



Caregiver Self-Assessment Questionnaire

How are you?

Caregivers are often so concerned with caring for their relative's needs that they lose sight of their own wellbeing. Please take just a moment to answer the following questions. Once you have answered the questions, turn the page to do a self-evaluation.

During the past week or so, I have...

- | | |
|---|---|
| 1. Had trouble keeping my mind on what I was doing <input type="checkbox"/> Yes <input type="checkbox"/> No | 15. Been satisfied with the support my family has given me <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2. Felt that I couldn't leave my relative alone..... <input type="checkbox"/> Yes <input type="checkbox"/> No | 16. Found my relative's living situation to be inconvenient or a barrier to care <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 3. Had difficulty making decisions <input type="checkbox"/> Yes <input type="checkbox"/> No | 17. On a scale of 1 to 10, with 1 being "not stressful" to 10 being "extremely stressful," please rate your current level of stress. _____ |
| 4. Felt completely overwhelmed..... <input type="checkbox"/> Yes <input type="checkbox"/> No | 18. On a scale of 1 to 10, with 1 being "very healthy" to 10 being "very ill," please rate your current health compared to what it was this time last year. _____ |
| 5. Felt useful and needed <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 6. Felt lonely <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 7. Been upset that my relative has changed so much from his/her former self..... <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 8. Felt a loss of privacy and/or personal time <input type="checkbox"/> Yes <input type="checkbox"/> No | Comments:
(Please feel free to comment or provide feedback) |
| 9. Been edgy or irritable <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |
| 10. Had sleep disturbed because of caring for my relative <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |
| 11. Had a crying spell(s) <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |
| 12. Felt strained between work and family responsibilities..... <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |
| 13. Had back pain <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |
| 14. Felt ill (<i>headaches, stomach problems or common cold</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No | _____ |

Chippewa Valley Caregiving Resources

Taking Care of YOU: Powerful Tools for Caregiving

The program is designed for family caregivers and is a six-week series. The class offers tools to: reduce stress; take care of YOU; reduce guilt, anger and depression; help you relax; make tough decisions; communicate effectively with family members and doctors; set goals and solve problems. Afternoon and evening classes available. For more information or to register for the next set of classes, contact Lisa Wells at (715) 839-4750.

AARP: Prepare to Care

An easy-to-use resource that help workers begin a discussion about how they will coordinate their loved ones' care before it becomes an around-the-clock responsibility. Afternoon and evening classes available. For more information, contact Lisa Wells at (715) 839-4750.

Elder Care and Work: Finding the Balance

This fast-paced interactive workshop focuses on gaining perspective on the elder care/work balancing act, using specific strategies to successfully cope and learning about resources available in the community that can aid the employed caregiver in finding personal balance, thereby remaining productively employed. For more information, contact Lisa Wells at (715) 839-4750.

Annual Caring for the Caregiver: Humor, Wellness and Stress Reduction

A great afternoon to spend time focusing on YOU, the caregiver. Enjoy workshops, music, and refreshments and learn about resources in the community. The event is held the 2nd Friday in May at Sacred Heart Hospital. For more information, call (715) 717-1600.

Annual Oak Gardens Eldercare Discussion Series

A series of seminars held monthly at 2:00 p.m. at Oak Gardens Assisted Living, 342 Twin Oak Drive, Altoona. Each year a different series is offered April - October. For more information, call (715) 839-8000.

Friday Facts...Best Care Chats

A series of education, resources and connections for older adults and family caregivers held every other Friday at 10:00 a.m. at Dove Healthcare – South, 3656 Mall Drive, Eau Claire, May – October. For more information, contact Angela Hite at (715) 552-1030.

Red Cross Training Curriculum

This training curriculum (booklets and DVD) is to help family caregivers gain confidence to provide better care and understand how to approach key concerns. The program is available for loan at your local Aging & Disability Resource

Center (ADRC). You may also purchase the booklets for \$2.00 a piece. For more information, contact your local ADRC or the American Red Cross at (715) 834-4182.

Chippewa Valley Family Caregiving Alliance

The CVFCA is non-profit organization representing area agencies and organizations, family caregivers of older adults and community members committed to the needs and interests of family caregivers. Focus areas include: caregiving in the workplace, connecting caregivers with services through health care providers, fundraising, advocacy and special events. For more information, visit www.chippewavalleycaregiving.org.

Caregiver Town Hall Meeting and Resource Fair

Sponsored by the Chippewa Valley Family Caregiving Alliance, this annual event is held the 2nd Monday in November from 4:00 pm – 8:00 pm. The evening consists of exhibits, dinner and a town hall meeting relating to caregiving issues. For more information, contact Lisa Wells at (715) 839-4750.

Chippewa Valley CARE Coalition

A coalition of individuals committed to improving end-of-life care. Services offered free of charge include: speakers bureau, professional education and resources about end-of-life care options, Power of Attorney for Health Care, etc. For more information, call 1-800-286-5574 or www.chippewavalleycarecoalition.org.

National Family Caregiver Support Program

Limited funds are available to provide respite care to enable caregivers to get temporary relief from their caregiving responsibilities. For more information, call Chippewa (715) 726-7777, Dunn (715) 232-4006 or Eau Claire (715) 839-4735.

Alzheimer's Family Caregiver Support Program

Funds are made available to assist individuals to purchase services and goods related to the care of someone with Alzheimer's disease or any of the other irreversible dementias. Up to \$4,000 **may** be available, dependent on the county's priorities and person's need for services. Some requirements apply. For more information, call Chippewa (715) 726-7777, Dunn (715) 232-4006 or Eau Claire (715) 839-2300.

LifeSpan Respite Care

Respite care funding through United Cerebral Palsy, any age, disability or income. For more information, contact Larellyn Micheau at (715) 832-1782.

Veterans Affairs

Respite care services may include a short stay in a VA nursing home or hospital; a short stay in a community nursing home; in-home services such as personal care; or services in an adult day center. For more information on eligibility and what may

be available, contact Clif Sorenson, Veterans Service Officer (715) 839-4744.

Living Well: Chronic Disease Self-Management Program

Designed to help people with chronic health conditions learn healthier ways to live. The course is fun as well as practical and builds confidence in coping with the everyday challenges of a chronic disease. Caregivers welcome. For more information, contact Ruth Kilness (715) 839-6266.

Memory Screens

Confidential memory screens offered free of charge to individuals concerned about their memory. For more information, contact the Aging & Disability Resource Center of Eau Claire County at (715) 839-4750.

On-Going Support Groups

Eau Claire

Alzheimer's Support Groups

Last Thursday of the month at 1:30 p.m. at Lake Street United Methodist Church, 337 Lake Street. For more information, contact Paula Gibson at (715) 577-3600.



Chippewa Valley Lewy-Body Dementia Support Group

Second Wednesday of the month from 6:00 pm – 8:00 pm at Sacred Heart Hospital, conference room 15. For more information, contact Amy Lokken at (715) 379-3148.

Grandparents and Others as Parents (GAP) Support Group

Third Tuesday of the month at 6:30 p.m. at Eau Claire Wesleyan Church, 2403 Keith Street (across Clairemont Avenue from Memorial High School). For more information, contact Barbara Manzo at (715) 835-1944 or Rae Tipler at (715) 225-0404 or www.gap-ec.org.

Luther Hospital

(715) 838-3311

Sacred Heart Hospital Center for Healthy Living

(715) 717-1600

Healing Place

(715) 833-6028

Wellness Shack

Weekly support groups and individual support for those with anxiety and/or depression. For more information, call (715) 855-7705.

Dunn

Caregiver Support Group

Third Thursday of the month at 7:00 p.m. at Red Cedar Medical Center, North Conference Room.

First Wednesday of the month at 9:30 am at Red Cedar Medical Center, West Conference Room.

Alzheimer's Support Group

Third Wednesday of the month at 10:00 p.m. at Shirley Doane Senior Center.

For more information on Dunn County Support Groups, contact the Aging & Disability Resource Center at (715) 232-4006.

Chippewa

Alzheimer's and Other Memory Loss Support Group

Third Wednesday of the month at 3:00 p.m. at Grace Adult Day Services, 2050 Cty Hwy I, Chippewa Falls. For more information, contact Beth Peterson or Michelle Curry at (715) 738-1925. Free respite care provided during the meeting per advanced notice.

Chippewa Valley Aging & Disability Resource Centers

- Chippewa (715) 726-7777 * 888-400-6920
www.co.chippewa.wi.us/adrc
- Dunn (715) 232-4006
www.co.dunn.wi.us
- Eau Claire (715) 839-4735 * 888-338-4636
www.co.eau-claire.wi.us/adrc

Outside the Chippewa Valley, contact the Wisconsin Family Caregiver Support Program at 1-866-843-9810 or www.wisconsin caregiver.org.

