

Caregiving from Afar

Handout

Presented by:
Hazel Osborn, M.A.

Brought to you by:



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Division of Amenities and Transportation Services.

Aging Parents: Caregiving from Afar

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Today's Discussion:

- How do you know when help is needed?
- What can you do from afar?
- How can you involve family members?
- What is a geriatric care manager?
- How can I keep up with medical care and other issues?
- How can I cope with caregiver stress?

What is long-distance caregiving?

- **You are not alone.** About 7 million adults are caring for aging parents who live one hour or more away.
- **Long-distance caregiving takes many forms.** Examples: managing money, arranging in-home care, respite care, coordinating information.
- **Your role may evolve over time.** May start as an occasional social phone call and turn into regular calls about managing health insurance.

How will I know when help is needed?

- In some cases, the sudden start of an illness may make it clear that help is needed.
- In other cases, your parent may ask for help.
- When you live far, think carefully about possible signs that support is needed.
- Use a holiday trip home to take stock.

How will I know when help is needed?

- Are the stairs manageable or is a ramp needed?
- Are there tripping hazards at exterior exits or inside the house?
- Is there food in the fridge?
- Are the bills being paid? Is mail piling up?
- Is the house clean?
- Are they taking medications?
- What about mood: Does either parent seem depressed or anxious?

What can I really do from afar?

- Provide emotional support and occasional respite to a primary caregiver.
- Play a part in arranging for professional caregivers or locating assisted living.
- Some long-distance caregivers help a parent pay for care, while others step in to manage finances.

How can my family decide who does what?

- If you decide to work as a family team, agree in advance how your skills complement each other.
- Over time responsibilities may need revision to reflect changes in situation or parent's needs.
- Be realistic about how much you can do and what you are willing to do.
- If you are not the primary caregiver, remember to offer your appreciation, reassurance and positive feedback.

Know your strengths/ set your limits

- Are you best on the phone, finding information, and keeping people updated on changes...?
- Is your strongest suit doing the numbers?
- How often, both mentally and financially, can you afford to travel?

Know your strengths/ set your limits

- Are you emotionally prepared? Can you be calm and assertive when communicating from a distance?
- How will your decisions to take on care responsibilities affect the rest of your family and your work?

What is a geriatric care manager and how can I find one?

- Professional care managers are usually licensed nurses or social workers who specialize in geriatrics.
- Some hire a geriatric care manager to evaluate and assess a parent's needs and to coordinate care through community resources.
- They can also be helpful in leading family discussions about sensitive subjects.
- The cost of an initial evaluation varies and many be expensive, but worthwhile.

What is a geriatric care manager and how can I find one?

- National Association of Geriatric Care Managers, www.caremanager.com
- Eldercare Locator, www.eldercare.gov
- Alzheimer's Association, www.alz.org

How can I keep up with my parent's medical care?

- Learn as much as possible about your parent's illness, current treatments and its likely course.
- When you visit your parent, consider going along on a doctor's appointment.
- Seek permission from your parent to have conversations with their doctors. Make sure this form is up to date and keep a copy for your parent's and your records.

Should I encourage my parents to get more help?

- If you do not see your parent often, changes may seem dramatic. The primary caregiver may not notice such changes or realize that more help is needed.
- Sometimes it can be easier to “cover” for the parent than to acknowledge what is happening.

Should I encourage my parents to get more help?

- Before you raise the issue of what you think needs to be done, talk to your parent and primary caregiver about your concerns.
- Try not to sound critical and remember that some changes may not be what you think.
- In some cases, you may have to be more forceful if the situation is unhealthy or unsafe.

How can I help my folks decide if it's time for them to move?

- This decision is usually tricky and emotional. Each family will have its own reasons for wanting or not wanting to take such a step.
- In the case of long-distance caregivers, the notion of moving can *seem* like a solution to the problem of not being close enough to help.

How can I help my folks decide if it's time for them to move?

- Keep in mind, leaving a home, community and familiar medical care can be difficult.
- Refer to the *Home Away From Home* fact sheet for assessment questions.

Is what I am feeling normal?

- Caregiving from afar is likely to bring out a range of emotions, positive and negative.
- Most caregivers report feeling guilty about almost everything!

