



Senior Resource Guide

**Steps and Services in Senior Care
North Orange County, California**



**North Orange County Senior
Collaborative**

www.NOCSC.org



*This edition of the North Orange County Senior Collaborative Resource Guide is dedicated to **Karyl Dupée, LMFT and Superhero**. We miss her wisdom and encouraging attitude, passion and fiery spirit in advocating for older adults.*

Disclaimer

There is no advertising in this guide, and no one was charged or provided a fee to be included as a possible resource to you and to others. This guide does not list all services that are available to you. These resources are just a few of the many senior services in North Orange County and elsewhere within Orange County. Solely because they are included within this guidebook, does not mean that we recommend them to you. This guide was designed and created as a roadmap to assist you in getting started. There are other resources that may better meet your needs, and we highly encourage you to seek these other resources out.



About This Guide

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

This guide will assist in identifying possible resources, assistance and needs. In addition, you may find it useful in what steps to take in accessing and navigating identified services and support. The guide might also be helpful in creating a plan for care.

This Senior Resource Guide was edited and published by the North Orange County Senior Collaborative www.NOCSC.org

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- a. Organizing and starting your checklist
- b. Finding services and solutions
- c. Essential legal documents
- d. Paying for care / what to expect
- e. In-home care options
- f. Finding the right care setting

Visit www.SeniorCare101.org
for more information about upcoming classes

Presented by the North Orange County Senior Collaborative





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

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

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

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The materials or product were a result of a project funded by a contract with the California Department of Aging (CDA), as allocated by the Orange County Board of Supervisors and administered by the Office on Aging. Supporting data is available by contacting Caregiver Resource Center OC at 130 W. Bastanchury Road, Fullerton, CA 92835 (714) 446-5030. The conclusions and opinions expressed may not be those of the CDA and that the publication may not be based upon or inclusive of all raw data. Services are provided free of charge. Voluntary contributions are gratefully accepted, and no one is denied for inability to contribute.

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STEPS IN SENIOR CARE

Step 1: Legal and Health Issues

The need for caregiving descends upon us in many ways ~ through sudden crises or a series of small but unsettling mishaps and warning signs. Whatever the situation, you may not be sure of the next step. Or even the *first* step. You may be in the middle of a crisis and decisions must be made quickly. If you are planning ahead, **the following checklists and suggestions may be helpful.**

Below are warning signs (Check the boxes that apply)

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

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

Information That You Will Need to Collect & Consolidate

1. Senior's date of birth and Social Security number.
2. Collect information about medical providers.
3. Names, phone numbers and addresses of the medical professionals.
4. Copies of health insurance policies and the front and back of insurance cards.
5. Make a list of all medications:
 - a. Prescription drugs and over-the-counter drugs
 - b. Include dosage amounts and instructions.

Take this list with you to ALL medical appointments.

 - c. Complete health history; date/results of exams, x-rays, CT scans, MRI's.
 - d. Be sure to take this with you to all medical appointments.
 - e. Include major illnesses and medical conditions of close relatives.
6. Learn as much as possible about medical needs.
 - a. Talk to the doctors about any concerns.
 - b. Discuss with the physician symptoms and progression of the disease.
 - c. Consider calling a family meeting.
 - d. When possible, designate a person to be responsible for each task.

LEGAL ISSUES AND TOOLS

First Task ~ Organize Papers

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

1. **Healthcare**
2. **Financial**

Healthcare - Important documents to search for:

1. Advance Health Care Directive
2. Power of Attorney for Health Care
3. Living Will
4. Directive to Physicians
5. HIPAA Authorization
6. POLST (means “**P**hysician **O**rders for **L**ife **S**ustaining **T**reatment”)

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

1. Trusts
2. Wills
3. Power of Attorney for Finances
4. Deeds or Certificates of Ownership for Property
5. Annuities
6. Life Insurance
7. Long-Term Care Insurance Policies
8. Retirement Accounts/ Benefits (IRA, 401k, 403b, Pensions, Veteran’s)
9. Most recent bank statements

Consider consulting with a qualified attorney to review these papers.

DO NOT WAIT FOR A MEDICAL CRISIS to consult with an attorney. Person signing documents must have capacity to understand what they are signing.

Second Task ~ Choose an Attorney

Finding An Elder Law Attorney

The attorney who practices Elder Law or Special Needs Law works primarily with people as they age and people with disabilities. The attorney will address general estate planning issues and will counsel clients about planning for incapacity and possible long-term care needs. The attorney reviews documents to be sure they properly coordinate private and public resources to finance the cost of quality care. You can locate an elder law attorney through:

NAELA National Academy of Elder Law Attorneys' website at www.naela.org.

Third Task - Getting 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 the questions that 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 right away!
4. If the client has a serious, chronic, or terminal illness, or if there is some other urgency, advise the attorney immediately!
5. When you make the appointment, ask the attorney these questions:
 1. Does the attorney offer a no-charge first visit?
 2. What documents should you bring to the meeting?
 3. Should you complete a questionnaire first?
 4. Will the attorney want to meet privately with the client?
 5. Are family, designated trustees or health care agents welcome?
 6. If the attorney accepts the case, what are the fees and costs? When will the client receive the legal services agreement for review?
(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 those caring for you what kind of health care you want/do not want.
- c. To tell everyone caring for you how you feel about life support.
- d. To make special requests about the people or things important to you when you are ill (friends, music, clergy, pets, poetry, scripture, etc.).
- e. To tell everyone where you want to live in your final days.
- d. To make choices about organ donation, cremation, burial.
- e. To tell everyone how you want to be remembered.

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

3. Make sure that your hospital, physician, and your healthcare agent(s) have a copy of your Advance Directive / POLST. Keep a copy (fridge, wallet, glove compartment, etc.). If you keep a copy in a drawer, filing cabinet, etc., be sure agent(s) know the location.

4. Advanced Care Information and Resources:

California Department of Justice - Advance Healthcare Directives

https://oag.ca.gov/consumers/general/adv_hc_dir

Coalition for Compassionate Care of California (non-profit)

<http://coalitionccc.org>

Five Wishes – Changing the way we plan for end-of-life care

<https://www.agingwithdignity.org/five-wishes/about-five-wishes>

Medical Privacy and HIPAA

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

Types Of Medical Care as You Age

Annual Wellness Visit This visit is paid for by Medicare and it gives both you and your physician a chance to catch up on your healthcare concerns, needs, mental health status, tests, lab work, etc. This is a suitable time to ask questions or discuss the need for a specialist.

Home Health Services are typically initiated by a physician. Medicare may pay for some home health care, but only if you meet certain qualifications and conditions. *Home Health is **different from** routine In-Home Care. In-Home Care is rarely covered by insurance.* This care is typically needed at home for the treatment of an illness or injury and is temporary for 60 to 90 days.

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

Hospice Care individuals approaching end of life and are no longer seeking curative treatments. The focus is comfort and quality of life in remaining days. Hospice and Palliative care are both collaborative groups consisting of specially trained professionals, volunteers, and family members, and may occur in a variety of settings, including home, board and care, and skilled nursing facilities. Physicians prescribe Hospice care and Medicare covers this benefit. You may choose the referral from your physician or your own Hospice.

Insurance Plans ~ Look at Medicare or Medi-Cal coverage. Review prescription coverage and care co-pays for RX, therapies, etc. Review plans yearly.

What Is a Geriatrician and Should You See One?

A **Geriatrician** is a physician who is trained to care for the unique health care needs and treatment preferences of older adults. Geriatricians are Board Certified with the American Medical Association and understand the unique physical and emotional health problems associated with aging. Geriatricians look beyond the medical problems to see their impact on a patient's overall well-being. They understand that health care involves not only medical examinations but also mental, spiritual, functional, and social well-being.

Getting the Most Out of Your Doctor Visit

Preparing For a Doctor's Visit

Write down your questions and bring them to the visit. write down symptoms and details, and what they were like when they first began.