Caregiving Websites

Aging & Disability Resource Center of Chippewa County

www.co.chippewa.wi.us/adrc

Aging & Disability Resource Center of Dunn County

www.co.dunn.wi.us

Aging & Disability Resource Center of Eau Claire County

www.co.eau-claire.wi.us/adrc

Administration on Aging

www.aoa.gov

Caregiver information, fact sheets, resources and other issues related to aging.

AgeNet

www.agenet.com

An information and referral network for aging parents and adult children that provides actionable information about products and services.

Alzheimer's Association

www.alz.org

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research.

Alzheimer's Disease Education and Referral Center (ADEAR)

www.nia.nih.gov/alzheimers

A website to help find current, comprehensive Alzheimer's disease information and resources.

Alzheimer's Institute – Wisconsin

www.medsch.wisc.edu/wai

Provides a comprehensive listing of Alzheimer's related facilities, agencies and services in the state of Wisconsin.

Assist Guide Information Services

www.agis.com

Excellent information and resources to help family caregivers cope with aging, disability and elder care issues. Free online caregiver kit available.

Benefits Checkup

www.benefitscheckup.org

Operated by the National Council on Aging, identified federal and state assistance programs for older Americans in each community.

Benefits for People with Disabilities

www.ssa.gov/disability

Caregiver Guide

www.careguideathome.com

Everything families need to understand, plan and manage care for their elderly loved one.

Caregiving – AARP

www.aarp.org/families/caregiving

Addresses many issues of home and family caregiving as well as caregiving in the workplace.

Center for Independent Living for Western Wisconsin

A non-profit agency providing services to people with disabilities in a ten county area.

www.cilww.com

Children of Aging Parents (CAPS)

www.caps4caregivers.org

Disability Rights Wisconsin

Protection and advocacy for people with disabilities.

www.disabilityrightswi.org

Eldercare Locator

www.eldercare.gov

Connects those who need assistance with state and local area agencies on aging and community-based organizations.

Empowering Caregivers

www.care-givers.com

Provides information, education and support for informal family caregivers, as well as to promote public awareness about the realities of those who care for loved ones.

Family Caregiver Alliance

www.caregiver.org

Family Caregiver Alliance provides an online support group and offers online consultations for caregivers and news features for families, caregivers, professionals, policy makers and the media.

Full Circle of Care

www.fullcirclecare.org/index.shtml

Provides support, information and resources for the family caregiver.

Grandparenting Today

Grandparents raising grandchildren

www.uwex.edu/relationships

GrandsPlace

For grandparents and special others parenting children.

www.grandsplace.org

Helping Caregivers

www.helpingcaregivers.com

Tips for working caregivers.

Hospice Foundation of America

www.hospicefoundation.org

For those caregiving and facing the challenges of terminal illness and end-of-life decisions.

Lewy-Body Dementia Association

www.lbda.org

Medicare

The official U.S. Government site for people with Medicare

www.medicare.org

National Institute on Aging

www.nih.gov/nia

Provides fact sheets and other resources relating to older adults.

National Caregiver's Library

www.caregiverslibrary.org

Resources and links on a variety of caregiving issues.

Strength for Caring

www.strengthforcaring.com

This website from Johnson & Johnson has a number of resources for caregivers including tips on daily care, housing, money, insurance and more.

The Arc-Wisconsin Disability Association

Promoting quality of life for people with developmental and related disabilities and their families.

www.arc-wisconsin.org

Today's Caregiver Magazine Online

www.caregiver.com

Provides information, support and guidance for family caregivers.

Well Spouse Association

www.wellspouse.org

Provides support and resources to spouses through resources, online support groups, newsletters, etc.

Wisconsin Alliance for Family Caregiving

www.uwex.edu/ces/flp/caregiving

A network of organizations and family caregivers that provides education, resources and support to family caregivers in the state of Wisconsin.

Working Caregiver

www.workingcaregiver.com

Resources for family caregivers to avoid distractions, emotional fatigue and physical exhaustion resulting from balancing work and caregiving.

Wisconsin Department of Health Services

<http://dhs.wisconsin.gov>

Comprehensive description of state programs.

Wisconsin Family Caregiver Support Program

www.wisconsinicaregiver.org



When Employees

Become Caregivers

A M A N A G E R ' S W O R K B O O K



A new challenge for employees—
a new reality for American business.

Eldercare



This document guides employers in how to make needed eldercare and Medicare information available to caregiving employees at little or no cost.

Although this publication is directed to caregiver issues for the elderly, similar needs and issues are present regarding younger people with disabilities. This publication may also be helpful in identifying services for these individuals.

The Centers for Medicare & Medicaid Services want to thank the National Alliance for Caregiving and its President, Gail Gibson Hunt, for their cooperation and effort in developing this document.

In the 1980s, American businesses adapted their human resource policies to accommodate the needs of workers with young children.

Now, many of those same workers face a new responsibility: providing care for an older parent, relative or friend.

Important: The information in this handbook was correct when it was printed. Changes may occur after printing. For the most up-to-date version, look at www.medicare.gov on the Internet. Select “Publications.” Or call 1-800-MEDICARE (1-800-633-4227). A Customer Service Representative can tell you if you have the most up-to-date version. TTY users should call 1-877-486-2048.

“When Employees Become Caregivers” explains the Medicare program. It is not a legal document. The official Medicare program provisions are contained in the relevant laws, regulations, and rulings.

The support given by the U.S. Small Business Administration to this activity does not constitute an express or implied endorsement of any cosponsor's or participant's opinions, products, or services. SBA Authorization No. 02-7630-56



1. A Challenge to American Business

2

2. Meeting Employee Eldercare Needs

6

3. Seminars on Aging and Eldercare

12

4. Training for Supervisors

15

Contents

1 A Challenge to American Business

Eldercare: An opportunity for adaptable companies.

Just as childcare did, the growing need for eldercare presents companies with a new reality—workers who must juggle multiple demands on their time and energy. Yet this reality presents genuine opportunities for those firms that recognize it. By implementing policies that are “eldercare friendly,” companies will:

- Find it easier to attract and retain the best workers
- Increase productivity by reducing stress on employees
- Reduce disruptions in the work schedule
- Enhance their community image, which can attract new customers

Just how critical is the need for eldercare?

As we’ve all heard, America is growing older. According to the U.S. Census Bureau:

- Today’s older population of more than 35 million Americans will increase to over 70 million by 2030¹
- Today, 33.9 million caregivers provide help to persons age 50+²
- The segment of the older population most likely to need care—those over the age of 85—is the fastest growing segment of elders today³
- 80% of all the care received by older adults is provided by family and friends⁴



And, yes, 2030 is a long way off, but the need keeps growing with each passing day. The fact is, as more and more Americans live into their 80s and 90s, their adult children and relatives will assume increasing responsibility for helping with the daily business of living.

More working Americans are also taking care of an elder. There are currently about one out of five workers who are balancing work and caregiving. This will increase in the future due to:

- Growth of older population
- Smaller family size
- Increase in two-earner households

What is the cost to American business?

Managing the responsibilities of home and eldercare isn't easy for workers. One survey revealed how the stresses of eldercare affected employee productivity:⁵

- 56% of respondents said they were less productive at work
- 51% said they had to take time off during the work day for eldercare
- 30% reported being absent for a full day to deal with eldercare matters

And in a survey done by the National Alliance for Caregiving and AARP in 2004, 6 percent of working caregivers had to give up work entirely.⁶



**1 in 5 Americans
are helping an elder**

1

Lost productivity costs businesses \$11.4 to \$29 billion annually.



A 1997 study by MetLife found eldercare issues cost businesses \$11.4 to \$29 billion a year.⁷

Companies lose so much each year because of costs due to the eldercare crisis:

- Replacement costs for employees who quit due to caregiving responsibilities
- Costs due to absenteeism/partial absenteeism
- Costs due to workday disruptions
- Costs associated with supervising employed caregivers

How will your business respond?

In the sections of this workbook, you will find suggestions and guidance for implementing various levels of eldercare programs. A comprehensive program might be expensive, but there are many initiatives that can be implemented with little or no cost.

Obviously, how you and your human resources department will respond to the eldercare needs of employees will be based on your organization's individual circumstances.

It is important to remember that the need for a response gets greater every day. And the cost to your business of not responding will only get larger, too.



2 Meeting Employee Eldercare Needs

The basics...at no cost.

If your company has limited resources at this time, there are several no-cost steps you can take to indicate that eldercare is now on your “radar screen.”

- **Guide your employees to “Medicare Basics” and other resources available at www.medicare.gov and 1-800-MEDICARE (1-800-633-4227)**

Just by taking these simple steps, you can let employees know you recognize the problems they may be confronting. You’ll save time by providing this valuable reference, organized to provide information at the times it’s needed most.

