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When you are the *Caregiver*

A Resource Guide for Caregivers in Northeast Ohio

A caregiver is anyone providing care and support to adult family members or friends who are frail, elderly, chronically ill, or have a disability.

This resource guide has been prepared by WVIZ/PBS and 90.3 WCPN ideastream with the assistance of local caregiving professionals and related organizations as a companion to the "And Thou Shalt Honor" series, a discussion on caregiving broadcast on WVIZ/PBS. This series and related support materials are designed to provide caregivers with a starting point to assist in assessing the situation, building a support network, creating an action plan and caring for themselves along with their loved ones.

ASSESSING THE SITUATION

There is rarely a clear-cut reason to get involved in a loved one's care. If you are concerned, an appointment with their doctor can help you determine your loved one's medical condition. Watch for these kinds of things to

decide if there is a problem you need to address:

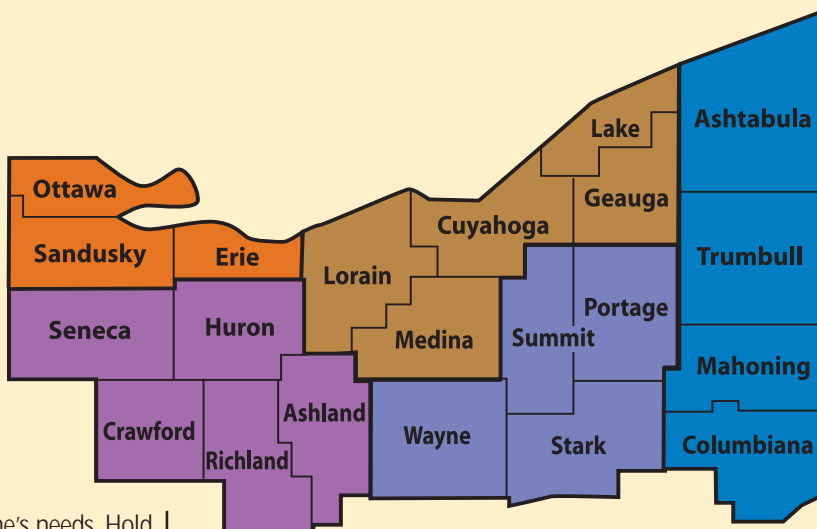
- Significant weight loss or gain
- Sudden personality changes
- Disturbing changes in attitude
- A noticeable change in personal care
- Excuses for skipping routine tasks, like missed doctor appointments or family outings
- Lack of interest in friends or hobbies and activities
- Difficulty handling finances
- Memory loss or confusion
- Frequent falls

BUILDING A SUPPORT NETWORK

As a caregiver, you can't do it alone and probably shouldn't. Information and help are available. Your support network could be family and/or friends, while key professionals might include your loved one's doctor, someone who specializes in working with older people (called a geriatrician), a registered nurse and a social worker.

Regions on this map are colored to match the headings of resources listed for that area.

For example: Cuyahoga County resources have a brown heading.



RESOURCES

Talk to the doctor to determine your loved one's needs. Hold a family meeting and include everyone involved to create your action plan. Create a plan that includes small ways others can help, like picking up groceries or helping care for a pet. Out-of-town relatives can help by managing bills, talking with doctors, researching resources and making regular phone calls to your loved one. You may also involve friends and members of your religious group.

CREATING AN ACTION PLAN

Along with your social worker, create a plan to meet the needs of your loved one. The more you know about your loved one's condition, the better equipped you will be to handle what comes up. Organizations like those in this resource guide can help you gain the knowledge you need.

Include your loved one in making decisions and help them to keep their independence. Talk about the importance of working together to meet their needs. Make a list of their friends and neighbors, and their phone numbers. Have regular meetings with other family members, and keep those out of town up-to-date. Places like an adult day care center or community senior center can offer an opportunity to get together with others in a supervised setting, often with health services and meals.

Find out about your loved one's finances. Have a copy of their *Durable Power of Attorney for Healthcare* and *Durable Power of Attorney for Finances*, their will and advance directives like a living will. Keep a caregiver notebook. Your notebook can help with tax deductions for dependent care, explain costs to siblings and be a guidebook for stand-in caregivers. Include emergency contact information and a copy of the *Durable Power of Attorney* and medical advance directives, as well as favorite foods, dislikes and any allergies.