1. If you have diabetes or hypertension, bring your home-monitoring records.
2. Bring all your medications, including herbals, supplements and vitamins or bring an up-to-date list of medications and supplements.
3. Consider taping your visit or bring a health care folder or notebook to write down the doctor's responses to your questions and her/his advice about treatment and other information for follow-up.
4. If you feel you need support in communicating with the doctor, in remembering information, or if you have a complicated health problem, it is a **good idea to have a friend or relative accompany** you to be your advocate and to help you remember information.
5. Ask questions about medications and their purpose.
6. Let the doctor know if you do not understand anything being said.
7. Before you leave the office, **make sure that you understand** your condition, treatment options, and medications. Know when you need to meet the goals prescribed by your doctor and when you need to follow up
8. be sure to follow through with the treatment plan you discussed with your physician. If you have additional questions, contact your doctor.

STEP 2: CONSIDER YOUR HOUSING OPTIONS

How Much Will It Cost?

The cost of all types of care has steadily risen over the years ~ The best estimate for care costs can be found on The Genworth Cost of Care website: (<https://www.genworth.com/aging-and-you/finances/cost-of-care.html>)

1. Caregiver

- a. Provide friendly companionship.
- b. Assists with light housework, meals, shopping, laundry, errands, etc.
- c. Personal needs such as bathing, feeding, some bedside care, etc.

- d. Transportation to doctors and therapy appointments, etc.
- e. Perform errands such as food shopping, picking up prescriptions, etc.
- f. Meal preparation, laundry, light housekeeping, etc.
- g. Medication reminders. No skilled nursing or dispensing medication.

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

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

Questions To Ask

When Interviewing Potential Caregiver Agencies

1. Is the company independently owned, a corporation, or a franchise?
2. How many years have they been in business? Where is the local office?
3. Is it possible to have a consistent caregiver each time?
4. Does management have any healthcare experience or background?
5. What is the agency's hourly rate? What is the minimum number of hours?
6. How much advance notice is required to cancel a shift?
7. Are there any charges for over 8-hour shifts, weekends, or holidays?
8. How does the agency bill? Do they require a deposit? (Keep your receipts!)
9. How will they plan coverage if the caregiver is not able to work that shift?
10. Will the caregiver provide transportation for the patient? Will the caregiver use their own car or the patient's? How is gas paid for?
11. How do they hire and evaluate their employees? Can caregivers be interviewed? What specific trainings do your caregivers get? How often?
12. Are the caregivers' employees of the agency? Is Worker's Compensation Coverage, payroll taxes and expenses covered by the agency.
13. Are references available from a previous employer or agency?
14. Are agency personnel available after-hours 24/7 for consultation?
15. Is the agency a VA Approved Provider or do they have experience working with veterans and/or the VA and VA benefit plans for home care?

Hiring Options- Private Hire vs. Home Care Organizations

Option 1 – Private Hire: You are the employer responsible for screening and selection of caregivers. You are also responsible for tracking overtime, paying payroll taxes, issuing W-2 forms, unemployment insurance and providing workers compensation coverage.

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

IMPORTANT ~ Caregivers as Independent Contractors and Private Pay:

*In most cases state law classifies caregivers as employees. If you hire a caregiver privately, consult with an attorney or CPA. There are legal and financial requirements to hiring private caregivers. Among them are Social Security benefits, Unemployment Insurance, Workman's Compensation, and other costs. **Be aware** of your legal responsibilities.*

Types of Residential Settings

Aging in Place (In Your Own Residence) An important consideration is the older adult's safety, and anyone the senior may live with. Other considerations include finances, convenience, social supports, and transportation.

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

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

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

Residential Care Homes or ***Board and Care*** provide care for seniors in a homelike setting that is like a family. This type of home varies in both size and setting. The staff in a residential care home set up and encourage medication compliance, help residents bathe, dress, and other activities. Many ***Residential Care Homes*** also offer ***Memory Care*** and in-house ***Hospice*** care.

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

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

Aging In Place Technology 101

“Smart” Technology for Aging in Place Seniors Options

1. MedMinder <https://www.medminder.com/>

A digital pill dispenser that looks like a regular seven-day model.

2. Reminder Rosie www.amazon.com

A voice-activated talking clock that tells you to take your medicine at a certain time. A family member programs the clock.

3. GrandCare Systems <https://www.grandcare.com/about/>

A multipurpose system that tracks daily activity, has medical monitoring (glucose, oxygen, blood pressure, weight) and can display anything: diets, discharge plans, exercises.

4. Lively <https://www.greatcall.com/devices/lively-wearable-urgent-response-device>

cell phone “jitterbug” that has options such as emergency services, call Lyft ride for you, fall detection, app that allows family/ friends to get alerts if there is an emergency.

5. GrandPad Tablet <https://www.grandpad.net/>

GrandPad is a computer tablet designed with seniors in mind – it comes with features that allow for easy connection. The large buttons and intuitive interface make it simple for seniors to start video chatting and sharing memories with family and friends.

Aging In Place ~ Things to Consider

1. Consider staying at home if it is a **relatively small one-story** home, or able to move downstairs.
2. **Install safety equipment** such as grab bars, handrails, ramps, extra lighting, a security system, obtain a personal emergency response system.
3. **Remove clutter** (paper, boxes, old mail, catalogs, etc.) from closets, etc.
4. Remove minimally used / unnecessary items (i.e., books, clothing / shoes, old equipment, cookware, furniture, etc.) ~ if you have not used it in a year.
5. Make sure items that are on shelves, drawers or cupboards are within. **easy reaching distance** ~ avoid reaching more than 2-6 inches overhead.
6. Identify reliable low-cost and convenient **transportation options**.
7. Research the **distance** frequently used services are from home.
8. **Consider financial issues** ~ mortgage, medical costs, food, caregiver, etc.
9. Make sure **legal documents** are current and in place (Trust / Will, Advance Directive, Powers of Attorney, etc.)

Assisted Living / Memory Care – Options in Long – Term Care

When older adults can no longer live independently, family and caregivers are faced with the difficult decision of what type of care to select because not all residential options are created equal. Two of the fastest-growing types of residential senior care is **assisted living** and **memory care**. But what are the **differences between the two**, and what are the most crucial factors?

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

Memory care facilities provide housing, care, and therapies for seniors who have Alzheimer's disease or other forms of dementia in an environment designed to reduce confusion and prevent wandering. These units are typically locked and often have a higher staff/patient ratio.

Assisted living facilities are not federally regulated, but they should be licensed by the state they are located in.

What To Look for In an Assisted Living / Memory Care Facility

1. Bigger is not always better. Some residents with cognitive impairment may become over-stimulated in a large environment and may prefer a calmer, homelike setting such as a **6-Bed Residential Care Home**.
2. **Shared or Private Room?** Studies show that a shared room is not only less expensive but can be better for residents with dementia as some become more anxious when alone. Socialization and engagement should be a priority since that may help to enhance memory and avoid depression.
3. Observe **the staff** to see how they interact with residents (speak to residents by name, make good eye contact, walk with, or gently touch residents, etc.). Observe other residents to see if you think they would be compatible.
4. Don't be distracted by the décor. Fancy décor does not mean good care alone.
5. **Expect an adjustment period.** It takes time for a resident to get used to a unfamiliar environment and for staff to get to know their likes and dislikes.
6. Visit at different times of the day to get a better picture of care and the attentiveness of the staff. **Observe** meals and activities.
7. Do your research or **enlist the help of a professional** who knows the history and reputation of care facilities in your area.