Why is Medicare talking about eldercare?

You may have asked why the Centers for Medicare & Medicaid Services (CMS) is bringing employers information about eldercare. The fact is, as the nation’s largest provider of health care coverage to older Americans, CMS knows firsthand the problems faced by those who care for or advise people with Medicare. Each year, CMS receives millions of inquiries by mail, phone, and e-mail from people who are helping older Americans make health care decisions or access their benefits under the Medicare system. CMS believes that employer eldercare programs, no matter how basic, will benefit those providing eldercare and ultimately those they help.



Internet Quick Find

www.medicare.gov

Click Publications: Check “Medicare & You” for basic information on Medicare or “Medicare Basics” for a quick reference guide. More detailed information is available on selected topics.

www.aarp.org

AARP serves the needs of people age 50 and older by providing outreach, education, advocacy and community service. Information for caregivers is available at www.aarp.org.

www.alz.org

Click Resources: Search the Resource Center to learn more about Alzheimer’s disease and care strategies through downloadable publications. Also includes 100+ links to Alzheimer- and care-related websites, information on programs and services, bulletin boards, and resources in other languages.

www.aoa.gov/caregivers

Click “Elders and Caregivers—A Guide for People Who Care.” This guide provides helpful information for family caregivers and others responsible for providing care.

www.caregiving.org

Click Reports and Products: See “Resources for Caregivers,” a publication from the National Alliance for Caregiving with contacts for those caring for an older relative or friend.

The next level: creating your own “how to” guide for employees.

Don’t worry...we’re not talking about putting together a big, expensive manual. This guide can be as simple or as complex as you need. How complex it

will be is determined by the extensiveness and formality of your benefits and programs.

The basic packet.

If your company is small and/or one with few or no formal benefits or policies in place, you can still help your employees. Provide employees with information and support by reaching out to community groups and caregiver organizations.

(See the list of Internet addresses on page 13 for organizations that can give information on specific topics.)

Some of the local groups you can contact for information include:

- Hospitals
- Senior centers
- Faith-based organizations (such as Catholic Charities, United Jewish Appeal, etc.)
- Disease-specific organizations (e.g., Alzheimer’s Association)
- Local universities and community colleges or cooperative extension programs

- **Area Agencies on Aging** (These organizations have comprehensive information about all programs in the area that serve older adults. Most groups also have special programs for caregivers.)

2

Keep your packet simple.



Again, if you have a small company, your eldercare packet may be no more than a few pages created on the office computer and photocopied. You can also include information from organizations that are active in your area. Simply give a copy to each current and new employee. Corporate acceptance of worklife issues is important to employee acceptance of them.

Perhaps adopt a few simple policies.

Flexible eldercare policies can also help build company morale.



If your company is small enough, you don't even have to adopt written policies. On an informal basis, you can try:

- **Flex-time, shortened work weeks, modified daily schedule based on need**
- **Telecommuting**

Allowing your employees to help one another through such flexible policies will also help build company morale while keeping productivity levels where they should be.

Internet Quick Find

www.medicare.gov

Click Publications: Search “Medicare Preventive Services” for a listing of benefits covered by Medicare. More detailed information is available on selected topics.

www.aarp.org

AARP serves the needs of people age 50 and older by providing outreach, education, advocacy and community service. Information for caregivers is available at www.aarp.org.

www.shrm.org

Search caregiving or eldercare for a range of resources for human resource professionals from the Society for Human Resource Management. SHRM is the world's largest association devoted to human resource management and represents more than 170,000 individual members.

www.sba.gov

Visit the website of the U.S. Small Business Administration for information on a range of business issues. SBA provides financial, technical, and management assistance to help Americans start, run, and grow their businesses.



Comprehensive benefits approaches for larger companies.

Owners or managers of larger companies may want to fold eldercare policies into their overall existing benefits and policies package. This means that creating your eldercare information packet should begin with an examination of benefits to see which apply to

eldercare already or might be refined to provide an eldercare benefit. The National Alliance for Caregiving suggests that the benefits and policies be included in your eldercare information package. Supportive benefits are listed below.

Supportive Benefits.

- Dependent life insurance
- Long-term care insurance covering spouse and parents/parents-in-law
- Flexible spending accounts/dependent care accounts
- Cash subsidies for services for older relatives
- Group legal/financial plans
- Travel discounts (can help with long-distance caregiving)
- Hospice inclusion in company-sponsored health insurance
- Access to Employee Assistance Programs (EAPs) for counseling and support



Your employees will value and appreciate comprehensive information on eldercare resources.

Supportive Policies.

- Paid sick leave that can be used to care for relatives or friends who are ill
- Paid family leave that can be used to care for ill relatives or friends
- Leave without pay options
- Flex-time
- Compressed work schedules that allow an employee to work more hours during the work day and fewer days in the week
- Flex-place policies that allow telecommuting
- Temporary reduction of hours
- Job-sharing
- Employee leave-sharing, where employees donate a portion of their leave time to others who have eldercare responsibilities
- Shift-exchanging, allowing employees to swap shifts on an as-needed basis, especially when emergencies arise
- Gradual return to work policies
- Funeral and bereavement leave policies

Add community resources and you're done.

Larger companies can also make employees aware of the community resources available. See “the basic packet” on page 7. Add those organizations’ phone numbers and Internet addresses to information on your own policies and benefits and you’ll have a comprehensive package that your employees will value and appreciate.



Find eldercare information with one phone call or on the Internet.

Your employees may, of course, live hundreds of miles from their loved ones and be providing care “long distance.”

There’s a toll-free, nationwide “Eldercare Locator” number that can help: 1-800-677-1116. (Weekdays, 9:00 am to 8:00 pm e.t.) One call will let employees get contact information for Area Agencies on Aging throughout the U.S.

Or, you can look at www.eldercare.gov on the Internet for more information.

3 Seminars on Aging and Eldercare

A low cost way to educate your workforce to make good choices.

It's easy to partner with community organizations to put on seminars at your place of business. For example, you can set them up as lunch and learn sessions. Just be sure to schedule a convenient meeting time and place. Give employees plenty of advance notice.

You may need to hold multiple sessions on each topic in order to maximize attendance without disrupting your work schedule.

Here are some popular sample topics:

1. Medicare/Medicaid

Many employees have questions about Medicare and Medicaid. Contact the State Health Insurance Assistance Program and see if they can send an expert or what Medicare covers, who is eligible, how to enroll, and how Medicaid covers medical costs for those with limited resources. You can also access www.medicare.gov to get a free copy of "Your Medicare Benefits" booklet (CMS Pub. No. 10116).

2. Planning for Long-Term Care

Unfortunately, too many caregivers don't think about long-term health care needs until there is a crisis. Contact

your local Area Agency on Aging to see if they can send an expert on the topic to address your employees' questions. You can also access www.medicare.gov to get a free copy of "Choosing Long-Term Care" booklet (CMS Pub. No. 02223).

3. Health Care as You Retire

Your younger workers may have parents reaching retirement age, while older workers should begin planning now for post-retirement care. Again, someone from your State Health Insurance Assistance Program may be able to answer your employees' questions on Medicare. Also, a local hospital may have someone available to speak about health care as you retire.

4. What is "Normal" Aging?

People who provide eldercare often wonder about "normal" signs of aging as their involvement with an older person progresses. A geriatrician (physician who specializes in older patients) or a geriatric social worker can teach employees when things such as mental deterioration are not "normal."

5. Alzheimer's Disease

If you live in a fairly large community, you probably have a local chapter of the Alzheimer's Association which can provide a speaker on Alzheimer's Disease. Recognizing the onset of this disease is a key to quality of life for both the elder and caregiver. For more information, call the Alzheimer's Association at 1-800-272-3900 or you can access www.alz.org.

6. Community Resources for Older People

There are many community resources available to older adults, ranging from adult day care at community centers to nutritional programs. Services are also available for caregivers. Your local Area Agency on Aging can either provide, or help you find, a speaker. For more information, access www.aoa.gov.

7. Taking Care of Yourself as a Caregiver

Caregivers are often under such stress and severe time constraints that they neglect their own physical and mental health. Local caregiver groups, such as Children of Aging Parents or an adult-day care based caregiver group, may provide speakers on this topic.

In most cases, the speakers are free.

You can contact professionals in the aging field to come and speak to employee groups.

The websites below can provide you with more information and can also serve as resources for your employees.

Planning for Long-Term Care

Medicaid
www.cms.hhs.gov/consumers

Medicare
www.medicare.gov

American Association of Homes and Services for the Aging
www.aahsa.org

American Health Care Association
www.ahca.org

AARP
www.aarp.org

Alzheimer's Disease

Alzheimer's Association
www.alz.org

Community Resources

Administration on Aging
www.aoa.gov

What is "Normal" Aging?

