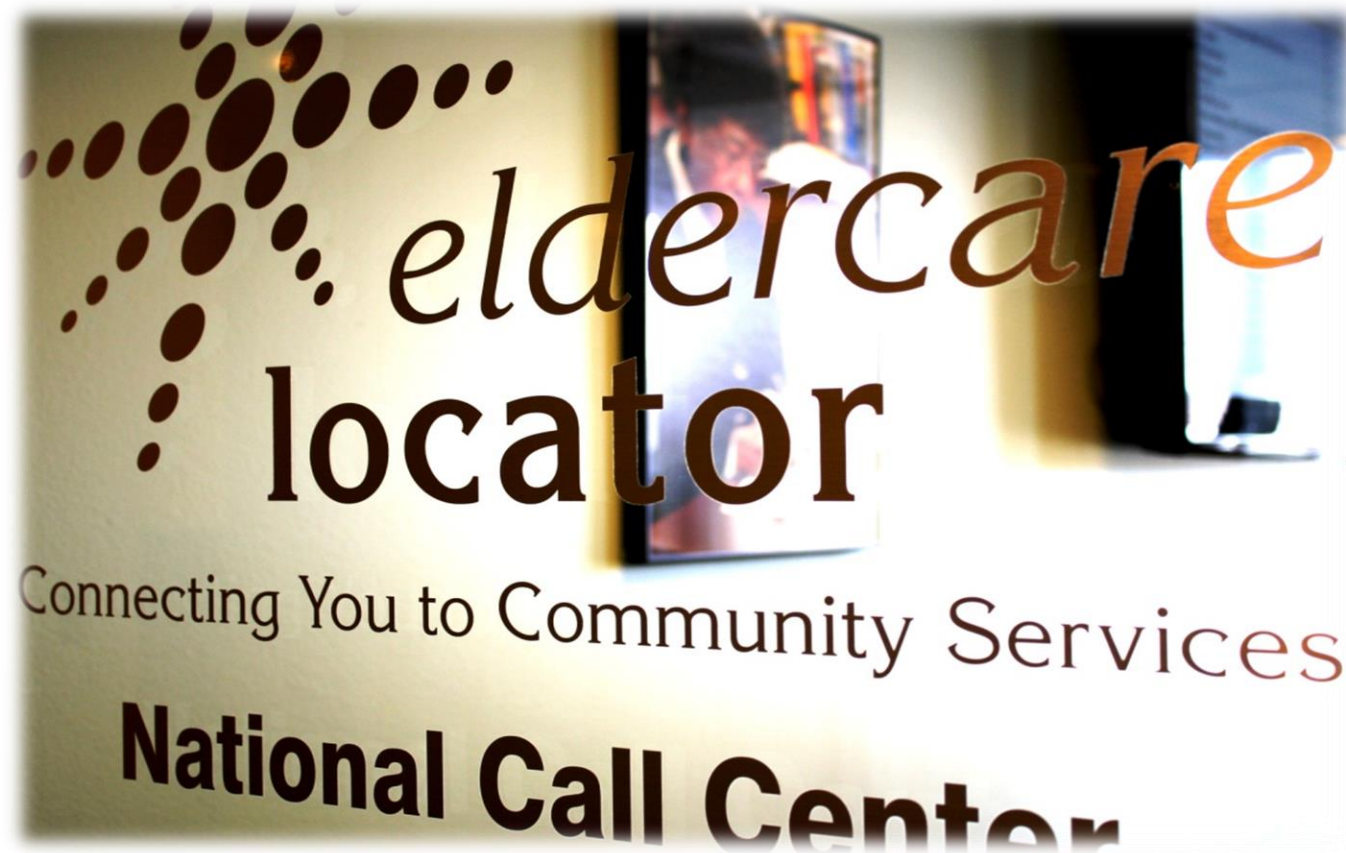


**The Eldercare Locator
National Call Center
1-800-677-1116**



Area Agencies on Aging & Title VI Native American Aging Programs



advocacy | action | answers on aging



Connecting You to Community Services



Aging and Disability
BUSINESS INSTITUTE

Connecting Communities and Health Care



engAGED

The National Resource Center
for Engaging Older Adults



Dementia
Friendly
America®

The National Aging Service Network



622 Area Agencies on Aging

National Association of Area Agencies on Aging

All AAAs Play A Key Role In...