CARING FOR THE CAREGIVER

Caregiving may be rewarding, stressful and difficult all at the same time. To be an effective caregiver, you need to take care of your own needs. Ask for help when you are feeling overwhelmed. Make lists of what others can do for you. Involve yourself in support groups, religious activities and hobbies, and take time for yourself to support your own well-being.

Following are some resources to help you begin. These agencies can lead you to others, who can help you in caring for those you love. There are more resources than this guide has room to provide.

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www.wviz.org/honor

Visit www.wviz.org/honor for more information and resources.

CUYAHOGA, GEAUGA, LAKE, LORAIN & MEDINA COUNTIES

Western Reserve Area

Agency on Aging

216-621-8010

or 800-626-7277

www.psa10a.org

Responsible for planning, coordinating and administering state and federal funded programs and services for older adults. It is one of 12 regional Area Agencies on Aging designated by the Ohio Department of Aging as authorized by the federal Older Americans Act. Call for information on any eldercare issue, or go online for a wealth of resources for caregivers and those they love.

Benjamin Rose

216-791-8000

www.benrose.org

Provides services that enable people to remain in their own homes or have skilled nursing, short-term rehab or subacute care when needed.

Care and Caregiving Center

216-421-1350 Ext. 140

www.fairhillcenter.org

Home of the School for Caregivers, Kinship Care Resources and the Assisted Technology Center, which respond to diverse needs of older adults, the disabled and caregivers of all ages.

Cuyahoga County Department of Senior & Adult Services (DSAS)

216-420-6750

www.cuyahoga.oh.us/dsas

The Department of Senior & Adult Services serves seniors through its eight major units: Adult Protective Services (APS), Home Support Services, PASSPORT Provider Services, the Cuyahoga OPTIONS for Elders, Community Office on Aging, Grandparent and Kinship Caregiver Initiative, Medicaid Benefits and the Cleveland/Cuyahoga County Office of Homeless Services.

Cuyahoga County First Call for Help

Cuyahoga County: 2-1-1

or 216-436-2000

www.linktohelp.org

United Way Services of Greater Cleveland's centralized information referral and resource service assists in locating services to meet health and human service needs. A senior services directory is available online.

Fairhill Center

216-421-1350

www.fairhillcenter.org

A collaborative campus of programs and services that connects people, organizations and services to foster successful aging. (See Care and Caregiving Center.)

Geauga County Department on Aging

440-285-2222 x 5520

www.geaugalink.com/extlinks/agingfrm

Provides planning, coordinating services and resources for seniors in several areas, including transportation, meals, adult day care,

information and referral, health assessments and health programs, socialization and education, telephone reassurance, newsletters, volunteer placement and many other services.

Geauga County Infoline

Geauga County: 2-1-1
or 440-285-3194
www.guws.org

Infoline Volunteer Center (ILVC), a direct service of United Way of Geauga County, is a free and confidential telephone information and referral program to assist callers through the complicated maze of health and human service providers, and link Geauga residents to the help they need.

Jewish Family Service Association

Eldercare Services:
216-292-3999, Community
Care at Home: 216-378-8660
www.jfsa-cleveland.org

Provides referral, in-home assessments, care coordination, individual and family counseling, home-delivered meals, emergency response systems, personal/business affairs management, domestic violence services, home health and respite care, including specialized services for the memory impaired.

Judson Retirement Community

216-791-2436
or 800-JRC-1906
www.judsonretirement.org

Judson is an accredited, not-for-profit organization that offers independent and assisted living, special care for the memory impaired, home health care, health and wellness, adult day care, short-term rehabilitation and long-term skilled nursing care.

Lake County Council on Aging

440-205-8111
or 800-654-1402
www.lccoa.org

Provides a connection to services for the aging that includes case management, Meals on Wheels, homemaker services, in-home safety check, computer classes, employment services, volunteer services and senior events.

Lake County LINK

Lake County 2-1-1
or 800-654-5465

A United Way of Lake County centralized information, referral and resource service assists in locating services to meet health and human service needs.

Lorain County Office on Aging

440-326-4800
www.lccoa.org

Programs and services include assistance with taxes, heating, an escort service for errands and appointments, telephone contact for shut-ins, a chores program, transportation, a minor home repair program and others. Connections are provided to a variety of senior groups and government services.

Lorain County First Call for Help/Lorain County Labor Agency, Inc.

Lorain County: 2-1-1
or 440-282-7401
www.firstcall4help.com

First Call for Help is a free community resource from United Way of Greater Lorain County. It is a centralized information, referral and resource service which assists in locating services to meet health and human service needs.