Administration on Aging
www.aoa.gov

Healthfinder
www.healthfinder.gov

National Institutes of Health
www.nih.gov

Health Care as You Retire

Administration on Aging
www.aoa.gov

Healthfinder
www.healthfinder.gov

National Institutes of Health
www.nih.gov

Taking Care of Yourself as a Caregiver

Careguide
www.careguide.com

National Alliance for Caregiving
www.caregiving.org

National Family Caregivers Association
www.nfcacares.org

Build an eldercare file as you go.

As you arrange your seminars, talk with community groups and exchange information with professionals. Start accumulating the brochures, fact sheets and booklets they have to offer. Begin with your local Area Agency on Aging—they should have a substantial amount of material

to share with you and can direct you to other resources, such as groups that deal with specific conditions or diseases common in the elderly. Also, be sure to refer to "Medicare Basics," a resource for caregivers, available at www.medicare.gov.

By gathering information and keeping it in your personnel or employee assistance office, employees will have a quick, easy source of information that they can access in privacy.

Bring the Experts to You: Host A Caregiver Fair

Caregiver fairs, bringing the community and the workplace together.

Caregiver fairs are an excellent way to allow employees access to a wide range of information in one day. Agencies typically come to the fair with brochures and other information to help employees make eldercare decisions. All you have to do is provide the space and perhaps some tables.

Your Area Agency on Aging can help you get started. Also, if your business is too small to host such an event, local hospitals or senior centers may already have a similar program scheduled. Then it's just a matter of giving your employees time to attend the fair at an offsite location or you could join with other businesses in your building to host a fair in a common space.

Most employees are interested in getting information from:

- Medicare (State Health Insurance Assistance Program)
- Medicaid and state programs
- Hospice organization(s)
- Area Agency on Aging
- Disease-specific groups, such as Alzheimer's Association, Parkinson's Association, and groups with information about vision and hearing impairments
- Legal Aid and/or legal assistance organizations
- Financial professionals
- Home health programs
- Home-delivered meals programs
- Counseling programs

Training for Supervisors


4

Training Supervisors to Manage Eldercare Issues

Awareness can prevent workplace concerns.

Workers often say they have difficulty getting their supervisors to understand the concerns caregivers face balancing work and family obligations. By training supervisors to recognize and respond to eldercare issues promptly and effectively, you can keep these issues from becoming problems.

The following training program can help you do that. (This program, along with other information in this workbook, was developed by the National Alliance for Caregiving, a group that provides support to family caregivers.)



Supervisors trained to respond to eldercare issues can prevent problems.

Supervisory Sensitivity Training: a 60-minute program.

Training Objectives

- To increase the knowledge of line supervisors regarding the impact of caregiving in the workplace
- To develop their knowledge of what community resources are available to support employed caregivers

Audience

Line supervisors and mid-level managers in small and mid-sized companies. No more than 25 people per session.

Format

A 60-minute session, conducted by staff from employee assistance or personnel, along with an invited Area Agency on Aging representative to present information on community services for caregivers and older people.

Content

I. WHY IS ELDERCARE AN ISSUE? (10 minutes)

Demographics

- 20-25% of employees are caregivers of elderly relatives, and about 40% of these people are also caring for children under 18 living at home. (These numbers do not count parents caring for children with disabilities or for disabled adult siblings or spouses under 50.)⁸
- Gender: 55% of employed caregivers are women/45% are men. Most are married, work full-time, and have a median age of 46.⁹
- The older your workforce and the more females you employ, the higher the incidence of caregiving in your employee population.¹⁰

Impact on Productivity

- More than half of working caregivers have to make some sort of workplace accommodations to care for someone age 50+, such as:¹¹

Went in late, left early, took time off during work	58%
Took leave of absence	16%
Worked fewer hours, took less demanding job	10%
Lost any job benefits	4%
Turned down promotion	4%
Chose early retirement	3%
Quit their jobs entirely	6%

- In one study of working caregivers who provide intense personal care over a period of years, the caregivers averaged \$659,000 in lost wages, pensions, and Social Security.¹²



Impact on Worker Health

- Almost 75% of employed caregivers in another study say that caregiving has had a negative impact on their health, with more than two in ten reporting significant problems.
- Of those reporting a negative impact on health, nearly half cited additional visits to a health care provider.
- Employed caregivers' use of prescription drugs is 2-3 times that of non-caregivers.

Impact on Caregivers' Personal Life

- 35% of caregivers report significant emotional stress; 15% report that caregiving has caused physical strain.
- Caregivers report average out-of-pocket expenditures of \$197 per month for medications, groceries, or other kinds of cash support.
- Half of caregivers report that they have less time for friends or other family and more than four in ten say they have given up vacations, hobbies or their own social life.

How Does This Affect Your Company?

- Total lost productivity for U.S. employers due to caregiving for older relatives: \$11.4 to \$29 billion per year.¹³

- You have spent considerable dollars training and promoting these working caregivers. The cost of replacing an experienced employee is estimated at 93% of the first year's salary.¹⁴

II. HOW DO I RECOGNIZE AN ELDERCARE PROBLEM? (10 minutes)

Possible Signs of Eldercare Work/Family Conflicts

- Excessive personal phone use during office hours.
- Tardiness and absenteeism that far exceed company standards.
- Claims for sickness benefits at a much higher than usual rate.
- Serious distraction on the job that is reducing productivity (work isn't being done properly and sometimes has to be done over by someone else).
- Mood swings and hostility that have fellow employees confused and reluctant to work with the troubled person.

While these signs may be indicative of other employee problems, supervisors should be proactive but sensitive in identifying if eldercare is an issue.

4

Supervisory Sensitivity Training: a 60-minute program...continued



III. MINI-CASE EXERCISE (15 minutes)

Break participants into small groups. Ask each group to take 10 minutes to discuss a case and answer the following questions: What should you, as a supervisor, recommend the employee do? What are your options under the company work policy? What should you do if the employee doesn't respond? What is your obligation to other employees?

Case A: Jim has been coming into work exhausted for weeks now. His productivity is down and he is snapping at his colleagues over trivial things. When you call him into your office to ask about this, he confesses that every weekend for the past two months he has been driving 500 miles roundtrip to help his elderly father who lives alone on a farm and is becoming increasingly depressed. The father is calling him several times a day at the office as well as in the middle of the night at home. Jim feels compelled to help his dad but has no idea where to turn for help. Meanwhile he is exhausting himself.

Case B: Karen is an energetic young single mother with two small children who recently has been coming in late and leaving early. Her absenteeism is beginning to affect the office. When you confront her about her pattern of tardiness, she becomes very upset and defensive. Eventually Karen tells you that in addition to having child care problems, she has suddenly become the caregiver for a maiden aunt who has had a series of small strokes. The only relative living nearby, Karen is going to the aunt's house every morning before work to fix breakfast and dress her, then taking the kids to day care. In the evening, before going home, she rushes over to make dinner, bathe and feed her aunt, pick up her kids, and then go home to her own dinner and housekeeping. Karen is frustrated by having no money to pay for caregiving help, and is feeling



overwhelmed because she is the only one around to help.

Case C: One of your most valued employees, Lucia, comes to you unexpectedly to say that she is thinking about dropping back to part-time or maybe quitting entirely. Her husband was diagnosed with MS a few years ago and, while he is still able to work, he is beginning to need more care at home. In addition, Lucia's father and mother had moved in with her to help with her husband's care, but over the past few years, they have become increasingly frail and now need care themselves. With a houseful of people needing care, Lucia is nearly ready to quit. And you would feel lost without her.

Case D: Monica's 80-year-old mother lives with her. In conversations over the past few years, you've learned that her mother has been diagnosed with Alzheimer's disease and lately her wandering and sometimes confrontational behavior disrupts the household day and night. Six months ago, you offered Monica the chance to take a special extended class in another city to learn some new computer skills. She turned down the opportunity. You are now considering her for a job in another distant branch that would lead to a substantial promotion. When you bring up the subject, Monica merely shrugs and says she can't leave her mother nor take her along. Moreover, Monica says that she will be unable to work extended

hours in the future as she has in the past because she is afraid to leave her mother at home any longer than necessary.

IV. WHAT RESOURCES ARE THERE IN THE COMMUNITY? (15 minutes)

A representative of the Area Agency on Aging or Alzheimer's Association can discuss resources that are available in the community for both family caregivers and the older person.

Resources Primarily for Caregivers

- Caregiver support groups
- Caregiver fairs, where social service and health organizations provide resource information
- Case management, where a social worker or nurse manages and monitors services for the relative
- Respite care, which is temporary or periodic care provided in a home, nursing home, assisted living residence, or other type of long term care program so that the usual caregiver can rest or take some time off.

