s). These services allow the client to remain in his or her residence.

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

For information on the Home Care Aide Registry or the background check process please contact the Caregiver Background Check Bureau at: 916-653-1923

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

**In-Home Care Agencies:**

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

**Martha T. Collins, RHU @ Martin & Associates**  
Independent Agent, License #0788313  
714-879-9880

**Barbara Gamboa ~ Health Insurance Agent**  
Independent Contractor, Lic. #0713821 /Auth. Ins. ~ St. Jude Medical Center  
714-446-7154

**HICAP/Health Insurance Counsel. and Advocacy Programs**  
Council on Aging / Southern California  
www.coasc.org

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**Medicare ~ Understanding Its Complexities**

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

1. **Part A (Hospital Insurance) helps cover:**
   - Inpatient care in hospitals
   - Skilled Nursing Facility care
   - Hospice care
   - Home Health care

2. **Part B (Medical Insurance) helps cover:**
   - Services from doctors and other health care providers
   - Outpatient care
   - Home Health care
   - Durable Medical Equipment
   - Many preventative services

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

4. **Part D (Medicare prescription drug coverage):**
   - Helps cover the cost of prescription drugs
   - Run by Medicare-approved private insurance companies that follow rules set by Medicare

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

714-560-0424
**Medication and Medication Dispensing Equipment**

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

**AUM Compounding Pharmacy**
714 N. Euclid, Suite 103 Anaheim, CA 92801
MediSync packaged prescriptions in dose/date/time bubble wrap ~ free delivery
[www.aumrx.com/](http://www.aumrx.com/)

**Central Drugs Compounding Pharmacy**
1955 Sunnycrest Drive #100 Fullerton, CA 92835
520 W. La Habra Blvd. La Habra, CA 90631
Simplify My Meds Dosage Packs
[www.centraldrugsrx.com/](http://www.centraldrugsrx.com/)

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

**Tab Safe**

**Philips Lifeline Medication Dispensing Service**

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**5 BIG Mistakes in Medicare Enrollment**

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

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

**Mistake 3**: Guessing when picking specific plans

**Mistake 4**: Not applying for extra financial help

**Mistake 5**: Not re-evaluating your coverage every year

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

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### 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. Mislaces 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.

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**Alzheimer's Association / Orange County Chapter**

800-272-3900

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

[www.alz.org/oc](http://www.alz.org/oc)

**Alzheimer's Orange County**

844-435-7259

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

[www.alzoc.org](http://www.alzoc.org)

**Cognitive Care Solutions**

714-545-3390

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

[www.cognitivecaresolutions.com](http://www.cognitivecaresolutions.com)
Orange County Vital Aging Program 949 764-6288
Hoag NeuroSciences Institute provides a low cost ($45) memory assessment, education, online assessment tools & information on dementia at four locations in OC.
www.ocvitalaging.org

Pharmacology Research Institute 888-774-4673
Complimentary "Brain Health" check-ups, as well as more extensive tests and services are available free to participants in their research studies. Call for more information.

UCI Irvine Health Memory Assessment Clinic 714-456-7007
Geriatrician and neuropsychologist provide a memory evaluation. The patient can choose to collaborate with the geriatrician for on-going care.

UC Irvine Health (HAPS) Health Assessment Program for Seniors
Health Assessment Program for seniors is a comprehensive evaluation by geriatrician and health care team to assist older adults with complex medical, psychological and social challenges. 877-427-7824
www.ucirvinehealth.org/medical-services/senior-health/

UCI MIND 949-824-2382
Institute for Memory Impairments & Neurological Disorders ~ A state and federally sponsored program that provides specialized assessment for patients with Alzheimer’s disease and related disorders.
www.alz.uci.edu/ucimind

Moving Assistance and Professional Organizers

A Senior Sensitive Service / Golden West Moving, Inc. 888-899-8480
Services include downsizing, transferring utilities, packing, moving, unpacking and more.
www.aseniorsensitiveservice.com

Blue Sky Estate Services 714-308-4892
Services include estate sales, home sales preparation, professional organizing, document shredding & storage, packing/moving, shipping and pet sitting / adoption.
www.blueskyestateservices.com/

Gentle Transitions 800-619-3049
Plan, coordinate and supervise all aspects of a move. From planning and packing to picture hanging and making the beds….our Senior Move Managers take care of every detail.
www.gentletransitions.com