Is what I am feeling normal?

- Feeling frustrated or angry with everyone, from your parent to his/her doctors, is a common caregiving experience.
- Worrying about being able to take time off of work or paying for travel or cost of care can increase stress.

How can I cope?

- Focus on what you can do
- Try to be supportive and loving
- Take breaks/Ask for help
- Join caregiver support groups
(EAP at NIH: **May 22, 2012**: Heart to Heart: Caregiver Conversations - Caregiver Support Group (12:30 p.m. to 1:30 p.m., Bldg. 31, NIDA Conference Room, Room 1B63, NIH Campus)
- Do something for yourself

Summary tips:

- Know what you need to know
- Plan your visits - spend time *visiting*
- Get in touch and stay in touch
- Help your parent stay in contact
- Get a phone book that lists the resources in your parent's neighborhood
- Practice effective communication
- Seek support resources for yourself

What other questions do you have?

- How do you feel about taking the next step?

Additional Support

NIH Back-Up Care Program

Care When You Need It Most
NIH Back-Up Care is a free, confidential, 24-hour helpline for NIH employees and their families. It provides information and referrals for a wide range of services to help you manage your caregiving needs.

- Free registration or drop-in care options
- 24-hour helpline for information and referrals
- Free transportation services to care facilities
- Free respite care services
- Free caregiver support and training
- Free caregiver support groups
- Free caregiver support materials
- Free caregiver support website

Programs Available
NIH Back-Up Care provides access to the following back-up care programs:

- Adult day care
- Home care services
- Respite care
- Transportation services
- Caregiver support

Care Consultants
NIH Back-Up Care provides access to care consultants who can help you assess your caregiving needs and provide information and referrals for services in your area.

Register today to ensure peace of mind tomorrow.



Back-Up Care Advantage
Your Back-Up Care Solution

Cost of Care
NIH Back-Up Care Advantage is a free program for NIH employees and their families. There is no cost to you for the services provided.

Plan Ahead
NIH Back-Up Care Advantage provides information and referrals for services that can help you plan ahead for your future care needs.

Programs Today
NIH Back-Up Care Advantage provides access to a wide range of services to help you manage your caregiving needs today.

Additional Support

An Important Service for NIH Employees:
If you are a caregiver, contact us for free consultation and resources to help meet your family's needs. Support is only a phone call away.

1-800-777-1720

NIH Dependent Care Resource & Referral Service



NIH Employees, trainees and contractors have free, unlimited access to a Work/life Specialist, who can help you to assess your caregiving role and support you by providing a range of resources and referrals. Examples include:

- | | | | |
|-------------------------|--------------------------|-------------------------|--------------------------|
| Housing Options | Home Health Aides | Evaluating care options | Special needs resources |
| Transportation Services | Preventing Elder Fraud | Child care providers | College planning |
| Meal Services | Long-distance caregiving | Respite in-home care | Tips for paying for care |
| Adult Day Care | Communication tips | Back-up care resources | And more... |
| | | Adoption information | |

This program is sponsored by the NIH Office of Research Services, Division of Amenities and Transportation Services.
For more information visit:
<http://childcare.ors.nih.gov>

Thank you!

- Please complete the evaluation form provided, your input is appreciated.

Fact Sheet : Home Away from Home: Relocating Your Parents

As you've watched your parents age, perhaps you have struggled with situations such as these:

You've traveled to visit your mother for the holidays, and found her refrigerator nearly empty, her checkbook misplaced and her finances in complete disarray.

Or a neighbor calls you to report that your father was wandering in the street, unable to find the home he's lived in for 30 years.

Or your mother has neglected to take her diabetes medications, severely compromising her health.

If there is a decline in cognitive abilities as a result of Alzheimer's disease or a related dementia, or a shift in a medical condition that requires increased care, there is clear cause to be concerned about your parent's welfare. The need to relocate your parent to a safer environment may become apparent.

But where should he or she live? Often your first inclination is to move Mom or Dad into your home—but this major life change deserves thoughtful examination, and there are many alternatives to explore. This Fact Sheet offers helpful advice and summarizes the issues to consider before making the important and challenging decisions regarding relocating your parent.