4

Supervisory Sensitivity Training: a 60-minute program...continued

Examples of the Many Community Resources for Older People

- Adult day care
- Transportation to doctor appointments and shopping
- Meals-on-Wheels
- In-home personal care to help with bathing, dressing, meal preparation
- Chore services for housekeeping and yard work
- In-home assessment of needs
- Home modifications for safety



V. QUESTIONS AND ANSWERS (10 minutes)

The primary focus should be on practical ways to help the supervisor implement what has been learned, specifically, what are the best ways within the corporate culture to accommodate both the needs of the caregiver and the company's needs to get work done in a timely fashion?

A final word about eldercare and business

As this workbook shows, there is much that businesses can do to help employees deal with eldercare issues. From simple distribution of printed materials to training programs for line supervisors, your company's eldercare policies and procedures can be as basic, or as comprehensive, as you want them to be.

With a mature workforce having to provide care for their aging relatives, it is obvious that the organizations that will thrive in the first half of the 21st century will be those whose policies recognize eldercare concerns and work with employees to manage them. That's just how American business met the challenge of working parents in recent decades. And with your company's commitment, American business can successfully meet the challenge of eldercare in the decades to come.



Endnotes

- 1 Bronfenbrenner, U., McClelland, D., Wethington, E., Moen, P., & Ceci, S.J., *The State of Americans* (New York: The Free Press, 1996).
- 2 National Alliance for Caregiving and AARP, *Caregiving in the U.S.* (Bethesda, MD: NAC and AARP, 2004).
- 3 U.S. Census Bureau, *The 65 and Over Population: 2000 — Census 2000 Brief* (www.census.gov/prod/2001pubs/c2kbr01-12.pdf: October 2001).
- 4 Select Committee on Aging, *Exploding the Myths: Caregiving in America* (Committee Publication No. pp. 99-611) (Washington, DC: Government Printing Office, 1987).
- 5 Scharlach, A., "Caregiving and Employment: Competing or Complementary Roles?" *The Gerontologist*, 1994, #34, pp. 378-385.
- 6 National Alliance for Caregiving and AARP, *Caregiving in the U.S.* (Bethesda, MD: NAC and AARP, 2004).
- 7 Metropolitan Life Insurance Company, *The MetLife Study of Employer Costs for Working Caregivers* (Westport, CT: MetLife, 1997).
- 8 Bond, J.T., Galinsky, E., & Swanberg, J.E., *The 1997 National Study of the Changing Workforce* (New York: Families and Work Institute, 1998).
- 9 Neal, M.B., Ingersoll-Dayton, B., & Starrels, M.E., "Gender and Relationship Difference in Caregiving Patterns and Consequences Among Employed Caregivers," *The Gerontologist*, 1997, #37, pp. 804-816.
- 10 Gorey, K.M., Rice, R.W., & Brice, G.C., "The Prevalence of Elder Care Responsibilities Among the Work Force Population," *Research on Aging*, 1992, #14, pp. 399-418.
- 11 National Alliance for Caregiving and AARP, *Caregiving in the U.S.* (Bethesda, MD: NAC and AARP, 2004).
- 12 Metropolitan Life Insurance Company, *The MetLife Juggling Act Study: Balancing Caregiving with Work and the Costs Involved. Findings from a National Study by the National Alliance for Caregiving and the National Center on Women and Aging at Brandeis University* (Westport, CT: MetLife, November 1999).
- 13 *The MetLife Study of Employer Costs for Working Caregivers*, 1997.
- 14 *Ibid.*





Losing Time or Attention of Your Employees?

Presentations available at your place of work

Employers

Human Resources – Management - Wellness Coordinators

❑ **Caregiving is Everybody's Business**

There is a growing program in the workplace. As the aging population increases, so does the number of employees who take care of older or disabled relatives. This presentation will shed light on the importance of helping working caregivers balance employment and caring for an aging relative.

Employees

Class/Workshops

❑ **Navigating the Social Service Maze: Finding Community Resources – No Cost**

Whether you are new or far from your loved one, community resources can make life better. Over time, assistance needs change. Explore service availability, costs and benefits for the person you are caring for, housing options, funding available, support groups, classes and more.

❑ **AARP Prepare to Care – No Cost**

Prepare to Care is a one-hour workshop on planning and preparing to provide care to a loved one. Topics covered include preparing to talk, forming your team, assessing your needs, making a plan and taking action. Participants also receive the Prepare to Care Planning Guide for Families.

❑ **Taking Care of YOU: Powerful Tools for Caregiving - \$20**

Taking Care of YOU is designed to aid those who care for loved ones with stroke, Alzheimer's, Parkinson's, or similar long-term conditions. This is a six-week, 90-minute class and the curriculum covers a variety of topics, including: tools to help reduce stress, how to communicate effectively with other family members, their doctor, and service providers; the importance of self-care; how to reduce guilt, anger, and depression; relaxation techniques; and how to approach tough caregiving decisions.

❑ **Elder Care and Work: Finding the Balance - \$15**

This is a fast-paced, 90-minute interactive workshop that focuses on gaining perspective on the elder care/work balancing act, learning to use specific strategies to successfully cope and learning about resources available in the work place and in the local community that can aide the employed caregiver in finding personal balance. Cost of class covers materials, refreshments and the award winning book, *Elder Care: A Six Step Guide to Balancing Work and Family*.

Making Arrangements:

- All are held at your place of employment
- Time of your choosing (before, during or after work)
- No-cost presentations
- Contact Lisa Wells, Aging & Disability Resource Center of Eau Claire County at (715) 839-4750 or lisa.wells@co.eau-claire.wi.us to schedule a presentation or class.

Options



Helping You Put the Pieces Together



721 Oxford Avenue - Room 1550, Eau Claire WI 54703
(715) 839-4735 • 1-888-338-4636 • tty: use Relay (711)
adrc@co.eau-claire.wi.us www.co.eau-claire.wi.us/adrc

Information & Assistance

Family Caregiver Support Program

Long Term Care Options Counseling

Disability & Elderly Benefit Specialists

Eligibility Determination for Publicly
funded Long Term Care

Health Promotion and Prevention

Senior Dining/Meals on Wheels

To learn more about any of the following publicly funded programs, please contact the Aging & Disability Resource Center at 839-4735 or toll free 1-888-338-4636. tty: use Relay (711)

Community Health Partnership:

CHP is a managed care organization offering publicly funded long-term care through Family Care & Partnership Programs.

IRIS: (Include, Respect, I Self-Direct)

This is a publicly funded, self-directed program to help you meet your long term care needs.

Institutional (Nursing Home) Medicaid:

Assists long term nursing home residents with payment of nursing home services.

Elder Care Locator (National Information Helpline) 1-800-677-1116



Emergency Preparedness

American Red Cross, 3728 Spooner Avenue, Altoona WI 54720, 834-4182, 1-800-261-9182

Eau Claire City/County Health Department, 720 Second Avenue, Eau Claire WI 839-4718

Center for Disease Control-Prevention, 1-800-232-4636, www.bt.cdc.gov

Wisconsin Department of Health Services, <http://dhs.wisconsin.gov/preparedness/links.htm>

Wisconsin Homeland Security, <http://homelandsecurity.wi.gov> www.pandemic.wisconsin.gov

Memory Clinics

Luther Midelfort, 1400 Bellinger Street, Eau Claire WI 838-1900

Marshfield Clinic, 3501 Golf Road, Eau Claire WI 858-4444

UW Health-Family Medicine Clinic, 617 W. Clairemont Avenue, Eau Claire WI 839-5175

March 2010

Aging & Disability Resource Center of Eau Claire County
721 Oxford Avenue - Room 1550, Eau Claire WI 54703
839-4735 • 1-888-338-4636, tty: use Relay (711) Monday - Friday, 8:00 am - 5:00 pm
www.co.eau-claire.wi.us/adrc adrc@co.eau-claire.wi.us

Serving adults age 60 and older, adults with disabilities, families, caregivers and professionals

Information and Assistance on a broad range of community resources

Elderly Benefit Specialist and Disability Benefit Specialist - Assist with public and private benefits such as Medicare, Medicaid, Social Security, Social Security Income, Social Security Disability Income, Supplemental Insurance, prescription drug coverage and more

Long Term Care Options Counseling

Eligibility determination for publicly funded long term care, (Community Health Partnership, Community Family Care, IRIS - (Include, Respect, I Self-Direct)

Family Caregiver Support - Information, support and assistance for family caregivers, Powerful Tools for Caregivers Class, support group

Health Promotion and Prevention Classes- Caregiving Classes; Stepping On Fall Prevention Program; Step-by-Step in-home fall prevention program, *Living Well*: Chronic Disease Self-Management Program; Medical Nutrition Therapy; Memory Screening, adaptive equipment and more