Planning

Developing

Coordinating

Delivering



A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS
to consumers in their local planning and service area (PSA)

All AAAs offer five core services under the OAA:

NUTRITION



HEALTH & WELLNESS



CAREGIVERS



ELDER RIGHTS

includes abuse prevention and long-term care ombudsman programs



OAA CORE SERVICES

SUPPORTIVE SERVICES

Information and referral
In-home services
Homemaker & chore services
Transportation
Case management
Home modification
Legal services



The average AAA offers more than a dozen additional services.

The most common non-core services offered by AAAs are:

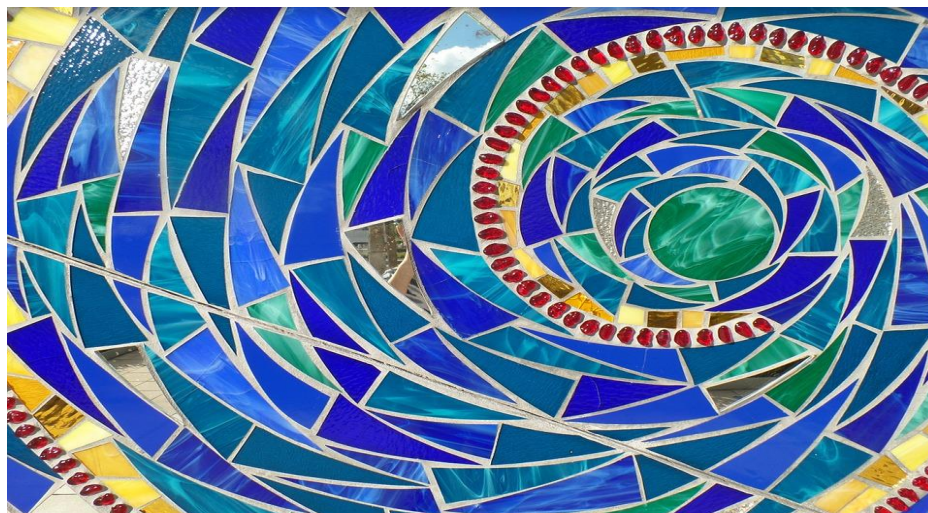
- Insurance Counseling (85%)
- Case Management (82%)
- Senior Medicare Patrol (44%)

2018 A Year In Review

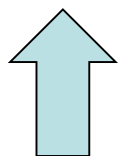


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Call Statistics Major Findings:



Call Volume
Call Complexity

Emerging Issues

Transportation needs continues to be the most requested service and there has been an increase in help with supportive in-home services.



Emerging Issues

Caller need complexity includes escalated calls regarding reporting of suspected elder abuse, emergency housing and crisis calls.



The Eldercare Locator

Eldercare.acl.gov

Online Resources



[Home](#) [About](#) [Resources](#)

1-800-677-1116 

Find help in your community by entering your zip code OR city and state.

Zip Code

City/State

Enter zip code

Search



Welcome to the Eldercare Locator, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at [1-800-677-1116](tel:1-800-677-1116).

Have A Question?



Speak with an
Information Specialist
Monday - Friday
9am - 8pm ET

Caregiver Corner



National Association of Area Agencies on Aging

The Eldercare Locator

Eldercare.acl.gov

Online Resources

[Home](#) > [Resources](#) > Caregiver Corner

Caregiver Corner

Caregivers play a critical role in the health and well-being of their loved ones. The Caregiver Corner is here to help with [useful links](#) and resources. Everyone's caregiver story is different, but below are some common questions received at the Eldercare Locator.



1. Who can help me with transportation, in-home care (bathing, dressing, sitter services, preparing meals) and other local services such as respite care that I may not even know about?



2. My father is a veteran. What programs could he or his spouse be eligible for now that they need help in the home?



3. Can I get paid for caregiving?



5. My mother has been diagnosed with dementia. Where can I go to learn more about what to expect?

My mother has been diagnosed with dementia.
Where can I go to learn more about what to expect?