STEP 3: COMMUNITY RESOURCES AND INFORMATION

Community Resources, Housing and Nutritional Needs

1. Take a crash course in community resources:
 - a. Find out about senior centers and adult day health services in the senior's living area ~ what kind of care do they offer, transportation, etc.
 - b. What are the some of the best in-home care agencies around? What meal delivery and Friendly Visitor support options are available?
 - c. Assess the senior's balance, mobility gaps and skills. Determine needs/resources.
2. Even if this is an acute crisis that is likely to pass, **start gathering information** about assisted living facilities and other long-term care options. You will want to be able to offer the senior a range of options to choose from.
3. If the senior lives in an assisted living facility at a distance from their support systems, a concern will be replenishing one's health care supplies at a reasonable price. It may be less expensive to shop online having the supplies delivered with auto delivery.
4. 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 for more information / suggestions.
5. Other Community Resources to consider are brain and mental health help.

Talk To and Consult With . . .

1. **Consult with** and
 - a. Talk to trusted friends, neighbors, acquaintances ~ anyone with experience in caring for an elder.
 - b. Assemble information about how to proceed and what to expect down the line. You will learn that others have been there before and found their way through.
2. **Talk with** the older adult in your family and
 - a. Allow them as much independence as circumstances permit.
 - b. Remember that the caregiver's role is to help the older adult in need to maintain as much control over their lives as feasible.
 - c. The older adult has the right to make their own decisions unless the decisions become harmful to them. Collaboration is key, for better outcomes consider their desires and goals.

- d. Make sure that everyone on the caregiving team have the information they need to perform their responsibilities.
 - e. Make a list of emergency numbers, family contact numbers and other items and distribute to those who might need it.
 - f. Trusted family members should know how to locate legal, financial, and medical documents like durable powers of attorney, trusts / wills.
 - g. Investment account statements and health insurance policies and where they are located.
3. If the older adult is still living at home, make sure you and others in their inner circles have **keys to the residence** in case of emergency.
4. **Keep good notes**
 - a. Whenever you talk to a doctor, lawyer, insurance company, service agency, government office or advocacy organization, write down the date and the name of the person you spoke with, contact information and the substance of the conversation.
 - b. Keep separate files for different areas of concern ~ financial topics, medical affairs, real estate, vehicles, insurance, etc.

Never assume that the professional and medical personnel will do what they promise. These professionals are extremely busy and have other people to care for in addition to your loved one. Bottom Line ~ *stay involved for maximum benefit.*

5. **Acknowledge your own feelings** of loss, anger, shock, and confusion. Perhaps you realized this moment was coming, perhaps not. In any event, you are likely to find unsettling emotions bubbling through the surface.

Disaster Preparedness

5 Disaster Preparedness Steps to Take

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

Elder Abuse in The Age of Electronics and Technology

Protect Your Online Identity

1. Use Strong, Unique Password - Use letters, words, and symbols, and avoid reusing passwords.
2. Be Cautious with Emails and Links. Verify senders and hover over links to ensure legitimacy.
3. **Enable two-factor authentication** - A second layer of security: a code that received via text or email.
4. Review your accounts regularly - Check your bank and credit card statements carefully. If you notice any suspicious activity, call your bank right away. Set up fraud alerts that notify you with suspicious purchases. Install and update spyware on computers.
5. **Keep an eye out for data breaches** of banks, retailers, credit agencies, Check your credit report.
6. Take a free look at your **credit report** once a year from each bureau.
7. **Freeze your accounts** if you have no immediate need for credit, freezing can be done online with all three credit bureaus and is free.
8. Consider identity theft protection.

Elder abuse is the fastest growing and least reported form of abuse in Orange County. The most common forms of abuse are financial, which includes cyber scams. Other types of abuse include emotional abuse, neglect / self-neglect, physical abuse, and sexual abuse. To report Elder Abuse or Scams:

Adult Protective Services (APS)..... **800-451-5155**
The Federal Trade Commission <https://reportfraud.ftc.gov> **877-382-4357**

Emergency Phone Calls

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

Since **9-1-1** is for emergencies only, it helps to understand when to call and when not to call. An emergency is any serious situation where emergency medical help is needed right away.

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

General Sources of Information and Services

2-1-1 Orange County2-1-1

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

Adult Protective Services ~ Orange County800-451-5155

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

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

Provides multiple resources to Orange County's older adults to support independence and promote health and wellbeing through nutrition programs, transportation, Adult Day Care Classes, and Case Management program.

<https://agewellseniorservices.org/>

Alzheimer's Association800-272-3900

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

Alzheimer's Family Services Center714-593-9630

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

Alzheimer's Orange County949-955-9000

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

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

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

www.brailleinstitute.org/orangecounty

CalOptima714-246-8400

Plan which provides health care coverage for Orange County residents who are eligible for Medi-Cal, some Medicare patients may qualify for both plans.

www.caloptima.org

CalAIM 800-587-8088

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

- a. Day habilitation programs
- b. Medically tailored meals/medically supportive food
- c. Personal care and homemaker services
- d. Respite services
- e. Nursing facility transition/diversion to assisted living facilities
- f. Community transition services/nursing facility transition to a home

- g. Environmental accessibility adaptations (home modifications)
- h. Asthma remediation physical modifications to a home environment

CalOptima / Medi-cal application 800-281-9799

City Governments

Contact local city halls for grant and senior assistance information or visit their websites. They also offer information on classes and services.

Council on Aging – Southern California714-479-0107

Direct services to older adults and persons with disabilities through six programs: Long-Term Care Residential Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), Friendly Visitors / Reconnect Early Intervention Services for Older Adults (EISOA) Program, Senior Protection Program and FAST. Call for additional information. www.coasc.org

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

Independent living center (ILC) providing disability resources and advocacy to residents of Orange County with a disability. DMC offers a range of services such as Aging with Vision Loss, Benefits Advocacy, Mobility Management Program, and Community Transition Services. www.daylemc.org

Caregiver Resource Center of OC714-446-5030

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

Meals on Wheels Fullerton, Inc714-220-0224

A non-profit organization providing Meals and other nutrition services, Case Management, Adult Day Services, Care Coordination and Friendly Visitor programs to at-risk older adults in central and north Orange County. <http://www.mealsonwheelsoc.org/>

Orange County Office on Aging714-480-6450

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

Orange County Vital Aging Program949-764-6288

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

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

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

Cal Optima Health PACE714-468-1100

Coordinates the care of each participant enrolled in the program based on his or her individual needs with the goal of enabling older individuals to remain living in their community. www.caloptima.org

St. Jude Medical Center Senior Services714-446-7035

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, fall risk assessment program, grief recovery support group, Medicare insurance planning, Advance Care Planning and assistance, Art classes, short term depression counseling, anxiety and depression support groups, and Stroke Support Group.

www.stjudemedicalcenter.org

UC Irvine Health Senior Health Center714-456-7007

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

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

Olive Community Services 714 643-6343

Provides multi-cultural and multi-lingual programs for seniors, including physical activities through movement and exercise, mental and social stimulation through crafts, cooking, gardening, speakers on a variety of topics via Zoom and in person sessions. www.olivecs.org

ADVANCED CARE PLANNING

Forms:

<https://med.stanford.edu/content/dam/sm/palliativecare/documents/ENG-PREPARE-Advance-Directive.pdf>

<https://oag.ca.gov/system/files/media/ProbateCodeAdvanceHealthCareDirectiveForm-fillable.pdf>

Services:

ElderCare Locator 800-677-1116

Stephanie Benites Center for Advance Care Planning714-287-2918

Notary services **only** for Advance Care Planning. stephanie.benites@stjoe.org

Providence St Jude Senior Services **714-446-7017**
Medical needs/wants planning information. Provides copies of forms,
Notary services, resources, information, and assistance.

Alzheimer's Orange County **844-373-4400**
Education, resources, and tips.