Helping Hands Relocation 949-338-7342
Premium relocation service for seniors to organize and facilitate needs during relocation.
HelpingHands-online.com

Personal Emergency Response Systems / Monitoring and Technology

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

Alarm Central Inc. – Independence with Wellness 949-768-7768
https://www.alarm.com/productservices/wellness.aspx
Coastal Medi-Alert / Formerly Philips Lifeline of Southern California
https://www.lifeline.philips.com  949-273-6465

Life Alert
www.Lifealert.com  800-360-0329

MedicAlert Foundation (ID Bracelets)
www.medicalert.org  888-633-4298

Safety Choice

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

GrandPad
612-351-1960
Offers seniors an opportunity to connect with family and friends through a single tablet. GrandPad will coordinate with multiple social media feeds and make calling family and friends with voice or video much simpler. Many more options as well. Monthly fee. https://www.grandpad.net

Great Call
866-359-5606
Provides a range of cell-connected devices that integrate health and safety solutions for older adults, their family and caregivers. https://www.greatcall.com/

Nest – Home automation system with multiple integrations
www.nest.com

☀ Prescriptions ~ Low Cost / Discount Plans

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

GoodRX.com
Use GoodRX’s drug price search to compare prescription prices at a pharmacy near you. www.goodrx.com

Medicare.gov
800-633-4227
Learn how you may qualify for extra help from Medicare to pay the costs of Medicare prescription drug coverage if you meet certain income and resource limits. If you have Medicaid, get help paying your Part B premiums (Medicare Savings Program), or get Supplemental Security Income (SSI) benefits, you may automatically qualify for extra help. www.medicare.gov

NeedyMeds
800-503-6897
NeedyMeds is a non-profit with the mission of providing information on programs that help people who can’t afford medications and healthcare costs. www.needymeds.org / Email: info@needymeds.com

Partnership for Prescription Assistance
888-477-2669
Mission: Increase awareness of patient assistance programs. The PPA offers a single point of access to more than 475 public and private assistance programs, including nearly 200 programs offered by pharmaceutical companies. Application and information on website. www.pparx.org
Rx Assist
800-808-1213
RxAssist offers a comprehensive database of patient assistance programs, as well as practical tools, news articles and up-to-date information on how to access assistance from nearly Search by company name, brand name drug, generic name, drug therapy class.
www.rxassist.org / Email: info@rxassist.org

Rx Hope: Hope for Everyone
Web based Assistance Program. Advocates in making the patient assistance journey faster and easier by supplying vital information and help.
www.rxhope.com / Email: CustomerService@RxHope.com

Veterans Prescription Assistance
(See Veterans Prescription information on page 45)

Target and Walmart ~ $4.00 for some prescriptions. Check out their generic programs.
www.target.com or www.walmart.com

**Medication Management ~ Basic Daily Strategies**

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

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

**Other Medication Management Tools**

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

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

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

Solar Real Estate (Senior Real Estate Specialists)

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

Solar Respite Care

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

Acacia Villa 714-879-0920
1620 E. Chapman Ave., Fullerton

Cambridge Court 714-992-1750
1621 E. Commonwealth Ave., Fullerton

Brookdale at Brea 714-671-7898
285 W. Central Ave., Brea

Bradford Square 714-996-9292
1180 N. Bradford Ave., Placentia

Fullerton Gardens ~ Memory Care 714-441-2636
1510 E. Commonwealth Ave., Fullerton

Sunnycrest Senior Living 714-992-1999
1925 Sunnycrest Drive, Fullerton

Solar Senior Centers

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

 Anaheim Senior Citizens Center (9 am - 5 pm/M-F) 714-765-4510
250 E. Center St., Anaheim
Anaheim Senior Center/Brookhurst (9 am - 3 pm/M-F) 714-765-3415
2271 W. Crescent Avenue, Anaheim
(Free transportation to daily congregate meals for members) 714-535-7173

Brea Senior Center (8 am - 3 pm/M-F) 714-990-7750
500 Sievers Ave., Brea
(Free transportation to daily congregate meals for members)

Buena Park Senior Center (8 am - 4 pm/M–F) 714-236-3870
8150 Knott Avenue, Buena Park
(Congregate meals and Adult Day Care available)

Cypress Senior Center (8 am - 5 pm/M–F) 714-229-2005
9031 Gridley Street, Cypress
(Free transportation to congregate meals)