Medina Office for Older Adults

330-225-7100 x9514
www.co.medina.oh.us/ooa/office.htm

Services provided for those 60 and over include transportation, escort service for errands and appointments, home delivered meals, home energy assistance, support service coordination for in-home visits, families and agency referrals, Alzheimer's support group, health education and screenings, and a wide range of information and referral services.

North Coast SeniorsConnect

216-623-2902
www.seniorsconnect.org
Developed by the Cleveland Public Library and the Senior Success Vision Council, *seniorsconnect.org* is a website designed exclusively for older adults and those that care for and about them in Cuyahoga County.

University Foley ElderHealth Center

216-844-6300
A primary care and geriatric assessment center for people 65 and older. A medical team including a doctor, nurse and social worker conduct an evaluation and provide recommendations for care through this University Hospitals of Cleveland program.

SUMMIT, PORTAGE, STARK AND WAYNE COUNTIES

Area Agency on Aging

800-421-7277
www.services4aging.org

Responsible for planning, programs, services and information, elder rights and caregiver services specifically designed to help older adults and their families. Home and community-based program referral, including adult day care for individuals with moderate physical or mental handicaps, who live alone or with families and can attend a day care program. Some additional referral services include escort service for errands and appointments, homemaker assistance, housing assistance, nutrition and meal programs, personal care, respite services for caregivers and special transport services.

Portage County First Call for Help

Portage County: 2-1-1
or 330-297-4636
www.unitedway-portage.org/fcfh

A United Way of Portage County centralized information, referral and resource service that assists in locating services to meet health and human service needs.

Stark County First Call for Help

Stark County: 2-1-1
or 330-455-4636

A United Way of Stark County information and referral resource with centralized information, referral information and a resource service which assists in locating services to meet health and human service needs.

Summit County Department of Job and Family Services

330-643-8200
www.co.summit.oh.us (select job and family services)

Services and programs include public assistance programs, social services programs, childcare assistance, health insurance and Adult Protective Services designed to help eligible residents obtain and sustain quality of life, self-determination and self-sufficiency.

Summit County Senior Infoline, Inc.

Summit County: 2-1-1
or 330-374-0333
www.infolineinc.org

United Way of Summit County's 24-hour community information and referral, linking people in need of services with service providers.

Wayne County Infolink

800-247-9473 www.uwayne-holmes.org
United Way's Infolink is the only comprehensive information and referral service in Wayne & Holmes counties. Information specialists personally answer any questions about available services in the area.

ASHTABULA, COLUMBIANA MAHONING AND TRUMBULL COUNTIES

Area Agency on Aging

800-686-7367
www.neoseniorklink.org

Plans, coordinates and advocates for services that meet the needs of over 146,000 persons, aged 60 and over, living in Ashtabula, Columbiana, Mahoning and Trumbull counties. The district's Northeast Ohio Senior Link web site can provide information about and access to services for older adults. Information available may include meal and nutrition services, transportation, personal care, respite, adult day services, home health care, housing, nursing homes, minor home modification, senior and community centers, recreation, activities, education, volunteer opportunities, and other home and community-based long-term care services.

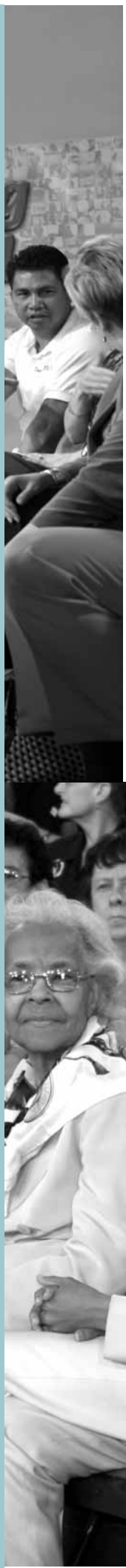
Ashtabula Community, Action Agency Help Line (ACQUIRE)

800-874-8545
(Toll-free in Ashtabula County only)
440-997-5936
www.accaa.org

The community information and referral source for a variety of social services for residents of all ages in Ashtabula County.

Ashtabula County Senior Center

440-998-6750
www.ashtabulaseniors.org
The Ashtabula Senior Center provides a multitude of services for seniors. Services range from a simple referral call to assistance completing forms or serving as an advocate for health/medical assessments, tax preparation, insurance consulting, Rx drug program, telephone reassurance, driver safety classes, workshops and seminars, counseling, information and referral for a variety of needs, meal programs, medical equipment lending and more.