Adult Day Care / Adult Day Health Care (ADHC)

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

Anaheim

SeniorServ V.I.P ADHC (Spanish/Tagalog/English) **714-220-2114**

Brea

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

Buena Park

Buena Park Senior Day Care Program **714-826-3163**

Commonwealth ADHC (Korean) **714-522-4960**

Fullerton

Reimagine ADHC (Spanish/English/Tagalog) **714-680-6060**

Garden Grove

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

Huntington Beach

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

Tustin

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

Assisted Living / Board and Care / Placement Specialists

Consider enlisting a professional when researching senior housing.

Many sites will sell and/or share your information with others. You may want a site that will keep your information private. Reliable local **Placement Specialists** will help you find the best care setting for your loved one. Choose from independent living, assisted living, continuing care retirement communities (CCRC's), memory care, or licensed residential care homes. They will work with you to find housing that best meets your needs, location, and budget. **Senior placement / housing specialists** are members of a National Placement and Referral Alliance (NPRA) which sets standards of professional conduct and accountability as well as offers a Certified Placement and Referral Specialist (CPRS) certification exam.

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

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

Alliance Eldercare / Derek Mannion **866-936-4241**
www.AllianceEldercare.com

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

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

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

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

Attorney ~ Elder Law

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

Anaheim

Patrick McNally..... **714-988-6370**
1225 W. Lincoln Ave., Anaheim, CA 92835
<http://www.pmcnallylaw.com>

Fullerton

Daniel R. York..... **714-738-3400**
1953 E. Chapman Ave., Fullerton Learn more at www.DanYorkLaw.com

Orange

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

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

Santa Ana

Elder Law and Disability Rights (ELDR) Center **714-617-5353**
1535 E. 17th St., Suite 110, Santa Ana <https://eldrcenter.org/>
wills, trusts, powers of attorney, advance healthcare directives,
conservatorships, access to federal benefits, and disability rights.

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

Public Law Center **714-541-1010**
601 W. Civic Center Dr., Santa Ana www.PublicLawCenter.org/Services
You can get free legal help from the Public Law Center. They can help
with health care, housing, Veterans benefits, wills, trusts and more.

Care Management / Advocates

A **geriatric care manager** can help you figure out the best kind of care for disabled and older adults and help you make a Care Plan. Geriatric care managers are certified professional caseworkers who specialize in geriatric care and advocacy for older adults. They work with a wide range of professionals to optimize a client's health and well-being.

Deborah Beatty, RN..... **714-602-9910**
For more information, go to: www.ProfessionalNursePartners.com

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

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

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

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

Helping Hands Senior Foundation 818-279-6580

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

Helps older adults stay healthy, connected, and protected. No-cost programs about Medicare health insurance, protection from financial abuse, and advocacy and patient rights in long term care facilities. They also have programs to help older adults stay connected with others. www.coasc.org

Caregiver Resource Center OC 714-446-5030

Assists families and caregivers cope with caring for an older adult. They have classes, counseling, support groups, and much more. www.CaregiverOC.org

Meals-on-Wheels OC Care Coordination 714-220-0224

Meals-on-Wheels Care Coordination program will deliver meals 5 days a week and set up visits from a care manager. They will help get things like health care, therapy, and legal assistance. www.mealsonwheelsoc.org

OC Social Services – In-Home Support Services 714-825-3000

In-Home Support Services (IHSS) are for older adults and people that are disabled or frail and have a low income. IHSS helps with house cleaning, shopping, cooking, laundry, and personal care. ssa.ocgov.com/elder/ihss

Orange County Social Services Agency 800-281-9799

Call to sign up for CalFresh (food stamps), Medi-Cal or IHSS.

CalOptima Health PACE 1-844-999-PACE (7223)

Coordinates the care of participants enrolled in the program with the goal of enabling older adults to remain living in their community. www.caloptima.org

Social Security Administration 800-772-1213

Call Monday to Friday/7am -7pm to speak with a person or 24/7 for recorded information.

St. Jude Medical Center – Caring Neighbors 714-446-7064

This program supports low-income seniors with friendly home visits and phone calls. The friendly visitor helps with errands, light housekeeping, and exercise. Visit www.StJudeMedicalCenter.org and search for “Senior Services” for more information.

Care Partners Medicine..... 888-298-0960

Personalized care plan created for each participant. Provides continuous support, focused on personalized health needs, goals and linkage to resources

to support independence. Services are free but must be enrolled in Medi-cal. Call for details and criteria. English, Spanish & Vietnamese languages available. www.carepartnersmedicine.com

Disability Resources

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

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

Balance and Mobility Classes are associated with fall risk prevention, improved strength, muscle tone, and overall health and vitality. Check your local / city **Senior Center** for class days / times as well as the following options:

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

Office on Aging Resource Line..... **714-480-6450**
St. Jude Wellness Center **714-578-8770**

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

Braille Institute – Anaheim Center **714-821-5000**
Offers services for people with vision loss. Can assist with low vision rehab consultations, library services, support groups, classes, and more.
www.BrailleInstitute.org/Anaheim

Dayle McIntosh Center **714-621-3300** or **657-233-8140** (video phone)
Dayle McIntosh Center has multiple supportive services: skills training, services for the deaf, etc. www.DayleMC.org

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

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

OC Aging and Disability Resource Connection (ADRC) .. **715-839-4735** (TTY)
Local: **714-480-6450**

The ADRC helps people understand their options and connects them with the services and supports they need. www.ADRCCOC.org

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

Innovations and Technology for Disabilities

1. **EatWell** – Red, yellow, and blue innovative flatware, cups, bowls, and a tray **stimulates appetite** in Alzheimer’s patients and assists people with limited movement in their limbs eat independently. www.eatwellset.com
 2. **eSight** – Goggles that **enable low vision or vision loss individuals to see**, be mobile and engage in virtually all activities of daily living. Promotes independence. <https://www.esighteyewear.com/>
 4. **In Home Care Products** - Adaptive living aids for those with various physical **needs**. Useful tools and equipment to increase daily living ease. www.caregiverproducts.com
 5. **NuEyes** – ‘Smart Glasses’ **enable those with macular degeneration to be mobile** or stationary vs. other technologies which require people to only be stationary. Encourages independence. www.nueyes.com
 6. **WHILL** – Wheelchair that comes at the touch of a button and drives itself, relying on front and back cameras. **Lightweight personal mobility**. Useful in malls, airports, and city streets. <https://whill.us/>
-

Driver’s Education

AARP Smart Driver Class (Online) **800-350-7025**
Refresh your driving skills and stay safe on the road. Review rules of the road, new car technology, and more. Learn more at www.AARPDriverSafety.org

Mature Driver Class **714-808-4909**
Provides free driving classes on traffic laws and safe driving. **714-808-4679**
[Mature Driver - North Orange Continuing Education \(noce.edu\)](http://noce.edu)

St. Jude Driver Assessment Program .**714-578-8720 - ext. #3587** The Driver Assessment Program is for seniors with driving concerns such as vision or reaction time. Requires a doctor’s referral.

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

AAA Senior Driver Safety and Mobility **714-885-2313**
www.AAA.com/keepingtheykeys

Domestic Violence Services / Elder Abuse

Human Options 877-854-3594

Services for legal advocacy, shelter, counseling www.humanoptions.org

Radiant Futures 877-531-5522

Services for legal advocacy, shelter, counseling, www.radiantfutures.org

Fullerton Free DV Support Group Contact Donna @ 714-928-7434

Fall Risk Reduction

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

Worried about falls and injuries?

1. Fall risk assessment for their home.

St. Joseph Hospital Rehabilitation Services 714-771-8222
St. Jude Medical Center – Senior Services 714-446-7064

2. Balance and exercise classes.

Check your local senior center or community center for classes

CSUF Center for Successful Aging 657-278-7012
OC Office on Aging 714-480-6450
St. Jude Center for Rehabilitation and Wellness 714-578-8770
Fullerton Family YMCA 714-879-9622

3. Learn what else you can do to help prevent falls

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

Fitness and Well - Being

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

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

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

Fullerton YMCA 714-879-9622

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

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

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

Fiduciaries

The primary role of a Licensed Professional **Fiduciary** is to provide support and if need be, protection to another person by managing their finances and/or their care. The legal relationship between the Fiduciary and the “Client” is established either by a Court Order or other legal documents such as a Trust, a Will, or a Power of Attorney.