Learn more about programs and support services for persons with dementia by calling the [Alzheimer's Association 24/7 Helpline](#) at [1-800-272-3900](tel:1-800-272-3900). In addition, Alzheimers.gov is the federal government portal to information on Alzheimer's disease and related dementias care, research, and support.



9. I am concerned about a situation involving my neighbor. Where do I report suspected elder abuse?

I am concerned about a situation involving my neighbor.
Where do I report suspected elder abuse?

In the event of an emergency related to elder abuse, call 911. All instances of suspected abuse, neglect or exploitation involving an older adult should be reported to the designated adult protective services program in your state. All reports are confidential. To find the contact information for the adult protective services program that serves your area, enter your ZIP code or city and state in the search bar at the top of this page. The Eldercare Locator publication, [Older Adults and Elder Abuse](#), provides additional information about elder abuse.

Learn More About



Support Services



Housing



Elder Rights



Insurance and Benefits



Health



Transportation

The Eldercare Locator

Eldercare.acl.gov

Online Resources



[Home](#) [About](#) [Resources](#)

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Caregiver Corner



National Association of Area Agencies on Aging

Service Listings in the Eldercare Locator Database Eldercare.acl.gov

1. Information and Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. Title VI American Indian, Alaskan Native and Native Hawaiian Program
5. State Unit on Aging
6. Elder Abuse Prevention
7. Health Insurance Counseling
8. Legal Service Program
9. Long Term Care Ombudsman



Connecting Older Adults and Their Caregivers to Local Resources



1 (800) 677-1116 • www.eldercare.acl.gov

Conecta a los adultos mayores y a sus cuidadores con recursos locales



1 (800) 677-1116 • www.eldercare.acl.gov

Caring Across the Miles

Resources for Long-Distance Caregivers



Connecting You to Community Services

1 (800) 677-1116
eldercare.acl.gov

Protect Your Pocketbook

Tips to Avoid Financial Exploitation



Connecting You to Community Services

1 (800) 677-1116
www.eldercare.acl.gov



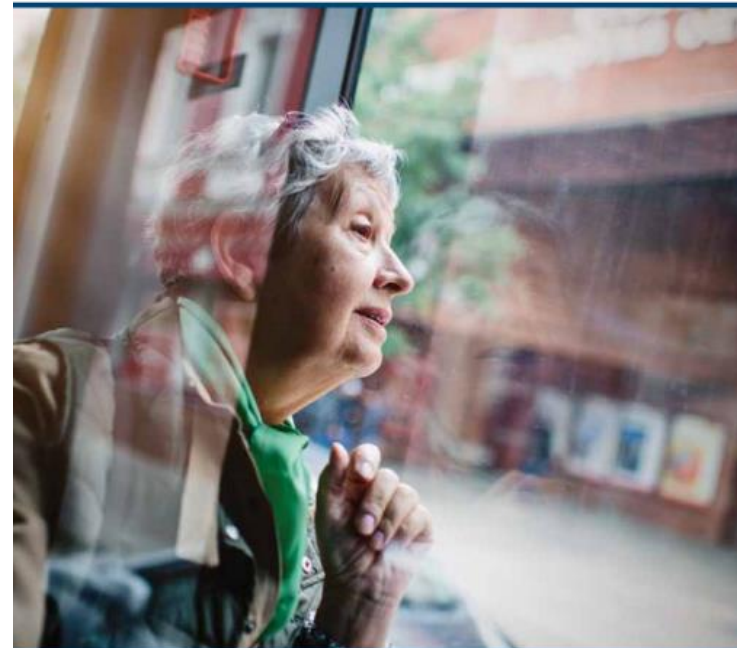
Preventing Falls at Home



Connecting You to Community Services

TRANSPORTATION OPTIONS

for Older Adults and People with Disabilities



Dementia, Caregiving and Transportation

Living Well With Dementia in the Community

Resources and Support



Eldercare Locator Critical Conversations



eldercare locator CRITICAL CONVERSATIONS

Older Adults and Elder Abuse

As they age, older adults may need assistance from others with getting to and from medical appointments, managing their finances, preparing meals, personal care and performing other activities that enable them to continue living in their homes and communities. Unfortunately, increasing numbers of older adults experience abuse from the very people they trust to provide them with this much-needed assistance.