Meals on Wheels - Available Monday - Friday throughout Eau Claire County to homebound individuals

Senior Dining - Hot, nutritious meals served in a group setting

Ensure Plus Liquid Supplement - Available at the Aging & Disability Resource Center, Augusta Senior Center or can be delivered within Eau Claire County

Volunteer Opportunities - Meals on Wheels drivers/assessors and at Senior Dining Sites

ADULT DAY CARE

Grace Adult Day Care, 2441 New Pine Dr., Altoona WI832-8811
Grace Adult Day Care, 4620 Tower Dr., Eau Claire WI.....839-0576

ABUSE

Bolton Refuge House834-9578
Eau Claire County Dept of Human Services, Courthouse, Eau Claire WI839-2300
Eau Claire Hmong Mutual, 423 Wisconsin St., Eau Claire WI.....832-8420

ADVOCACY

Barrier Busters, United Cerebral Palsy, 206 Water St., Eau Claire, WI.....	832-1782
Center of Independent Living, 2020 Schneider Ave., Menomonie WI.....	800-228-3287
Chippewa Valley CARE Coalition - End of Life	800-286-5574
Coalition of WI Aging Groups, 2850 Dairy Dr., #100, Madison WI	608-224-0606
Disability Rights Wisconsin	1-877-338-3724
Guardianship Hotline.....	800-488-2596 #314
Family Resource Center, 2105 Heights Dr., Eau Claire	833-1735
Long Term Care Ombudsman, 718 W. Clairemont Ave., Eau Claire WI.....	836-3627
Positive Avenues, 618 S. Barstow St., Eau Claire WI	835-1828
The ARC of Eau Claire, 800 Wisconsin St., Eau Claire WI	514-1825
The Wellness Shack, 515 S. Barstow St., #117, Eau Claire WI	855-7705
Veterans Service Office, 721 Oxford Avenue, Eau Claire WI	839-4744

CAREGIVING

Alzheimer's Family Caregiver Support Program	839-2300
Chippewa Valley Family Caregiving Alliance	839-4735
Family Caregiver Support Program.....	839-4735
Grandparents & Others As Parents.....	835-1944/225-0404
Lifespan Respite	832-1782

DISABILITIES

Alzheimers Association, 1227-B Menomonie St., Eau Claire, WI.....	835-7050
Autism Society of Wisconsin	888-428-8476
Center for Independent Living, 2920 Schneider Ave., Menomonie WI.....	800-228-3287
Disability Benefit Specialist, 721 Oxford Ave., - Room 1550, Eau Claire, WI.....	839-4735
Disability Program Navigator, 221 W. Madison St., Eau Claire, WI.....	858-9671
Epilepsy Foundation of Western WI, 1812 Brackett Ave., WI	834-4455
Stout Vocational Rehabilitation Institute, UW-Stout, Menomonie WI	232-2513
United Cerebral Palsy, 206 Water St., Eau Claire WI	832-1782
WI Bureau for the Blind, 610 Gibson St., #1, Eau Claire WI.....	836-6772
WI Bureau for Hard of Hearing, 610 Gibson St., #1, Eau Claire WI.....	836-2107
WI Council on Developmental Disabilities	888-332-1677
WI State Vocational Rehab, 221 W Madison St., #140C, Eau Claire WI	836-4263

EMERGENCY RESPONSE SYSTEM

Alpine Medical Alert, Inc	877-546-2349
Careguard.....	800-236-0096
Lifeline.....	800-543-3546
Night Owl Support Systems, Inc	608/745-5008 or 877-559-1642
Per Mar Security, 2520 S. Hastings Way, Eau Claire WI.....	832-1222

EMPLOYMENT

Career Development Center, 1515 Ball St., Eau Claire WI	834-2771
Eau Claire Hmong Mutual, 423 Wisconsin St., Eau Claire WI	832-8420
Reach Inc., 2125 3 rd St., Eau Claire WI	833-7755
Senior Citizens Employment & Training, 800 Wisconsin St., Eau Claire WI	839-5058
Vocational Rehabilitation, 221 W. Madison St., Eau Claire WI	836-4263
Western Dairyland, 418 Wisconsin St., Eau Claire WI	836-7511
Wisconsin Works - Job Center, 221 W. Madison St., # 10, Eau Claire	858-9675
Wisconsin Vocational Rehab, 221 W. Madison St., # 140C, Eau Claire	836-4263
Workforce Resources - Job Center, 221 W. Madison St., #140A, Eau Claire	836-3036

FINANCIAL AND LEGAL ASSISTANCE

Elderly Benefit Specialist & Disability Benefit Specialist	839-4735
Catholic Charities, 448 N. Dewey St., Eau Claire WI	832-6644
Consumer Credit Counseling, 2143 East Ridge Ctr., Eau Claire WI	834-8500
Consumer Protection, 3610 Oakwood Hills Pkwy., Eau Claire WI	800-422-7128
Eau Claire Co. Department of Human Services, Courthouse, Eau Claire WI	839-2300
Free Legal Clinic, Eau Claire WI	839-5004
Social Security Administration, 4120 Oakwood Hills Pkwy., Eau Claire WI	836-6645

FOOD & NUTRITION

Augusta Food Pantry, 207 N. Stone St., Augusta	286-2007
Bag Ladies Grocery Delivery, Eau Claire WI	836-9100
Catholic Charities, 448 N. Dewey St., Eau Claire WI	832-6644
Community Table, 320 Putnam St., Eau Claire WI	835-4977
Fairchild Food Pantry, 311 N. Front St., Fairchild WI	334-3583
Fall Creek Community Cupboard-Faith Evangelical Free Church, Fall Creek	877-2330
Fare For All, Eau Claire WI	875-4494/875-4724
Food Share Program, Department of Human Services	839-2300
Grace Lutheran Church-Food Pantry, 202 W. Grand Ave., Eau Claire WI	832-9713
Hmong Mutual Assistance, 423 Wisconsin St., Eau Claire WI	832-8420
Meals on Wheels, Senior Dining Meal Sites, Liquid Supplement	839-4886
Salvation Army, 2211 S. Hastings Way, Eau Claire WI	834-1224
SHARE Food Program	286-2073
St. Francis Food Pantry, 1221 Truax Blvd., Eau Claire WI	839-7706

HEALTH MAINTENANCE CLINICS/FOOT CARE

AIDS Resource Center, 505 S. Dewey St., #107, Eau Claire, WI	836-7710
Chippewa Valley Free Clinic, 421 Graham Ave., Eau Claire WI	839-8477
Dental Hygiene Clinic, 620 W. Clairemont Ave., Eau Claire	833-6370
Eau Claire City/County Health Department, Courthouse, Eau Claire WI	839-4718
Feet First Nursing Clinic, Eau Claire WI	831-0100
Tips N Toes Footcare, Eau Claire WI	878-4619

HOME CARE - Skilled Licensed Nursing Services:

Aurora Community Health, 406 Technology Dr., Menomonie WI	888-301-5897
Interim Healthcare, 4257 Southtowne Dr., Suite 3, Eau Claire WI	834-1313
LifeNet, 1280 W. Clairemont Ave., Suite 5, Eau Claire WI	835-4111
Moore's Genuine Care, 711 Anderson St., Augusta WI	286-2734
Northwest WI Home Care, PO Box 2060, Eau Claire WI	831-0100
ResCare HomeCare, 1324 W. Clairemont Ave., Eau Claire WI	831-0631
St. Joseph Home Care, 2661 County Highway I, Chippewa Falls WI	726-3485

Home Care - Supportive Non Medical

Alternative Home Care Solutions, LLC	563-7112
Aurora Community Health.....	235-1839
CEK Family Companion Care	866-691-4065
Comfort Keepers,	833-2197
Gemini Cares, 800 Wisconsin St., Eau Claire WI	830-0546
Good People.....	800-608-8003
Guardian Angel Respite Care, 3027 Eddy Ln., Eau Claire WI.....	831-7067
Hmong Home Care Services, 1708 Westgate Rd., Eau Claire WI	379-7201
Home Instead Senior Care, 515 S Barstow St., #116, Eau Claire WI	552-8040
Interim Healthcare, 4257 Southtowne Dr., #3, Eau Claire WI	834-1313
Just Tender Cares LLC	828-1621
Kathy's Helping Hands LLC, Altoona WI.....	833-1727
LifeNet, 1280 W. Clairemont Ave., Suite 5, Eau Claire WI	835-4111
Moore's Genuine Care, 711 Anderson St., Augusta WI	286-2734
Northwest WI Home Care, PO Box 2060, Eau Claire WI.....	831-0100
ResCare HomeCare, 1324 W. Clairemont Ave., Eau Claire WI	831-0631
Sekara Supportive Home Care, LLC	571-0269
St. Joseph Home Care, 2661 County Highway I, Chippewa Falls WI	726-3485
Visiting Angels, 1303 Badger Ave., Eau Claire WI.....	833-7006