Open Discussions

Open and honest discussion with your parent and other family members becomes an essential first step when you are trying to decide whether relocating your parent is the right thing to do. Family meetings with your parent, spouse, children, siblings and other key people will help everyone share their views and will help you decide how best to proceed. Active communication among all family members is the building block to a strong support system for an older parent and all family members involved.

Although some of these discussions may be very difficult and emotional, several topics require attention. Together, the family, including your parent, will need to talk about all possible residential options, each person's role in the transition, the type of care to be provided, changes in lifestyle, finances, and the physical setting of the new home. Clear expectations must be defined. The following topics can help guide your discussions.

Level of Care Needed

As your parent gets older, his/her care needs will change, and in most cases become more challenging. Consider what you will and will not be able to do for your parent. Developing a strategy for how the care will be provided is essential and requires practicality and planning.

- Evaluate whether your parent needs constant supervision or assistance throughout the day and consider how this will be provided.
- Determine which activities of daily living (eating, bathing, toileting) your parent can perform independently.
- Determine your comfort level for providing personal care such as bathing or changing an adult diaper.
- Evaluate your health and physical abilities and decide if you are able to provide care for your parent.
- Expect changes in your parent's medical or cognitive condition.
- Explore the availability of services such as a friendly visitor, in-home care or adult day services.
- Investigate back-up long term arrangements and options if living with your parent does not work or is not your choice.
- Determine the type of medical care that will be needed for your parent, and whether appropriate physicians and services are available in your community.

Family Dynamics

Families are rich in historical experiences, and many of your positive and negative feelings about your parents and other family members will play a role in your decision to relocate or live with a parent. Be honest with yourself and do not allow unresolved conflicts or feelings of guilt or obligation pressure you into taking on more than you can manage.

- Be honest with yourself and others about the significant life changes that relocating your parent will mean for you, your parent, your siblings, your spouse and children.
- Try to come to terms with past disagreements between you and your parent.
- When deciding whether to relocate or move your parent into your home, consider the opinions of your spouse, children, siblings and other family members.
- Come to an agreement with your siblings regarding how much and what kind of help you will receive from them.

Consider Various Living Arrangements

Moving your parent into your home is one option, but you and your family should take some time to consider other living arrangements as well. The type of housing and living arrangement will largely depend on your parent's care needs, finances and available options. Also, when deciding where a parent should live, family members need to discuss, understand and accept the benefits and drawbacks of living close to one relative versus another.

Often, the choice of location can cause conflict between family members because those living near the parent bear most of the responsibility for the parent's care, and may feel that those living further away do not help enough. On the other hand, family members who live far away can feel frustrated that they do not have the opportunity to participate more in providing care. An open dialogue and an agreement on how to share local and long distance caregiving is essential.

The following list outlines different types of living arrangements that may be appropriate for your parent. Each community offers different choices. Remember that Medicare does not usually cover these expenses. A fuller discussion of living arrangements can be found in Family Caregiver Alliance's Fact Sheets, [Out-of-Home Care Options](#) and [Assisted Living and Supportive Housing](#).

- **A nearby apartment, house or retirement community:** Your parent may still function happily and safely in his/her own independent environment with a little assistance. In this case, renting a nearby apartment or small home will allow your parent to maintain his/her independence and enable family members to provide consistent monitoring and support. Independent retirement communities may offer individual units with group meals and social activities. Sharing an apartment or house with a friend or relative may be another option. There are also agencies in some cities that arrange for shared living situations.
- **Assisted Living Facility:** Individuals who are fairly independent but require some daily supervision and assistance with house chores and personal care may consider an assisted living facility. Assisted living facilities may offer rooms or apartment-style accommodations and, often, social activities. Meals are provided. Staff is also available to assist with different care needs, such as bathing, grooming, eating or using the toilet, and care is arranged as needed by the individual. The monthly charge for assisted living is determined by how much care a person requires.
- **Residential Care Facility:** These facilities are small group homes that provide constant supervision, meals and care for people who cannot be left alone but do not require skilled nursing care. Residential care facilities provide assistance with bathing, grooming, eating, using the toilet and walking, and they also provide socialization and recreational activities.
- **Intermediate Care Facility:** This type of facility provides round-the-clock care for those who require help with bathing, grooming, going to the toilet and walking. Individuals in these facilities cannot live independently and require nursing care, although the nursing care is not offered 24 hours a day.
- **Skilled Nursing Facility:** Skilled nursing facilities provide continuous nursing services and are designed to provide high levels of personal care and medical care, such as administration of injections, monitoring of blood pressure, managing ventilators and providing intravenous feedings to individuals who cannot function independently. People in skilled nursing facilities usually require help with the majority of their self-care needs, and such individuals would probably not be able to live in a home environment.