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

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

Who may need the support of a Professional Fiduciary?

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

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

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

Licensed professional fiduciaries in Orange County:

Highland Guardian Services, Kelly McCoy.....	949-635-4055
OC Probate and Trust Services, Laura Lane	714-662-3000
Secure Fiduciary Services, Mark McKibbin.....	714-293-2416

Financial Advisors / Planners

Look for someone that's fee-only, not fee-based. Ask how advisor will be paid and whether the advisor will be in a fiduciary relationship with you.

Fee-only financial advisors serving North Orange County:

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

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

Search for a fee-only advisor near you:

National Association of Personal Financial Advisors...www.napfa.org

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

Choosing a Financial Advisory

Investing / Financial Professionals - California Attorney General
<https://oag.ca.gov/consumers/general/investing-financial-professionals>

Healthcare and Elder Law Programs (HELP) ... 310-533-1996 Low cost and free services for seniors and their families. Download the "Ask First!" screening sheet and get information on financial planning, elder care, and more at www.Help4Srs.org.

Food Resources for Seniors

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

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

Granny's Mobile Market (949)653-2900

Orange County

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

Anaheim

The Dwelling Place 714-777-4777
<http://dwellingplacefoodpantry.com/> 5340 E La Palma Ave, Anaheim

Brea

Community Center - Senior Grocery Program 714-990-7750

Buena Park

Buena Park Community Center 714-562-3500

Fullerton

Fullerton Senior Center **714-738-6575**
340 W Commonwealth Ave, Fullerton, CA 92832 – Check for days/times
<https://fullertoncommunitycenter.com/senior-services-programs/>

Garden Grove

Orange County Food Bank / Sr. Food Box **714-897-6670**
11870 Monarch St., Garden Grove www.OCFoodBank.org

La Habra

Iglesia Case de Oracion Church **562-232-6215**
La Habra Hills Presbyterian Church **562-691-3296**

Placentia

Senior Center **714-986-2333**
143 S Bradford Avenue Placentia, CA 92870 / Check for days / times
<https://www.placentia.org/339/Senior-Center>

Yorba Linda

Food Distribution **714-961-7181**
4501 Casa Loma Ave, Yorba Linda, CA 92886
Friendship Baptist Church **714-579-7066**
Yorba Linda Food for families **714-273-9596**

Friendly Visitor Programs

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

Council on Aging – Southern California **714-479-0107**
Meals-On-Wheels OC **714-220-0224**
Project L.I.F.E. **714-612-0306**
St. Jude Medical Center / Senior Services **714-446-7064**
NAMI Peer Program / Silver Companion **657-643-7416**

Funeral Services

Anaheim

Anaheim Cemetery and Scatter Gardens **714-535-4928**
1400 E. Sycamore St., Anaheim

Brea

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

Costa Mesa

Neptune Society of OC /Pre-arrangement **949-646-7431**
7589 W. 19th St., Costa Mesa / Immediate Need **800-225-1601**

Cypress

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

Fullerton

Accu-Care Cremation and Funerals..... 714-535-5306
1410 S. Acacia Ave., Suite D, Fullerton 844-339-8806
Loma Vista Memorial Park 714-525-1575
701 E. Bastanchury Rd., Fullerton
McAulay and Wallace Mortuary 714-525-4721
902 N. Harbor Blvd., Fullerton

Garden Grove

MMCC Muslim Mortuary and Cemetery 877-991-6622

Orange

Holy Sepulcher Cemetery 714-532-6551
7845 E. Santiago Canyon Rd., Orange

Santa Ana

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

Yorba Linda

McAulay and Wallace Mortuary.....714-777-2692
18311 Lemon Dr. Yorba Linda, CA, 92886

Geriatricians

Diamond Bar

David Rhodes, MD 909-860-1144
1514 S. Valley Vista Dr, Diamond Bar

Fullerton

Kiho Woo, MD 714-992-3000
101 E. Valencia Mesa Dr., Fullerton

Yorba Linda

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

UC Irvine Health SeniorHealth Center714-456-7007

101 The City Dr. South Orange

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

UC Irvine SeniorHealth HAPS877-427-7824
Assists with complex medical, psychological, and social challenges.

Lisa Gibbs, MD.....714-456-7007 (press option #2)
Division Chief, Geriatric Medicine, and Gerontology

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

Grief Support Groups

Anaheim Hills

San Antonio de Padua Catholic Church 714-974-1416

Fullerton

Fullerton Free 714-529-5544

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

St. Jude Senior Services 657-217-7796 or 877-459-3627

Orange

Mariposa 714-547-6494

Irvine

St. John Neumann Catholic Church 714-667-2341

St. Thomas More Catholic Church 714-875-8126

Yorba Linda

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

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

Santa Clara de Asis 714-970-7885

Newport Beach

HOAG Bereavement Groups 949-764-8585

North Orange County

Online Groups:

GriefShare – faith-based classes in person or online. Check website for locations throughout Orange County as well as online dates and times. www.griefshare.org

VITAS Healthcare – weekly meetings online only **888-974-1821**
<https://www.vitas.com/family-and-caregiver-support/grief-and-bereavement/remote-grief-support-groups>

Hearing Aid Technology Makes A BIG Difference

Hearing aids have four basic parts: 1) **Microphone**; 2) **Processor**; 3) **Receiver**; and 4) **Power Source** (battery) and can be considered either basic or advanced based on the sophistication of the processor.

Basic Hearing Aid Technology Can Include:

- Data logging – stores data for your listening preferences, volume, etc.
- Digital Noise Reduction
- Directional Microphone Systems
- Feedback Management Systems
- FM Compatibility improves the frequency to noise ratio
- Impulse Noise Reduction
- Telecoil – eliminates the potential for feedback
- Wind Noise Reduction

Advanced Hearing Aid Technology Can Include:

- Artificial Intelligence (AI) learns your hearing likings for volume, etc.
- Binaural Processing mimics the brain's ability to process information
- Bluetooth helps to improve the signal-to-noise ratio and end feedback
- Rechargeable Batteries
- Tinnitus Masking Features
- Top of the line sound processing and frequency response coming from both ears and helps reduce manual adjustments.

Hearing Centers

Anaheim

Anaheim Hearing Center **714-535-7508**
200 N. Harbor Blvd., #110, Anaheim, CA 92805
<https://www.hearinglife.com/hearing-aids-centers/california/anaheim>

Brea

Brea Hearing Center **714-510-3209**
385 W. Central Ave., Unit A, Brea, CA 92821
www.hearinglife.com/hearing-aids-centers/california/brea

Fullerton

Beltone Southern California **714-672-9445**
1020 E. Bastanchury Rd., Fullerton, CA 92835
For more information, go to www.BeltoneSC.com

Fullerton Hearing Center **714-871-0632**
1843 N. Euclid St., Fullerton, CA 92835
Learn more at www.FullertonHearing.com

Connect Hearing by AudioNova **714-449-3344**
1440 N Harbor Blvd, 9th Floor, Fullerton, CA 92835

Orange

The House Institute Hearing Aid Centers 714-760-9299

431 S. Batavia St. Suite 200 Orange, CA 92868

Visit www.HouseProvidence.org for more information.

Word and Brown Hearing Center 714-639-4991

1310 W. Stewart Dr., Orange, CA 92868

Learn more at www.WBHearingCenter.com

Hoarding Support / Cluttering Clean-up

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

Address Our Mess 855-676-7848

www.clutterhoardingcleanup.com/resources/hoarding/online-help-hoarders

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

Hoarding clean up from sorting to deep cleaning.

www.AAAHoardingBiohazard.com

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

Light cleaning to hoarding clean up. Assists with pest control, laundry, and home repair.www.MaidInCalifornia.com.