HOME ENERGY ASSISTANCE / WEATHERIZATION

Eau Claire City Housing Authority, 203 S. Farwell St., Eau Claire WI.....	839-4943
Eau Claire County Housing Authority, 721 Oxford Ave., Eau Claire WI.....	839-6240
Eau Claire Co. Dept of Human Services, 221 W. Madison St., Eau Claire WI	858-9675
Rural Development, 390 Red Cedar St., Suite G, Menomonie WI	(715) 232-2614 #119
Western Dairyland, 418 Wisconsin St., Eau Claire, WI	836-7511

HOME MEDICAL SUPPLIES

American Legion, 634 Water St., Eau Claire WI	834-4091
Apria Health Care, 1316 N Hastings Way, Eau Claire WI.....	834-7517
Center for Independent Living, 2920 Schneider Ave., Menomonie WI.....	1-800-228-3287
Grace Home Respiratory, 2204 N. Hillcrest Pkwy., Altoona WI	832-7377
Midelfort Pharmacy Home Medical, 325 E. Madison St., Eau Claire WI.....	838-1815
Midelfort Pharmacy Home Medical, 2839 Mall Dr., Eau Claire WI.....	838-1458
Reliant Rehab Service & Supply, LLC, 2601 Morningside Dr., Eau Claire.....	552-3711
Value Center Pharmacy, 2157 EastRidge Ctr., Eau Claire WI	833-6760
Walgreens Health Initiative, 3405 Truax Ct., Eau Claire WI	833-7322

HOME ORGANIZATION / REPAIR

Chores & More	563-5394
Straighten Up Organization, LLC	831-2119

HOSPICE CARE

Northwest WI Home Care, PO Box 2060, Eau Claire WI.....	831-0100
St. Joseph Home Care, 2661 County Highway I, Chippewa Falls WI	726-3485

HOUSING

<u>Adult Family Homes</u> http://dhs.wisconsin.gov/bqaconsumer/AssistedLiving/AsLivindex.htm	
Apple Valley Home, 6700 Highway 53, Eau Claire	835-5141
Dearwood Adult Family Home, 2011 N. 60 th Ave., Eau Claire	830-0518
Genuine Care, 711 Anderson St., Augusta	286-2248

Assisted Living Facilities

Country Terrace, 1511 Devney Dr., Altoona WI.....	836-9211
Family Tree, 2005 Agnes St., Eau Claire WI	832-3663
Grace Edgewood, 2512 Spooner Ave., Altoona WI.....	832-5813
Grace Willowbrook, 4868 Otteson Ln., Eau Claire WI.....	835-0429
Heatherwood, 4510 Gateway Dr., Eau Claire WI	552-5511
Heritage Assisted Living, 3706 Damon St., Eau Claire WI	831-9118
Lindemann House, 2320 Frank St., Eau Claire, WI	858-3423
Mt. Washington Residence, 1930 Cleveland St., Eau Claire WI.....	834-3400
Oak Gardens, 342 Twin Oak Dr., Altoona WI	839-8000
Orchard Hills Assisted Living, 1403 Truax Blvd., Eau Claire WI	552-1030
Milestone Assisted Living, 5512 Renee Dr., Eau Claire WI.....	271-9148

Memory Care

Care Partners, 2306 Frank St., Eau Claire WI	835-6656
Grace Woodlands, 3214 Gala St., Eau Claire WI	831-8100
Harbor House Memory Care, 3712 Damon St., Eau Claire WI	832-6696
Heritage Court Memory Care, 3523 E. Hamilton Ave., Eau Claire.....	829-8000
Our House Senior Living Memory Care, 733 W Hamilton Ave., Eau Claire WI	832-3970
Milestone Memory Care Residence, 5510 Renee Dr., Eau Claire WI	271-9148

Non Subsidized (Independent Adult Apartments)

Briarwood Cottages, 5622 Gatehouse Ter., Eau Claire WI	831-2128
EastRidge Estates, 3504 Hoover Ave., Altoona WI.....	830-5252
Good Shepherd Apartments, 3304 14 th St., Eau Claire WI.....	834-3587
Grace City View Apartments, 610 Gray St., Eau Claire WI	832-1174
Grace Congress, 520 Congress St., Eau Claire WI.....	832-1174
Grace Hillside Apartments, 414 Doty St., Eau Claire WI.....	832-1174
Heritage Apartments, 2003 Altoona Ave., Eau Claire WI	834-6302
London Square Apartments, 3300 London Rd., Eau Claire WI	831-7800
Milestone Senior Living Westride Village, 5309 Stonewood Dr., Eau Claire	271-9148
Oakwood Hills Retirement, 4316 Oakwood Hills Pkwy., Eau Claire	552-1500
Oakwood Homes Apartments, 3802 Damon St., Eau Claire WI	831-7800
St. Francis Apartments, 851 University Dr., W. Eau Claire WI.....	834-1338
St. Paul Apartments, 131 Monroe St., Augusta WI.....	286-2210
Mt. Washington Residence, 1903 Cleveland St., Eau Claire WI	834-3400

Real Life Cooperative, 4115 Jeffers Rd., Eau Claire WI	835-7622
The Meadows at Otter Creek, 4880 Otteson Ln., Eau Claire WI	831-1068
Wunderhaven, 835 Liberty St., Fall Creek WI	877-3107

(Subsidized) Independent Adult Apartments

Augusta Country Apartments, 511 Colfax St., Augusta WI	286-2718
Colony Park East/West, Eau Claire WI	834-2691
Fairchild Senior Living, 331 North St., Fairchild	839-6240
Fairchild Housing, 340 Front St., Fairchild	286-2718
Fall Creek Commons, 331 W Washington Ave., Fall Creek WI	834-3411
Golden Acres I, 2404 Spooner Ave., Altoona WI	834-1842
Golden Acres II, 138 10 th St., W. Altoona WI	834-7852
Grace Barstow Apartments, 1105 S Barstow St., Eau Claire WI	832-1174
Luther Lakeside Apartments, 1412 Whipple St., Eau Claire WI.....	834-2691
Owen Rust Apartments, 300 Williams St., Eau Claire WI	839-4943
Park Tower Apartments, 901 S. Farwell St., Eau Claire WI	839-5080
Ruth Gullerud Villa, 4910 Otteson Ln., Eau Claire WI	800-685-9353
St. John's Apartments, 815 Chapin St., Eau Claire WI.....	834-6302

MENTAL HEALTH SERVICES

Behavior Health-Luther Midelfort, Eau Claire, WI	838-5369
Department of Human Services, Courthouse, Eau Claire.....	839-2300
First Things First, 2125 Heights Dr., #2, Eau Claire WI	832-8432
Great Rivers 2 1 1 Crisis Line	2 1 1
Mental Health Association, 515 S. Barstow St., Eau Claire WI.....	835-9720
Omni Clinic, 2005 Highland Ave., Eau Claire WI	832-5454
Suicide Prevention Crisis Line-Luther Midelfort, Eau Claire	832-5000

NURSING HOMES

Augusta Nursing Home, 215 Brown St., Augusta WI	286-2266
Clairemont Nursing Home & TruRehab, 2120 Heights Dr., Eau Claire WI	832-1681
Dove Healthcare-West, 1405 Truax Blvd, Eau Claire.....	552-1030
Dove Healthcare-South, 3656 Mall Dr., Eau Claire	552-1035
Fall Creek Valley Care Center, 344 W Lincoln Ave., Fall Creek WI	877-2411
Oakwood Villa, 2512 New Pine Dr., Altoona WI.....	833-0400
Syverson Lutheran Home, 816 Porter Ave., Eau Claire WI	832-1644

SENIOR CENTERS

Augusta Senior Center, 601 W Main Street, Augusta WI	286-2953
LE Phillips Senior Center, 1616 Bellinger Street, Eau Claire WI	839-4909

SUPPORT GROUPS (Detailed support group listing at www.CILWW.com)

Alzheimers Association, 1227-B Menomonie St., Eau Claire WI.....	835-7050
Epilepsy Foundation Support Group	834-4455
Family Caregiver Support Group, Eau Claire WI	839-4750
Grandparents (and others) as Parents.....	835-1944/225-0404
Healing Place, 1010 Oakridge Dr., Eau Claire WI	833-6028
Luther Hospital, 1221 Whipple St., Eau Claire WI	838-3311

Sacred Heart Hospital, 900 W Clairemont Ave., Eau Claire WI717-1650
Visually Impaired Persons (VIP).....832-3898

TRANSPORTATION

A & J Mobility, 3405 Truax Court #B, Eau Claire WI.....833-9830
Abby Vans, W5621 Todd Road, Neillsville WI..... 800-236-8438
Eau Claire Transit, 910 Forest St., Eau Claire WI..... 839-5111
Freedom Medical, LLC, 1104 Menomonie Street, Eau Claire WI..... 830-9600
Handilift, 1035 10th Avenue, Cumberland WI..... 800-989-7433
New Freedom Transportation Program, 514-4200/877-577-8452
Non Driver ID, Motor Vehicles Division, 3115 Melby Rd., Eau Claire WI 800-924-3570
Patients Express, 17009 County Trunk I, Chippewa Falls WI 866-336-7915
Tender Care Transport, 1592 118th, Chippewa Falls WI835-2435
Triniteam Caregivers, 202 Graham Ave., Eau Claire WI836-8106

Prepare to Care

A Planning
Guide for
Families



AARPSM
FOUNDATION

TABLE OF CONTENTS

Introduction	IV
Step 1: Prepare to Talk	3
Step 2: Form Your Team	7
Step 3: Assess Needs	8
Step 4: Make a Plan	27
Step 5: Take Action	28



Introduction

Saving for college. Paying a mortgage. Investing in a retirement account. Most Americans understand why it's important to plan for the future. But when it comes to caring for an aging loved one, most families don't have a plan until there is a problem.