When Your Parent Moves in with You

Change of Family Roles Living with a parent will lead to a change in family roles. A once-authoritative parent may no longer act like a "parent"—you may become the guardian who gives direction and controls many aspects of your parent's life. You may need your child/children to help with more household responsibilities and with a grandparent. These role changes are hard adjustments for everyone.

- Determine your ease with becoming the decision maker and the person with authority.
- Be prepared for resistance from your parent if they feel that they can no longer set the rules, control their situation or fear losing independence.
- When possible, allow some negotiation in decision-making activities so that you can have a win-win situation.
- Decide on what you expect from your parent in terms of completion of chores or financial contributions.
- Think about your spouse's and children's readiness to help with caregiving.

Lifestyle Changes You and your parent probably have very different lifestyles. Sleeping cycles, eating patterns, social calendars and daily activities may need adjustments in order to guarantee a smooth transition.

- Talk about and plan how to accommodate bed times, nap schedules and sleeping habits of all family members in the house. Discuss what types of food you eat, when meals are prepared, and if special diets are required and how they will be accommodated.
- Assess whether smoking/nonsmoking or drinking/nondrinking practices are compatible.
- Consider how you can support your parent's continued participation in social networks such as visiting friends and attending a place of worship and how transportation to these and other activities will be managed.
- Encourage your parent to keep enjoyable and safe hobbies.
- Consider whether your parent will be fully integrated into your family's activities or whether he/she will maintain an independent social life.
- Consider how the household noise level and general activity pattern will affect your parent.

The Loss of Time

Caregiving requires a significant amount of time and is very likely to impact your work, family time, personal time and sleep.

- Determine the amount of time you can devote to your parent's care needs. When will you make phone calls for appointments or to set up needed services? When will you be able to take your parent to medical appointments?
- Evaluate whether you will need to make adjustments to your current work schedule.
- If you will reduce your work hours, determine the implications for your financial picture, career advancement, health insurance and retirement benefits.
- Consider whether you will have time for your spouse, children and friends.
- If your parent requires full-time supervision, who will provide it while you are at work?
- Consider the reduced amount of private time you will have to pursue your own interests or hobbies or what your need is for time alone on a daily basis.
- Expect that you will, at times, become exhausted and will need to find a way to rest.
- Investigate how to arrange for some time off from caregiving duties ("respite") and enlist the help of your family members, close friends or an aide.

Your Home

Physical living arrangements must be adequate if your parent is to move in. There must be enough room and a layout that is adaptable to an older adult who may have mobility or vision problems. A home may require special adaptations to make it safe. Many of these changes are inexpensive but need time and planning to implement.

- Evaluate the amount of available space and whether there is enough privacy.
- Think about where your parent will sleep. How will a child feel if he or she has to give up a room for a grandparent?

- If possible, locate your parent on the first floor in order to avoid stairs.
- Consider major changes that may be needed in order to accommodate any disabilities or mobility problems, e.g. wheelchair accessible bathroom, shower, etc.
- Determine what assistive devices may be needed such as grab bars in the bathroom, raised toilet seats, handrails and a ramp.
- If your parent wanders, consider special locks, door chimes and other devices that will help keep doors and windows safely secured.
- Look through your home for hazards such as dangling cords, toxins, slippery surfaces, unsteady chairs, throw rugs.
- Install bright non-glare lights above all walkways, and low-cost adhesive strips on steps and other potentially slippery areas such as bathrooms and showers.
- Adjust temperature controls so that the house is not too hot or too cold. Be aware that older people often like their environment warmer and this may affect both your comfort and your utility bills.
- Discuss how you might incorporate your parent's furniture into your home.
- Review how existing or new pets will be integrated into the new home situation.