Steri-Clean, LLC 714-899-4225

Hoarding clean up options from complete clean out to organizing and recovering items. www.Steri-Clean.com

Home Improvement and Repair

Adray's VP Handyman and Construction Services..... 714-921-9616

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

Amramp 310-530-1570

Ramps, stair lifts, roll-in showers, etc.www.AmRamp.com/LAOC

AtHome Living Solutions 949-348-0188

H and H Bath and Safety..... 626-344-9779

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

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

Scotty's Family Plumbing562-290-3614

Home Services

Barber / Hairdresser

Mobile Hair by Jon-Paul..... 949-307-2748
Hair by Nichole 714-833-8503

Computer Assistance

The Computer Guys (will travel to clients).....714-940-1700
<https://www.thecomputerguysonline.com/>

Dental

Jessica L. Woods, RDHAP..... 714-292-3291
www.DentalHygieneDirect.com

HomeCare Dentists..... 949-429-7100
www.HomeCareDentists.com

West Coast University 877-928-2546
Free dental hygiene services - cleaning and x-rays

Lestonnac Clinic 714-633-4600
Free dental for low income, uninsured patients. X-rays, fillings, extractions, cleanings, surgical procedures, and oral health care.

KC Services 714-503-6550
Exams, cleanings, sealants, fillings, extractions, crowns, limited root canal.

Doctors

Lynda Adrig, MD 949-855-7255
www.OCHousecalls.com

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

Homebase Medical 800-964-4364

Dispatch Health In-Home Care (UCI).....949-594-0447
www.ucihealth.org/medical-services/same-day-care/in-home-care

Manicurist

Mobile Couture Nails / Carolyn Reyes712-651-0055

Massage Therapist

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

Medical Supplies

Apria Healthcare	888-492-7742
At Home Medical Equipment and Supplies	714-556-4663
OC Medical Supply, Inc.	714-956-4690
Emporium Medical Equipment	714-224-7474
Nurse Diagnostic Mobile Lab Services	844-886-3328

Mobile Notary

Aaron Davila, Mobile Notary	714-595-7769
Marty Chiang	408-677-1888

Nurses

Home Care Providers www.homecareproviders.com	714-671-6877
Visiting Nurses Association of Orange County	949-263-4700
Learn more at www.vnahhs.com	
Providence Home Health OC	714-712-9500
https://www.providence.org/locations/socal/st-joseph-home-health-anaheim	

Physical and Occupational Therapy

Rehab Without Walls <i>brain and spinal injuries</i>	800-741-1164
Visit www.RehabWithoutWalls.com . Private insurance only	
Providence St Jude Medical Center for Wellness	714-578-8720
Lifetime Physical Therapy and Fitness	714-337-4511
Learn more at www.LifetimePT.com	

Pet Services

Mobile Veterinary Services, Inc.	949-757-1440
Sunny Side Veterinary	714-497-0829
Good Vibes Mobile Veterinary Services	657-527-9779
BetterVet	888-788-1165
Routine checkups, vaccinations, sick visits. Telemedicine available.	
Lap Of Love	949-310-0938
In home end of life euthanasia. Provides cremation services as well.	

Podiatry

Dr Robert Lords	714-996-7601
James Pak, DPM	714-777-0750
Learn more at www.OCFootSurgery.com	
Paul Yoon, DPM	714-535-3668
To learn more, go to www.YoonPodiatry.com	

OC Foot and Ankle Group, DPM **714-888-6860**
300 N. Euclid Street_Fullerton, CA 92832 www.ocfeet.com

Speech Therapy/Recreational Therapy/Registered Dietician

Rehab Without Walls **800-741-1164**
Visit www.RehabWithoutWalls.com Private insurance only.

Hospice Care

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

Housekeeping / Cleaning Services

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

Fair Housing Help and Information

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

In-Home Care

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

Magnificare, LLC **949-438-8881**
Care Providers **714-671-6877**
Care Partners **949-556-3433**
Senior Helpers North / Central Orange County **714-694-0992**
24 Hour Home Care **714-881-4245**
Assisting Hands **949-216-3900**
Care to Stay Home **800-828-9777**
A-1 Home Care Services **877-929-8499**
Attentive Home Care **800-731-0071**
Comfort Keepers **714-202-0197**

Home Instead Senior Care **714-288-1957**
St. Joseph Home Care Services **714-712-7100**
Right At Home North OC **714-730-2647**

Insurance: Medicare Plans

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

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

Health Insurance Counseling and Advocacy Program..... **800-434-0222**
For free, unbiased, personalized assistance and counseling regarding Medicare
coverage options, benefits, enrollment www.COASC.org **714-560-0424**

5 BIG Mistakes in Medicare Enrollment

- Mistake 1:** Signing up too early or too late for Medicare and its various parts.
Mistake 2: Not understanding the difference between a Medicare Supplement
and a Medicare Advantage plan
Mistake 3: Guessing vs. researching when picking specific plans.
Mistake 4: Not applying for extra financial help.
Mistake 5: Not re-evaluating your coverage every year.

Meal Delivery Options

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

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

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

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

Door Dash...<https://www.doordash.com/food-delivery/orange-ca-restaurants/>

Postmates.....<https://postmates.com/delivery/orange-county>

Uber Eats.....<https://www.ubereats.com/category/orange-county/fast-food>

Memory: Hearing Loss Impacts Memory in 3 Ways

Research that shows hearing loss can lead to conditions like dementia.

Hearing aids can help protect brain health and ward off cognitive decline.

<http://onlinelibrary.wiley.com/doi/10.1111/jgs.13649/full>

- 1. Stress** – When you strain to hear your brain experiences cognitive overload. The more severe your hearing loss, the more resources your brain must divert from other tasks to help you understand - and that creates stress.
- 2. Isolation** – When you must work extra hard to hear, you tend to start isolating yourself. You get tired of asking, “What?” Prolonged social isolation leads to depression and changes in the brain and memory loss.
- 3. Too much quiet time** – isolation makes your brain go from having to work hard to not working much at all. As areas of your brain goes unused, they shrink or get taken over for other duties.

Memory and Brain Health

Alzheimer’s Association **800-272-3900**

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

Alzheimer’s Orange County **844-435-7259**

Alzheimer’s Orange County has *free* programs, services, and resources. They help adjust to and cope with dementia. www.alzoc.org

Cognitive Care Solutions **714-545-3390**

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

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

Board certified neurologists participate in clinical trials.

<http://www.neurologyoc.com/>

Orange County Vital Brain Aging Program **949-764-6288**

Call for memory test, or go online to complete a memory test www.OCBrain.org

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

Memory screenings. Go to www.UCIrvineHealth.org

UCI MIND949-824-2382

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

Below are some things you can do to improve your memory and brain health:

a. Exercise

Physical activity increases blood flow to the brain, which can help with memory, thinking, learning, and problem-solving.

b. Eat well

A healthy diet can help protect your memory. Beans are a good source of fiber, B vitamins, and omega fatty acids, which can help with memory and concentration. Limiting refined carbohydrates, which can cause blood sugar spikes, may also help.

c. Stay mentally active

Engage in brain-challenging activities, like learning a new skill, and keep your mind active.

d. Sleep well

Getting enough sleep, usually seven to eight hours each night, can help improve memory.

e. Protect your head

Wear a helmet when participating in activities that could lead to a head injury, like biking, skiing, or riding a motorcycle.

f. Manage chronic health problems

Keeping blood pressure, cholesterol, and blood sugar in check can help protect your memory.

g. Stay socially active

Spend time with friends and family, or volunteer in your community.

Memory Assessment ~ What's 'Normal'?