(RESOURCES Continued)

Columbiana County Help Hotline

330-424-7767

www.help hotline.org

Information and referral hotline that provides a variety of social service information, including countywide social services for seniors.

Mahoning County Help Hotline

330-747-2696

www.help hotline.org

Information and referral hotline that provides a variety of social service information, including countywide social services for seniors.

Trumbull County CONTACT

330-393-1565

www.contacttrumbull.org

Information and referral hotline that provides a variety of social service information, including countywide social services for seniors.

ASHLAND, CRAWFORD, HURON, RICHLAND & SENECA COUNTIES

Area Agency on Aging

800-860-5799

www.agingnorthcentralohio.org

Provides a comprehensive and coordinated service system for older individuals with useful information on services, programs and options for caregivers and older consumers. Ensures availability of a variety of services in their communities to help secure and maintain maximum independence and dignity in a home environment. Information and referral services are available to all individuals in these counties. Supportive and in-home services include (but are not limited to) personal care, homemaker assistance, home delivered meals, congregate meals, chore, transportation, adult day care and legal counseling.

Ashland County Council on Aging

419-281-1477

or 800-246-1057

www.bright.net/~ashcooa

Services include information & referral, mass outreach, legal services, homemaker assistance, transportation, home delivered and congregate meals. Services

are provided to those age 60 and above, and their spouses, in Ashland County.

Crawford County Council on Aging

419-562-3050

or 800-589-7853

www.cybrtown.com/~cccoa/

Provides a variety of in-home and onsite services, including home delivered meals, light housekeeping tasks, personal care, chore/home maintenance, shopping assistance and home repair and modification. A variety of information and referral services is also provided. The council also operates the Crawford County Senior Center.

Huron County Senior Enrichment Services

419-668-6245

or 800-206-9777

www.sfaconnection.org

Services include household chores like window, floor and wall washing, painting, wallpapering and yardwork. Transportation for appointments and errands is available. Advocate for seniors. A wide range of classes in everything from yoga to stained glass is offered, and day and multiday group tours are coordinated.

Richland County Friendship Center

419-524-2133

Senior Center for Richland County residents providing transportation, lunch served daily at the center, home delivery for the homebound, social activities, health assessments and education.

ERIE, SANDUSKY, OTTAWA COUNTIES

Area Agency on Aging

800-472-7277 or

419-382-0624

www.areaofficeonaging.com

Responsible for planning, programs, services and information, elder rights and caregiver services specifically designed to help older adults and their families. Home and community-based program referral, including adult day care for individuals with moderate physical or mental handicaps who live alone or with families and can attend a day care program. Some additional referral services include escort service for errands

and appointments, homemaker assistance, housing assistance, nutrition and meal programs, personal care, respite services for caregivers and special transport services.

REGIONAL SERVICES

Alzheimer's Association Cleveland Chapter

216-721-8457

or 800-441-3322

www.alzclv.org

Provides support, assistance, information and education to persons diagnosed with Alzheimer's disease and their families, friends and professionals who care for them.

Catholic Charities Services Corporation

216-631-3499

www.clevelandcatholiccharities.org

Information, referral services, senior and meal programs, counseling and transportation for Cuyahoga, Summit, Medina, Geauga, Lake, Lorain, Huron and Ashland counties.

Hanson Services, Inc.

216-226-5425

www.hansonsservices.com

Nonmedical services with care and dignity in the homes of older adults. Trained, bonded and insured geriatric resident assistants

provide assistance for a variety of personal and housekeeping needs. Serving Cuyahoga, Geauga, Lorain and Summit counties, as well as Boca Raton, SunCity Center, Bradenton and Sarasota, Florida.

PASSPORT

216-621-0303

or 800-626-7277

www.goldenbuckeye.com

/passport.html

A Medicaid waiver home care program, designed to provide long term care options at a lower cost than institutional care. Major service components include in-depth screening, comprehensive in-person assessments and care-managed home care services for eligible persons 60 years or older.

Eldercare Locator

800-677-1116

www.eldercare.gov

(select: eldercare locator)

The Administration on Aging Eldercare Locator connects older Americans and their caregivers with sources of information on senior services. The service links those who need assistance with state and local area agencies on aging and community-based organizations that serve older adults and their caregivers.



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