

Program 1.1 Finding and Using Senior Services in Your Local Community

Program Overview

As we age, most of us will identify service and support needs that will require us to engage with a new system of services, to learn new terminology, and to communicate with a new set of professionals. We may recognize these needs gradually for our parents, or for ourselves, and we may have time to prepare. However, we also may have these needs thrust upon us following an accident, a medical diagnosis, or a hospitalization. Either way, finding the appropriate agencies and professionals to address these needs can be overwhelming to adult-children, their parents, and other family members.

Whenever possible, knowing where to go and whom to contact in the community before there is a crisis is essential in helping adult-children and other family caregivers feel more informed and less stressed. This introductory program will help participants to become more knowledgeable about the full array of services and resources available in the local community for people who are aging and to help caregivers wherever they are in their caregiving journey.

Participant Learning Outcomes

This ACAP program will assist participants to demonstrate knowledge about:

- 1) The array of government and private services and supports available in your community to assist people who are aging and their caregivers;
- 2) Contact information and useful print and web-based materials to help you recognize and begin addressing the service needs of your aging parents; and
- 3) The importance of identifying questions to ask and issues to consider as you choose and use services to support your aging parents to address their physical and sensory changes, manage their health and medical needs, organize their home care, plan alternative housing if needed, document their legal wishes, seek nutrition and recreation opportunities, and address current and anticipated transportation issues.

Resources

www.ACAPcommunity.org

ACAPcommunity's website provides excellent downloadable audio podcasts ("The Caregiver Community") to accompany programs included in this module.

www.aarp.org

AARP offers a wealth of information on all aspects of aging and caregiving. It is an excellent tool for chapter coordinators and program facilitators to use to finalize the content for this program. It is also an excellent website for caregivers to bookmark.

www.medicare.gov

Governmental site for questions about Medicare eligibility, benefits, and services. It is a good resource for caregivers to bookmark.

www.medicaid.gov

Governmental site for questions about Medicaid eligibility, benefits, and services. It is a good resource for caregivers to bookmark.

www.ssa.gov

Governmental site for questions about all social security programs: retirement, Supplemental Security Income (SSI), and Social Security Disability Insurance (SSDI). It is a good resource for caregivers to bookmark.

www.va.gov

Governmental site for veterans about eligibility, benefits, and services. It is a good resource for caregivers who have family members with military service to bookmark.

Other online and app resources that may be helpful to support caregiving:

- Life 360-GPS tracking
- Lyft or Uber transportation services
- GoodRx.com for medication by mail delivery
- Zoom/Skype/Facetime to connect with family
- Telehealth option for doctor appointments
- Silver Surf App – to enlarge iPhone text and keys for better use of cell phones
- Other technologies: program Alexa/Siri for reminders for medications, exercise, inhaler use, eating, bladder training, drinking water, etc.
- Life Alert for safety
- Medication management options to explore: pill boxes, local pharmacy delivery, home health to assist with medication administration