Recognizing the Early Signs of Memory Loss Problems

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

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

When to Call a Doctor

There are many possible causes for memory loss. Symptoms of memory loss can be caused by a condition such as Alzheimer's disease, or other conditions. Things that contribute to memory loss include depression, anxiety, medication interactions, thyroid disorders, sleep problems, dehydration, and vitamin deficiencies. Each type of dementia or medical condition requires its own treatment approach. Please contact your physician.

Mental and Behavioral Health Care for Older Adults

Suicide Among Older Adults

Identifying Warning Signs for Suicide

A person who may be thinking about suicide likely does not want to die but is trying to make pain or suffering end.

Risk Factors and Warning Signs

- a. Marked feelings of hopelessness, lack of interest in future plans
- b. Medical conditions that significantly limit functioning or life expectancy
- c. Prior suicide attempts
- d. Withdrawing or isolating themselves
- e. Extreme mood swings
- f. Talking about wanting to die, feelings of hopelessness or no reason to live
- g. Alcohol or medication misuse or abuse
- h. Risk-taking behavior
- i. Depression
- j. Family discord or losses (i.e., recent death of a loved one)
- k. Feeling a loss of independence or a loss of sense of purpose

Visit <https://988lifeline.org/help-someone-else/> for more information

Preventing Suicide Among Older Adults

It is crucial to identify signs of suicidal thoughts and take appropriate follow-up actions to prevent them from acting on these thoughts.

- 1. Speak Up If You are Worried** – Start a conversation – “Are you OK? I’ve been worried lately.” **Listen** but DON’T argue, minimize, or criticize.
- 2. Act Quickly in A Crisis** - If someone you know has a suicide plan, you should not leave them alone – call **9-1-1** make sure to stay with them.
- 3. Offer Help and Support** – “You’re not alone – let’s work together on this.”

Hot and Warm Lines

Call or text if in a mental health crisis or emotional distress	988
Didi Hirsch Crisis Hot Line	877-727-4747
NAMI OC Warm Line	714-991-6412
Age Well	888-670-1360
Deaf LEAD Crisis line videophone	321-800-3323
Centralized Assessment Team Orange County	855-625-4657

Direct Mental Health Services / Agencies

Brea Resource Center, Counseling Services	714-990-7150
Gary Center, Counseling Svcs. (La Habra)	562-264-6000
Mental Health Association (MHA)	714-547-7559
OC Wellness Center / Central (Tustin)	714-361-4860
OC Wellness Center / West (Garden Grove)	657-667-6455
Orange County Older Adult Services	714-972-3700
Mental Health line (provides guidance and resources)	866-903-3787

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

Independence At Home **866-563-7380**
Provides friendly, trained therapists for support and help caregivers and care recipients to cope with their feelings, which can help improve wellbeing so they can stay in their own homes.

Multi-Ethnic Collaborative of Community Agencies714-202-4750
(Mecca) www.ocmecca.org

60 years & older experiencing early onset of mental health conditions or at risk. Support Groups, Home Visits/Case Management, Socialization activities.

National Alliance on Mental Illness OC (NAMI OC) 714-544-8488
Free help with mental health, substance abuse, loneliness, community resources, PEER program, support groups and family support.
www.NAMIOC.org

St. Jude Medical Center – Senior Services 714-446-7064
St. Jude’s weekly free Senior Depression Support Group and short term free in-office, in-home or by telehealth therapy with a trained clinician.

Orange County mental health www.OCHealthInfo.com/BHS/About/AOABH

Moving

A Positive Approach 949-306-5024
Specialized in move management, relocation and organizing. Handling the stressful logistics and physical demands to plan, downsize, pack, disburse estate, unpack and home set up. www.apositiveapproachllc.com

Blue Sky Estate Services 714-308-4892
Helps with moving. Helps you clean and organize your home.
www.BlueSkyEstateServices.com

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

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

Parkinson’s Disease

Parkinson’s Orange County www.parkinsonsoc.org
Website connecting people to support groups, fitness, supportive services, etc.

Parkinson’s Foundation 877-775-4111 www.parkinsonsresource.org

Stanford Parkinson’s Community Outreach

<https://med.stanford.edu/parkinsons/pd-organizations/socal.html>

Resources and information about the disease and resources, virtual events.
The link above will take you to Southern CA resources

Personal Emergency Response Systems

Lively **866-359-5606**

Has PERS that connect to cell phone. With a push of the button, connects to help family members. www.Lively.com

Life Alert **800-360-0329**

Options of wearable buttons, one that you can put in the shower, and one on the go. www.LifeAlert.com

Lifeline **866-681-5351**

Philips Lifeline has PERS that work at home or on the go. www.lifeline.com

MedicAlert Foundation **800-432-5378** www.medicalert.org

Home Safety options:

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

Health, Wellness, and Safety Monitoring Program **714-744-3800**

Mini sensors in the home. Watches for changes & contacts emergency services.

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

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

Compounding Pharmacies

AUM Pharmacy **714-495-2779**

710 N. Euclid St., Suite 103, Anaheim www.AUMRx.com

Central Drugs Compounding Pharmacy

1955 Sunnycrest Dr., #100, Fullerton, CA 92835 **714-515-1530**

520 W. La Habra Blvd., La Habra, CA 90631 **877-447-7077**

www.CentralDrugsRx.com

Purchasing Drugs from an Online Pharmacy

Here are **four things you should know** if you intend to buy a prescription drug from a foreign pharmacy.

1. Purchasing a drug from an online overseas pharmacy may save you money, but it can end up costing you more **if the provider is disreputable.**
2. The FDA warns that certain brand names used abroad **are not the same used in the U.S.** In some cases, the non-active ingredients or even active ingredients may be completely different.
3. **Always check the label closely** and never buy a product if the list of ingredients is not clearly displayed in a language you can fluently read.
4. **check the currency conversion rates** before making a purchase to ensure you are saving money. including shipping fees.

Prescriptions ~ Low-Cost Options

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

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

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

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

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

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

Rx Hopepatient assistance programs www.RxHope.com

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

Walmartwww.walmart.com/cp/pharmacy/5431

Real Estate / Seniors Real Estate Specialists (SRES)

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

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

TNG Real Estate, Maury Oglevie & Val Muir, GRI/SRES, #DRE#01239332
Contact at: **714-334-1432** or www.tngrealestate.com

Reverse Mortgage Specialists

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

Yolanda Arciniega, Jadestone Mrtg, Reverse Mortgage Consultant
.....**714-323-9627**

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

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

Kimberly McFee, Reverse Mortgage Educators714.227.6601

Senior Centers

Anaheim

Anaheim Senior Citizens Club..... 714-765-4511
250 E. Center St., Anaheim, CA 92805

West Anaheim Senior Center..... 714-765-8373
2271 W. Crescent Ave., Anaheim, CA 92801

Brea

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

Buena Park

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

Cypress

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

Fullerton

Fullerton Senior Citizens Club..... 714-738-6305
340 W. Commonwealth Ave., Fullerton, CA 9283

La Habra

La Habra Community Center **562-383-4200**
101 E. La Habra Blvd., La Habra, CA 90631

Orange

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

Placentia

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

Santa Ana

Santa Ana Senior Services Center **714-647-6540**
424 W. 3rd St., Santa Ana, CA 92701

Southwest Senior Center **714-647-5306**
2201 W. McFadden Ave., Santa Ana, CA 92704

Vietnamese Catholic Center **714-554-4211**
1538 Century Blvd., Santa Ana, CA 92703

Yorba Linda

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

Virtual Senior Center

Covia / Well Connected **877-797-7299**
Classes and support groups with trained staff or volunteers at no cost.
coviaconnections@covia.org

Transportation Options

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

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

OC ACCESS **714-560-5956**
Shared-ride service due to a disability. www.octa.net search "OC Access."