Financial Arrangements

Individual financial information is not usually shared among family members. However, if you are caring for a parent it may become necessary for you to become more involved in his/her personal finances including paying bills, monitoring accounts and managing investments. This could create problems with your parent or siblings who may question how you are handling your parent's money.

- Agree upon how much, if any, financial payment your parent will provide towards their living expenses. Will they pay for rent, food and other costs?
- Your siblings may be resentful of any money you might receive. Openly discuss financial arrangements with siblings to keep them updated on new expenditures and apprised of accounts.
- Come to an agreement between your parent and siblings regarding payment of out-of-pocket expenses.
- Investigate the option of automatic payment of recurring bills.
- Look into free or low-cost services that assist with Medicare paperwork for older adults.

Difficulties with the Move

It is likely that your parent has lived in his/her current home for many years and has developed strong ties to community, family, friends, healthcare providers, social life and daily routine. Packing and moving out of a house is a significant chore for anybody, but for the older adult who has decades' worth of memories and possessions, moving can represent a tremendous emotional challenge. Moving away from this familiar and comfortable setting is difficult and can cause great sadness. Furthermore, leaving one's own house represents a decrease in independence and signals a new life stage.

In some communities, there are specialized companies that will help organize a senior's move to a new location. But for most families, the adult children perform that task. Again, open communication will help ease the way.

While you help your parent pack, talk through the difficult feelings, acknowledge the loss that your parent is experiencing and reassure him/her that you are all making the best decision possible. Allow time and opportunity to reminisce. Your parent will need time to adjust to his/her new living environment and role with your family. Your patience and support will help make this transition smoother. An outside counselor may also be helpful.

Rewards

Despite the challenges, many adult children find that providing support and care for their parents is one of the most rewarding experiences they have ever had. Parents can contribute to the family through sharing their past and become an integral part of your household. Grandchildren have the unique opportunity to learn and absorb family history. Caregiving carries with it the extraordinary opportunity to give back what your parent once provided to you.

Identifying Your Older Relatives Needs

As our bodies age, it becomes more difficult to perform daily functions that we once took for granted. If you are concerned with a loved one's increasing difficulty with daily tasks, observation of the person's abilities can be your strongest tool. If you observe a significant number of the following issues, consider consulting a specialist.

Daily Living

- Trouble grocery shopping
- Difficulty cooking and eating
- Less frequent or poor housekeeping
- Difficulty bathing
- Poor mobility
- Trouble with dressing
- Cannot drive safely
- Cannot use public transportation safely

Physical

- Recent health problems
- Loss of vision or hearing
- Repeated falls
- Lack of hygiene
- Incontinence
- Needs "assistive" device (cane, walker)
- Memory lapses

Side Effects from Medications

- Cognitive orientation
- Impaired thinking
- Impaired communication (verbal/ written)
- Unawareness (of people, places, time)
- Inability to account for time

Financial

- Not paying bills on time
- Drastic changes in routine
- Unable to balance checkbook
- Not able to account for spending

Behaviors

- Aggressiveness
- Abusiveness
- Lethargy or apathy
- Complains about boredom
- Neglects appearance

It is always wise to take a proactive stance on safety issues. However, please keep in mind that your relative may not agree with your assessment and may continue to lead his/her life as he/she sees fit.

What Services Are Available When Your Loved One Needs Additional Support?

Each community has services that are available to their aging residents. The services vary depending on the community. The following is a list of programs that may be available:

- **Senior Centers**- these community centers provide a variety of activities to seniors; may include arts and crafts, meals, pool playing, socialization, etc. Usually free.
- **Adult Day Program**- programs providing socialization, meals, therapies, and health care; these programs typically provide transportation and the cost is usually on a sliding scale. The cost might be thirty dollars a day; some are government subsidized.
- **Transportation Services**- cars, wheelchair accessible vans, buses, etc. can provide transport to and from doctor appointments, grocery shopping, church, etc. Free or minimal charge.
- **Meal Programs**- Group dining at a community center or meals delivered to home. Home-delivered meals, usually through the Meals on Wheels program provide warm, nutritional meals to homebound residents; the cost is minimum and waived at times.
- **Friendly Visitors/Companions**- this service may be volunteer-based, fee for service, or via private agency; non-medical individuals visit to provide socialization and assistance with chores; they may also be willing to provide telephone check-ins. \$5 - \$15 per hour, some free through state-funded programs.
- **In-Home Personal Care Agencies**- these agencies provide home health aides to assist with light housekeeping, light meal preparation, and assistance with personal hygiene (bathing, dressing, toileting, etc.) \$8 - \$30 per hour, although some areas offer free or sliding scale homemaker services.
- **Telephone Reassurance and Visitors**- Phone calls or brief visits to check on your parent's well-being. Free or minimal charge.
- **Emergency Response Systems**- older adults can be monitored 24 hours a day by wearing a pendant with an emergency button; when activated a call will be made to ascertain the client's needs; 911 will be called if help is needed or if there is no response.

Home Care Services & Providers

- **Home health aides**- Personal care (bathing, feeding, etc.), some medical care and light housekeeping. Helps person with Activities of Daily Living (ADL's), will notify doctors if problems arise as needs change. \$50 per visit (usually anywhere from 2 to 4 hours), or \$10-\$15 per hour may be covered by Medicare.
- **Home therapists**- Training in communication, physical movement or doing daily tasks. \$85 per visit (from a half-hour to 2 hours), may be covered by Medicare.
- **Skilled Nurses**- Skilled nurses coordinate health care with doctors, agencies, and individuals who are involved. They can teach patients how to care for themselves or teach family members how to care for the older person. \$90 per visit (from a half-hour to 2 hours), may be covered by Medicare.
- **Geriatric care managers**- Management of some or all of your parent's care. Coordinates health care services when other doctors, agencies, or other individuals are involved; teaches elderly how to care for themselves; teaches family members to care for elderly; plans for further care based on changing needs. \$30 - \$150 per hour.
- **Respite care**- A break for caregivers, from a few hours to a few weeks. Cost varies; some are subsidized and some use volunteers.
- **Occupational therapist**- assessment of physical and mental limitations; makes recommendations of adaptations to current living environment.
- **Physical therapist**- provides therapy to help older persons recover their mobility after an illness, stroke, or accident.
- **Speech therapist**- A speech therapist provides therapy to help a person regain or improve speech.
- **Nutritionist**- Nutritionists provide counseling services that may include instruction for preparing meals or special diets.
- **Social Worker**- Social workers offer assistance with the emotional aspects of illness.

Medicare coverage of home care services is time limited and must be prescribed by treating physician.

How to Say It: Words That Work

The following are examples of effective ways to express your thoughts and feelings to your older relative:

■ Phrases that show acceptance

I can understand if such and such makes you angry.

I hear your point of view.

I know that you're trying to do all that you can to manage, and I respect you for that.

I know you thought things would work out differently.

■ Phrases that show reassurance

We'll try to help as much as we can.

We know that this is difficult for you to do.

Hopefully, you'll feel more like yourself in a few weeks.

The doctor says that you will be able to do (such and such) within time.

■ Phrases that show respect

I can understand why you'd feel that way.

Your opinions show that you've thought this through carefully.

Your opinions are important, and your wishes are what we're striving for.

I hadn't looked at it that way before now.

I accept your opinion because I love and respect you, but I see it differently.

Would you like to try it yourself, or would you like some help?

The following are phrases to avoid saying since they serve as barriers to effective communication:

■ Being patronizing

It's time to take 'our' medicine.

Dearie, let me help you get dressed.

Mom, it's like I'm the mother now, and you're the child.

■ Making decisions for the older relative

You need to do (such and such).

You cannot drive any more.

We know what's best for you.

- **Making the older relative feel guilty**

After everything I do for you, this is the thanks that I get.

I'll help you, Mom, but that means I have to take a whole day off from work.

Dad, you know that I have too much to do, but I'll take care of that for you anyway.

You think that you have problems, well you haven't heard about so and so.

Are you doing everything that the doctor said you should?

That's no big deal.

Why don't you ever want to do what I suggest?

- **Being judgmental and critical**

Of course you should sell your house and move into a small apartment.

Don't you think that you ought to keep your home cleaner?