According to the National Center on Elder Abuse (NCEA), elder abuse most often occurs when older adults are mistreated by someone with whom they have a trusting relationship—most often a spouse, sibling, child, friend or caregiver. In institutional settings like nursing homes, assisted living facilities and hospitals, elder abuse can occur when older adults are mistreated by someone who has a legal or contractual obligation to provide them with care or protection.

While it can be difficult to quantify the precise number of individuals who experience elder abuse, the National Center on Elder Abuse cites research indicating that approximately one in 10 older adults have experienced some form of elder abuse. However, for many reasons, elder abuse is underreported. NCEA also cites a survey conducted in New York showing that for every case of case of elder abuse that is reported to authorities, 24 cases go unreported.



Types of Elder Abuse

While there are many types of elder abuse, they all have one thing in common: the mistreatment of an older adult that most often occurs by a person with whom they have a trusting relationship. NCEA provides the following definitions for some of the most common forms of elder abuse.

- **Physical abuse:** Inflicting, or threatening to inflict, physical pain, bodily harm, injury or depriving the older adult of a basic need.
- **Emotional abuse:** Inflicting mental pain, anguish or distress through verbal or nonverbal acts.
- **Neglect:** Refusal or failure by those responsible to provide food, shelter, health care or protection.
- **Self-Neglect:** Neglect of one's own care through hoarding; poor hygiene; failure to take essential medications; failure to provide one's self with adequate food, nutrition or other basic needs.
- **Abandonment:** The desertion by anyone who has assumed the responsibility for care or custody.
- **Sexual:** Non consensual sexual contact of any kind; coercion to witness sexual behaviors.
- **Exploitation:** Illegal taking, misuse or concealment of funds, property or assets.

How to Spot Elder Abuse

Although recognizing elder abuse can be difficult, NCEA has identified the following warning signs that may be an indication that further attention and action is needed.

An older adult may be experiencing elder abuse if it appears that they:

- are socially isolated or cut off from contact with friends and/or loved ones;
- are confused or depressed;
- are undernourished or dehydrated;
- appear dirty or have unexplained bruises or bed sores;
- are not receiving care for health problems: eyesight, dental, hearing, incontinence;
- are abusing drugs or alcohol; and
- have trouble sleeping;

For other signs of elder abuse, visit <https://www.nia.nih.gov/health/elder-abuse#signs>.

Ways to Prevent Elder Abuse

Education is critical to preventing elder abuse. In addition, older adults can reduce their risk of experiencing elder abuse through the following:

- staying engaged in their communities;
- not providing personal information, such as Social Security numbers, over the phone;
- reviewing their wills periodically—and ensuring that a living will or advance directive is in place—to protect their wishes; and
- working with a financial adviser before making large purchases or investments.

For other ways to prevent elder abuse, visit <http://www.aaging.org/elder-abuse-prevention-resources>.

Eldercare Locator Critical Conversations



eldercare locator CRITICAL CONVERSATIONS

Older Adults and Medication Safety

What is a Prescriptive Opioid?

Prescription opioids are powerful pain-reducing medications that have benefits, as well as potentially serious risks. When used properly, opioids can help manage severe pain, but when misused or abused, they can cause serious harm, including addiction, overdose and death. Common types of opioids are Morphine, Oxycodone, Hydrocodone and Codeine.

As they age, older adults may develop health conditions that can be treated with over-the-counter medications, or those that have been prescribed by a physician. Research from the National Institute on Drug Abuse found that more than 80 percent of older patients took at least one prescription medication on a daily basis, with more than half of this population taking more than five medications or supplements daily.

Given these statistics, it is particularly important that older adults pay special attention to the instructions on their medications. Wise use of medications is critical to one's health and well being. In fact, it can be lifesaving.

Prescription Opioids

In recent years doctors have increasingly prescribed medications that are commonly referred to as opioids. While prescription opioids can help alleviate chronic and debilitating pain, they can be misused, leading to injury and death. In fact, deaths related to the misuse of prescription opioids have more than quadrupled since 1999. Given the effects of aging on a person's health, it is essential that older adults take particular care when using these powerful drugs.