Fullerton Senior Center (7:30 am - 4 pm/M–F) 714-738-6305
340 W. Commonwealth Ave. Fullerton
(Free transportation to congregate meals)

La Habra Community/Senior Center (8 am - 5 pm/M–F) 562-905-9708
101 E. La Habra Blvd, La Habra
(Free transportation to congregate meals ~ must sign up for 3x a week minimum)

Orange Senior Center (8 am - 4 pm/M–F) 714- 538-9633
170 S. Olive Street, Orange, CA 92866
(Congregate meals available)

Placentia Senior Center (9 am - 1 pm/M–F) 714-986-2332
143 S. Bradford Ave., Placentia
(Free transportation to daily congregate meals for members)

Santa Ana Senior Services Center (8 am - 2 pm/M–F) 714-647-6540
424 W. 3rd. St., Santa Ana
(Free transportation to daily congregate meals for members; must be Santa Ana resident)

Santa Ana/Southwest Senior Center (8 am – 12 pm / M-F) 714-647-5306
2201 W. McFadden Ave. Santa Ana
(Free transportation to daily congregate meals for members)

Vietnamese Hope Community Center (9 am - 5 pm/M–F) 714-554-4211
1538 Century Blvd., Santa Ana
(Free transportation to daily congregate meals for members)

Yorba Linda Senior Center (8 am - 5 pm/M–F) 714-961-7181
4501 Casa Loma Avenue, Yorba Linda
(Free transportation to daily congregate meals for members)

☼ Services Available In Your Home

Barber / Hairdresser
Mobile Hair by Jon-Paul, Tustin 949-415-4247

Dental

Ann Bui, RDHAP, B.S. ~ Mobile Dental Hygienist 562-281-5628
9877 Chapman Avenue, Garden Grove
Jessica L. Woods, RD HAP  
www.jessica@dentalhygienedirect.com  
714-292-3291

HomeCare Dentists (Serving All of Orange County)  
949-429-7100  
27126 A Paseo Espada, Ste #B 705, San Juan Capistrano  
www.homecaredentists.com/

Doctor (Mobile Senior Care)

Dr. Lynda Adrig, MD  
949 855-7255  
3943 Irvine Blvd #233 Irvine, CA 92602  
http://www.ochousecalls.com/index.html

John M. Geiss, DO  
714-577-2271  
151 N. Kraemer Blvd, Ste. #100, Placentia, CA 92870  
www.geissmed.com/meet-dr-geiss/

HouseCall Doctors  
800-964-4364  
http://housecalldoctorsmedicalgroup.com/

Massage Therapist

JayaCare Mobile Wellness / Yoana Georgiev, LMT  
949-302-2545  
www.jayacare.com

Massage by Sheila / Sheila Busch, LMT  
618-420-2281  
Specializing in Alzheimer's disease, Parkinson's and hospice  
twohoneybears@yahoo.com

Medical Supply / Durable Medical Equipment (Home Delivery)

Apria Healthcare  
888-492-7742  
750 Columbia St., Brea

At Home Medical  
714-556-4663  
17660 New Hope St., Ste #F, Fountain Valley  
www.idamed.com

Horizon Oxygen and Medical Equipment, Inc.  
714-575-8901  
22911 Savi Ranch Pkwy, Yorba Linda  
www.phuante@horizonoxygen.com

Night & Day LLC (Adam Kaynes)  
714-558-7746  
1512 E. Edinger Ave., Ste #C, Santa Ana / Home Health Care Products for Seniors  
www.seniorarmor.com

Med2U Healthcare  
512-270-7007  
Mobile EKG, Phlebotomy, Ultrasound and X-Ray / 24-7 and STAT Services  
www.Med2U.com

Nurse (LVN & RN)

Nurse Next Door / St. Joseph Home Care Services  
714-712-9500  
www.stjosephhomehealth.org/Our-Services/Nurse-Next-Door.aspx

Visiting Nurses Assoc. of Orange County  
949-263-4700  
www.vnahhs.com/
**Occupational Therapist**

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

**Physical Therapist**

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

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

**Podiatrist**

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

**James C. Lee, DPM**  
5475 E. La Palma Ave., Ste #208, Anaheim Hills  
www.ocfootsurgery.com

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

**Speech Therapist**

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

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

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

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

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

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

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

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

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

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

**Korean American Seniors Association** (Members Only)  
714-530-6705
La Habra City Senior Transportation 866-557-7433  
101 W. La Habra Blvd., La Habra 562-905-9664

St. Jude Senior Medical Transportation Program 714-446-5473  
(St. Jude patients ~ some restrictions apply)

Vietnamese Community Center of Orange County 714-558-6009 or 714-558-3097  
(Membership required)

Yorba Linda Recreation Dept. 714-528-7433  
Senior Services Center (Transportation to services within Yorba Linda and one mile beyond city limits; must be a ‘Trails’ member - $1.00 each way.)