Aren't you trying to act like you are twenty?

You're not as neat as you used to be.

- **Withholding important information**

Mom doesn't need to know this.

What she doesn't know won't hurt her.

We don't have to tell Dad what the doctor said.

- **Giving false reassurance**

Of course you'll never have to live in a nursing home.

I promise I'll never put you in a nursing home.

You'll be up and about in no time at all.

Everything will be just perfect. Don't worry.

That's nothing to be depressed about.

Elder Care Resources

The following are resources that may assist caregivers in locating the appropriate information and services to provide loved ones with the highest quality of care.

- **Eldercare Locator**, www.eldercare.gov, 1.800.677.1116 - Assistance with accessing an extensive network of organizations serving older people at state and local community levels.
- **National Institute on Aging (NIA)**, www.nia.nih.gov/
- **National Council on the Aging**, www.ncoa.org/, 202.479.1200
Offers resources, programs and services designed for professionals and caregivers who work with older adults.
- **FirstGov for Seniors**, www.firstgov.gov/Topics/Seniors.shtml
- **U.S. Administration on Aging**, www.aoa.gov/
- **American Association of Homes and Services for the Aging**, www.aahsa.org
National association of non-profit homes, housing, health-related facilities, and community service organizations.
- **Continuing Care Accreditation Commission (CCAC)**, www.ccaonline.org
The nation's only accrediting commission for non-profit and for profit continuing care retirement communities.
- **Homecare On-line**, www.nahc.org
Provides information on home and hospice care; helpful in locating agencies.
- **National Citizen's Coalition for Nursing Home Reform**, www.nccnhr.org
Monitors long-term care facilities and promotes "positive care planning" approach.
- **Senior Sites**, www.seniorsites.com
Provides listings of non-profit senior housing, assisted living facilities, and retirement communities that are members of the American Association of Homes and Services for the Aging.
- **The American Geriatrics Society**, 212.308.1414 - Offers a partial list of geriatric centers around the country. If service is needed in Maryland, call Aging Services at 410.767.6767. They will conduct an evaluation to identify services available to help older adults remain independent.
- **National Academy of Elder Law Attorneys**, 520.881.4005
Organization of attorneys who specialize in areas such as estate planning, long-term care and admissions into continuing care retirement communities, health law, and management of trusts and estates.
- **National Family Caregivers Association**, 301.942.6430
Non-profit corporation that publishes the newsletter, TAKE CARE! and informational resources.
- **American Association of Retired Persons**, 202.434.2277 - Includes health information brochures, discount pharmacy, supplemental group insurance, financial investment programs, and lodging and care-rental discounts.
- **Veteran's Benefit Information**, 1.800.827.1000 - Can provide answers to questions regarding health care benefits/programs.
- **Medicare Hotline**, 1.800.MEDICARE
Can provide answers to questions regarding Medicare information, telephone numbers, and updated information.

An Important Service for NIH Employees:

If you are a caregiver, contact us for free consultation and resources to help meet your family's needs. Support is only a phone call away.

1-800-777-1720

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NIH Employees, trainees and contractors have free, unlimited access to a Work/life Specialist, who can help you to assess your caregiving role and support you by providing a range of resources and referrals. Examples include:

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|--------------------------------|---------------------------------|--------------------------------|---------------------------------|
| Housing Options | Home Health Aides | Evaluating care options | Special needs resources |
| Transportation Services | Preventing Elder Fraud | Child care providers | College planning |
| Meal Services | Long-distance caregiving | Nanny / in-home care | Tips for paying for care |
| Adult Day Care | Communication tips | Back-up care resources | And more... |
| | | Adoption information | |

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**For more information visit:
<http://childcare.ors.nih.gov>**

Presenter Bio

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Hazel Osborn holds degrees in psychology, sociology, and anthropology, and a graduate degree with a focus on research in work balance issues. Since 1991 she has worked in the DC metro area offering consulting and training seminars on a variety of workplace issues with a focus on personal and professional growth. She has provided services to over sixty corporations as well as hundreds of family care facilities. She has published several articles in professional journals, several adult training curricula and newsletters, and two books. Hazel also works with LifeWork Strategies to deliver training and parent coaching.