Tips for the Wise Use of Medications

In the publication *Medicines and You: A Guide for Older Adults*, the Federal Drug Administration recommends the following tips for the safe use of medications.

- **Learn about your medicines.** Read medicine labels and package inserts and follow the directions. If you have questions, ask your doctor, pharmacist or other health care professional.
- **Talk to your team of health care professionals** about your medical conditions, health concerns, and all the prescription and over-the-counter (OTC) medicines you take, as well as dietary supplements, vitamins and herbal supplements. The more your doctors know, the more they can help. Don't be afraid to ask questions.
- **Keep track of side effects or possible drug interactions** and let your doctor know right away about any unexpected symptoms or changes in the way you feel.
- **Make sure to go to all doctor appointments** and to any appointments for monitoring tests done by your doctor or at a laboratory.
- **Use a calendar, pill box or other tool** to help you remember what medications you need to take and when. Write down information your doctor gives you about your medicines or your health condition.
- **Take a friend or relative with you to your doctor's appointments** if you think you may need help understanding or remembering what the doctor tells you.
- **Take only your own medicines.** Taking someone else's medicine may hide your symptoms and make diagnosing your illness more difficult for your doctor. It could also create a bad reaction with other medicines you are taking, putting your health at risk.
- **Always keep medicines in their original containers, and never put more than one kind of medication in the same container.**
- **Have a "Medicine Check-Up" at least once a year.** Go through your medicine cabinet to get rid of old or expired medicines at an appropriate drug disposal site. Also ask your doctor or pharmacist to go over all of the medicines you now take. Don't forget to tell them about all the OTC medicines, vitamins and dietary or herbal supplements you take.
- **Keep all medicines out of the sight and reach of children.**

Eldercare Locator Critical Conversations



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CRITICAL CONVERSATIONS

Helping Older Adults Weather the Storm Before, During and After Disasters




Hurricanes, floods, tornadoes, earthquakes, chemical spills, wildfires and other man-made and natural disasters can have long-lasting and sometimes permanent effects on communities and the older adults who live in them. Community services and supports are critical tools that help older adults meet their needs before, during and after disasters, but these vital services can be limited or reduced as communities and individuals recover. Fortunately, there are steps that can help older adults—particularly those who have chronic illnesses, functional limitations or other impairments—maintain their independence as they prepare for, go through and recover from the devastating effects of disasters.

Disasters can strike without warning, but there are steps older adults and their caregivers can take to prepare themselves. The emergency management agency in your state or county will have the most current information that is specific to your community. To find the emergency management agency serving your community, visit www.fema.gov/emergency-management-agencies.

The tips provided in this fact sheet will help older adults and their caregivers prepare for disasters.

Before a Disaster


- **Create a communications plan.** Communication is critical during disasters. However, it may be difficult to connect with neighbors, friends and family members if communication is hampered, as it often is during major disasters. Start your plan by creating a list containing the emergency contact information for any family, friends or loved ones you would like to keep in touch with before, during and after any disaster. Your plan should also include information on locations to meet after a disaster, as well as important medical information.

 **Tip:** Program emergency contact information into your cell phone.

- **Make a medical plan.** Many older adults rely on assistive devices to help with mobility and other needs. Many of these devices, which may include oxygen machines, hearing aids and wheelchairs, require electricity to operate. Where possible, ensure that each of these items and their battery backups are fully



charged. In addition, make a list of all components to help ensure you have everything you need in the event of a disaster.

 **Tip:** Contact your local utility companies to let them know you have a medical device that requires electricity so they can put your home on a priority list for service restoration.

Supports and Tools for Elder Abuse Prevention (STEAP) Initiative



The STEAP Initiative, a partnership between the National Association of Area Agencies on Aging (n4a) and the National Center on Elder Abuse (NCEA), has the mission of both increasing awareness of elder abuse and strengthening elder abuse prevention education and outreach programs.

The centerpiece of this Initiative is a toolkit with practical and customizable elder abuse education and outreach tools.

Download and customize your tools at
nceausc.tk/STEAP



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