☼ Transportation ~ Post-Op / Concierge Services

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

Attentive Home Care ~ Concierge Transportation Service 714-616-9200

Nurse Next Door ~ Concierge Transportation Service 714-712-7100

Right At Home Care ~ Concierge Transportation Service 855-388-1663

Senior Helpers ~ Concierge Transportation Service 714-694-0992

Western Healthcare Providers ~ Concierge Transportation Srv 714-671-6877

☼ Veterans – Benefits

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

Orange County Veterans Service (No Cost) 714-480-6555  
1300 Grand Ave. Bldg. B, Santa Ana  
www.veterans.ocgov.com

U.S. Department of Veterans Affairs (No Cost) 800-827-1000  
www.vba.va.gov or www.ebenefits.va.gov

AMVETS Service Officer 1213 S. Dale Ave. Anaheim 714-761-5811

AMVETS Service Officer near you call: 877-726-8387  
or email: amvets@amvets.org

CALVET ~ California Department of Veterans Affairs 800-952-5626  
Download California Veterans Resource Book (2016) ~ portal to many benefits  
www.calvet.ca.gov/home

Public Law Center (non-profit) 714-541-1010  
601 Civic Center Drive West, Santa Ana Ext. #301  
www.publiclawcenter.org/
Veteran's Legal Institute ~ Non-Profit Veterans public interest law firm  
www.vetslegal.com  714-852-3492

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

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

Veterans Health Care and Benefits Counseling

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

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

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

Veterans Housing and Homeless Assistance

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

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

Veterans Home Repair

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

Veterans Prescription Benefits  877-222-8387

The VA Medical Benefits Package is based on military service and includes prescription drug coverage.  
www.va.gov/healthbenefits/access/prescriptions.asp

Goodwill of Orange County  855-998-3837

Tierney Center for Veteran Services (FREE)  
One-stop resource serving veterans and their families for Healthcare and benefits; Legal services; Housing assistance; Financial counseling; Women veteran services, and more.  
www.ocgoodwill.org/changing-lives/tierney-center-veterans-program.org

TRICARE Pharmacy Program  877-363-1303

Health care program for millions of beneficiaries worldwide ~ including active duty service members, National Guard and Reserve members, retirees, their families, survivors, certain former spouses and others registered in the Defense Enrollment Eligibility Reporting System (DEERS)  www.tricare.mil ~ including pharmacy benefits.
Consider tearing this form out and filling it in for yourself or someone you know who may need caregiving in the hospital, skilled nursing facility, assisted living, memory care or at home. Consider attaching a photo from better or days past.

**KNOW ME: My Personal Directions For Living**

Name: __________________________ What I like to be called: __________________________

Date: _________ Birth Date: ____________ Important Dates: ______________________

To My Caregivers Paid and Unpaid:

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

I want my caregivers to know: ______________________________________________________
________________________________________________________________________________

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

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

Activities I enjoy: _________________________________________________________________

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

Foods that I enjoy: _______________________________________________________________

Things that I do not like: __________________________________________________________

I become anxious when: _________________________________________________________

Things that calm or soothe me: ___________________________________________________

Things that make me laugh: ______________________________________________________

Religious preferences: ____________________________________________________________

Music I love is: __________________________________________________________________

Noise: __________________________________________________________________________

Other: __________________________________________________________________________

At the end of my life, I would like: ________________________________________________
________________________________________________________________________________

For more information about me please talk to: ______________________________________
________________________________________________________________________________

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

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

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

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

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

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

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

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

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

“When in doubt . . . Reach Out!”
Caregiving includes caring for me.
Ser cuidador incluye cuidarme a mi mismo.
Chăm sóc kể cả chăm sóc cho chính mình.

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