St. Jude Senior Medical Transportation Program **714-446-7017**
To & from Dr's appointments, classes, groups & therapy sessions at St. Jude.

Access California Services **714-917-0440**

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

Many cities have programs that provide rides to seniors throughout their city:

Anaheim Senior Wheels 714-765-4510

Anaheim residents aged 60 years or above.

Brea Senior Shuttle 714-990-7750

free to and from the Brea Senior Center. Small fee for outside of Brea.

Fullerton Taxi Voucher Program 714-738-6548

La Habra Shuttle 562-3834200

La Habra residents aged 60+ Travel in La Habra, St. Jude Medical Center, Whittier Hospital, or nearby doctors. www.LaHabraCity.com

Yorba Linda Parks and Recreation (TRAILS) 714-961-7181

Yorba Linda Parks and Recreation provides transport for adults age 60+.

<https://www.yorbalindaca.gov/391/Senior-Mobility-ProgramTRAILS>

Transportation Home from the Hospital

Attentive Home Care..... 714-516-9200

Home Care Providers..... 714-671-6877

Senior Helpers 714-694-0992

Providence Home Care 714-426-9430

Comfort Keepers 714-202-0197

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

Veterans Benefits

Veterans Benefit Administration <https://www.benefits.va.gov/>

AMVETS (American Veterans)..... **877-726-8387**

Veterans Service Officers in N. Orange County. amvets@amvets.org

CalVet (California Department of Veterans Affairs 2018) **800-952-5626**

www.CalVet.CA.gov

Orange County Veterans Service **714-480-6555**

www.Veterans.OCGov.com/FAQ

U.S. Department of Veterans Affairs..... 800-827-1000
Apply for benefits online at www.ebenefits.va.gov

Veterans Legal Institute (No Cost for Those Eligible) **714-852-3492**
2100 N. Broadway, Suite 209, Santa Ana, CA 92706 www.VetsLegal.com

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

U.V Vets **800-413-5160**
Case management, housing, financial and legal assistance.

Veterans' Health Care

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

Veterans Support Services

OC Battle Buddy Bridge (B3) (non-profit) **714-795-3170, #2405**
Offers peer-to-peer support to veterans / active-duty military.

Santa Ana Community & Referral Center **888-838-8300**
Veterans Homeless Assistance 888 W Santa Ana Blvd, Santa Ana Suite #150

Goodwill of Orange County Tierney Center for Veteran Services (FREE)
One-Stop resource serving veterans and their families for: **855-998-3837**
<http://www.ocgoodwill.org/changing-lives/tierney-center-veterans-program>

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

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

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

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

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

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

- **Advance Directive Planning**
Medical needs/wants planning information, resources, information, and assistance. Notary service for advanced directives.
Call: (714) 446 7017
- **Art Class**
All about creativity, destressing, and socializing
Call: (714) 446 7017
- **Caring Neighbors / Friendly Visitor Program**
Volunteer service to assist seniors increase socialization
Home visits, phone calls, light case management, and other services available.
For more information call: (714) 446 7064
- **Cheer-A-Senior Program**
Weekly check-in phone calls and other requests
For more information call: (714) 446 7064
- **COVID Long Haulers' Virtual Support Group**
Peer support and resources to COVID survivors experiencing long-term symptoms
Meets Tuesday from 12- 1pm via Zoom/Teams
For more information call: (714) 446 7035 or : (877) 459 3627
- **Depression & Anxiety Solutions in Late Life**
Depression assessments, care management, short-term counseling with a licensed clinician
Older Adults Depression & Anxiety Support Group
In-Person & Virtual Mondays 10:30am- 12pm
For more information call: (714) 446 7035 or : (877) 459 3627
- **Fall Risk Reduction**
In-home safety assessments for older adults
Resources for living safe at home, decluttering/ organization, ADA equipment and more.
For more information call: (714) 446 7035
- **Healing Hearts after Loss - Bereavement Group**
Grief recovery support group for anyone working through the pain of loss
In-Person and virtual every Thursday from 1:30 -3pm
For more information call: (657) 217 7796 or (877) 459 3627

ALL SERVICES ARE FREE!!

- **Medicare Insurance Counseling and Information**

Barbara Gamboa, Insurance Agent, CA License #0713821 provides Information on: Medicare, Supplemental and Medicare Advantage insurance plans available for Providence St. Jude Medical Center
For more info call: (714) 446 7154 or (714) 264 6801
Barbara.Gamboa@stjoe.org

- **Senior Resources 101 Class / Senior Resource Guide**

Overview and valuable information on managing in-home care, insurance concerns, community resources / services Essential legal documents and procedures needed for healthy aging-in-place loved ones
For A Free Senior Resource Guide contact: Carrie.DeLaurie@stjoe.org
Visit the North Orange County Senior Collaborative website for additional information at www.nocsc.org

- **Stroke Survivors Support and Education Group**

Group for survivors, caregivers and family members features education, resources, supportive suggestions, and the opportunity to talk with other survivors. Meets every 1st and 3rd Monday from 1:30 – 3pm
For more information or resources call: (877) 459 3627

- **Technology Training – Digital Literacy Class**

Classes/ one-on-one support, tech support, and obtain an electronic device
Learn: everything you ever wanted to know about your phone/ computer/ tablet
For more information about qualifying for this program call: (714) 446 7017

- **Transportation (Medical Non-Emergency) For Low-Income Seniors**

Transportation services for low-income St. Jude older adults who are unable to drive to physician appointments and therapies **Limited Distance**
For more information or resources call: (714) 446 7017

- **Well Connected**

A program providing a virtual community for older adults age 60+, hosting 100+ weekly group conference calls via telephone or online at no-cost to participants across the United States.
For more information visit: frontporch.net/programs, call (877) 797 7299 or email connections@frontporch.net

ALL SERVICES ARE FREE!!

Glossary of Common Terms

ADL's:	Activities of Daily Living
APS:	Adult Protective Services
ADHC:	Adult Day Health Care / Adult Day Programs
AD:	Advance Directive for Health Care / Advance Care Planning
ADA:	Americans with Disabilities Act
ALC/ALF:	Assisted Living Communities / Assisted Living Facility
CCRC's:	Continuing Care Retirement Community
CDC:	Centers for Disease Control and Prevention
CMS:	Centers for Medicare and Medicaid (Medi-Cal in California)
COVID-19:	Corona Virus Disease from 2019
DNR:	Do Not Resuscitate Order
DME:	Durable Medical Equipment
DPA:	Durable Power of Attorney (for Health Care or for Finances)
FMLA:	Family and Medical Leave Act
HIPAA:	Health Insurance Portability and Accountability Act
HMO:	Health Maintenance Organization
IHSS:	In-Home Supportive Services
LTC:	Long-Term Care
MCI:	Mild/Moderate Cognitive Impairment
NP:	Nurse Practitioner (Practicing under the license of a Physician)
PA:	Physician Assistant (Practicing under the license of a Physician)
POA:	Power of Attorney
POLST:	Physician Orders for Life-Sustaining Treatment
PPO:	Preferred Provider Organization
SNF:	Skilled Nursing Facility
SSDI:	Social Security Disability Insurance
SSI:	Supplemental Security Income

“Our elders carry wisdom with them wherever they go. They are the knowledge banks of our culture and tradition.”

CareJoy



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

1. Friendly Visitors / Caring Neighbors Program **714-446-7035**
2. Classes in dementia / Alzheimer's care, health, and senior resources
3. Bereavement, Stroke, Long Haul Covid & Senior Depression/Anxiety Support Groups, Art Classes, Advanced Directives.
4. Medical transportation for older adults to St. Jude appointments
5. Advance Care Planning and Notary services **714-446-7017**
6. Depression Counseling (short term)
7. Medicare Counseling with a licensed agent **714-446-7154**
8. For more information call: **714-446-7035** or search for Senior Services at www.stjudemedicalcenter.org/

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



1/1/2025