Lack of planning doesn't mean there is a lack of commitment. On the contrary, often families avoid discussions about the future simply because they don't want to think about changes in the lives of the people they love the most.

Like writing a will or buying a life insurance policy, contemplating the "what if's," especially a serious illness or a loss of independence, can be downright depressing.

So why not just throw this brochure on the "to do" pile for another day?

Because failing to plan for future responsibilities can make a bad situation worse. And the loved ones you tried to protect by tip-toeing around "uncomfortable" issues will be the ones who end up suffering the most.

While you might not be thinking about it now, putting together a caregiving plan with your loved ones and other family members helps eliminate problems at home and work. In addition to minimizing the last minute scrambling and family tensions that commonly arise when a once-independent loved one needs more consistent care, a caregiving plan can also help reduce a family's financial strain.

The truth is that family caregiving responsibilities take a toll on family finances. A study by the MetLife Mature Market Institute, for example, found that caregiver respondents reported an average loss of \$566,443 in wage wealth—all because of the unanticipated consequences of their caregiving responsibilities.

It's not just the caregivers who are affected. Without a caregiving plan, those family members most affected by the crisis—the care recipients themselves—end up with the least say in their wishes and priorities for the future. It's hard to imagine not having control over your own future, but too often that is what happens when families don't ask the important questions ahead of time.

Think a caregiving crisis won't happen to your family?

Today, 30 million households are providing care for an adult over the age of 50—and that number is expected to double over the next 25 years. For many Americans, life at 40, 50 or even 60 years old will include care for an aging parent or relative. As the nation grows older, the need for caregiving will be as common as the need for child care.

If you have not yet begun to discuss a caregiving plan with your loved ones and other members of your family, it is never too late. It doesn't matter who starts the conversation. What really matters is that every American family has the opportunity to talk about and create a caregiving plan for their aging loved ones based on the needs and wishes of those who will be receiving the care.

"When I really get down to it, it's almost impossible to believe that my dad may need help. For my whole life, he's always been the one that took care of me."

Five Steps to a Caregiving Plan for Your Family

This guide is designed to help you and other family members discuss and create a caregiving plan for yourself or an aging parent, other relative, or close friend or neighbor. Each of the following five steps includes information on how to get started, questions to ask, and where to find basic resources. Don't be discouraged if you can't answer every question or fill in every blank. And remember, you don't have to do it all at once. The important thing is to start—and continue—the conversation in a way that works for you and your family.

STEP 1 Prepare to Talk

STEP 2 Form Your Team

STEP 3 Assess Needs

STEP 4 Make a Plan

STEP 5 Take Action

STEP 1 Prepare to Talk

Let's face it. No adult child wants to talk about the "what if's" with their fiercely independent parents. And no parent wants to admit to themselves or their children that they might need help someday.

So before you figure out who will care for your loved one, it's important to ask yourself some questions:

- Who is the best person to start the conversation with your loved one(s)?
- What are your biggest concerns and priorities as you help put together a caregiving plan for someone else?
- What is the best thing you think might happen as a result of this conversation?
- What is the most difficult thing for you about having this conversation with a person you care about?
- What are you afraid might happen as a result of this conversation?
- How do you think your loved one and other family members might react to the conversation?
- How does your family usually respond when uncomfortable subjects are discussed?
- How can you explain to your loved one and other family members why it is important to have this conversation?
- In addition to emotional support, how much financial support are you willing or able to provide if your loved one needs it? (You might start by reviewing *The Financial Steps for Caregivers: What You Need to Know About Money and Retirement*, from the Women's Institute for a Secure Retirement at www.wiser.heinz.org).

The Opinion That Matters Most

Every caregiving plan must be grounded in the wishes and consent of the person(s) who will be receiving the care. It's still important for caregivers to evaluate their own values, responsibilities, and finances, **but they should never make a plan or intervene in the lives of their loved ones without their knowledge or consent.** This is important not only to protect the interests and needs of the person being cared for, but also because the caregiver could get into legal trouble if they do not have the legal authority to act on behalf of a loved one. Keep in mind that even if a family has good intentions, financial institutions, courts, and eldercare services are mindful of potential elder abuse, fraud, and neglect, and will expect proof of legal authority.



Understanding Your Loved Ones' Goals for the Future

Your conversation about the future doesn't have to focus only on a caregiving plan. You may also consider talking generally with your loved ones about what is most important to them as they grow older. You can use the following checklist as a starting point to better understand their priorities. Start by asking them to check all those that apply and then spend some time talking about each one in a little more detail.

- To remain as independent as possible for as long as possible
- To remain healthy and active
- To remain in my own home for as long as possible
- To focus on a hobby of mine
- To work for as long as possible
- To become involved in the community
- To remain as financially independent as possible
- To take classes
- To create a safety net in the event of an emergency or crisis situation
- To start my own business
- To buy a second home
- To move closer to family
- To relocate to a smaller home
- To retire in a different place
- To travel
- To be able to help my children and grandchildren

“Every time I try to bring up the future, my dad just shuts down. He tells me the important papers are in the file cabinet, but the conversation never seems to go beyond that.”

10 Tips on How to Approach a Difficult Topic

The reality is that some conversations are just plain difficult—even with the people to whom you feel the closest. When preparing to discuss a difficult topic, it helps to follow the ground rules below to ensure that everyone's feelings are respected and viewpoints are heard.

To help make the conversation as productive and positive as possible:

1. Try not to approach the conversation with preconceived ideas about what your loved ones might say or how they might react. *“Dad, I just wanted to have a talk about what you want. Let's just start with what is important to you.”*
2. Approach the conversation with an attitude of listening not telling. *“Dad, have you thought about what you want to do if you needed more help?”* as opposed to *“We really need to talk about a plan if you get sick.”*
3. Make references to yourself and your own thoughts about what you want for the future. Let them know that they are not alone; that everyone will have to make these decisions. *“Look, I know this isn't fun to think about or talk about, but I really want to know what's important to you. I'm going to do the same thing for myself.”*
4. Be very straightforward with the facts. Do not hide negative information, but also be sure to acknowledge and build on family strengths. *“As time goes on, it might be difficult to stay in this house because of all the stairs, but you have other options. Let's talk about what those might be.”*
5. Phrase your concerns as questions, letting your loved ones draw conclusions and make the choices. *“Mom, do you think you might want a hand with some of the housekeeping or shopping?”*

The conversation about caregiving is more than one exchange. It is a discussion that takes place over time. It is never too early to start talking.



6. Give your loved ones room to get angry or upset, but address these feelings calmly. *“I understand all this is really hard to talk about. It is upsetting for me, too. But, it’s important for all of us to discuss.”*
7. Leave the conversation open. It’s okay to continue the conversation at another time. *“Dad, it’s okay if we talk about this more later. I just wanted you to start thinking about how you would handle some of these things.”*
8. Make sure everyone is heard—especially those family members who might be afraid to tell you what they think. *“Susan, I know this is really hard for you. What do you think about what we are suggesting?”*
9. End the conversation on a positive note: *“This is a hard conversation for both of us, but I really appreciate you having it.”*
10. Plan something relaxing or fun after the conversation to remind everyone why you enjoy being a family. Go out to dinner, attend services together, or watch a favorite TV program.

These are just a few suggestions of things you, your loved ones, and other family members can do to unwind after a difficult conversation.



STEP 2 Form Your Team

You can’t create an effective family caregiving plan without the input and support of your loved ones and your other family members—everyone should have a say in the process. Chances are you already have an idea of who needs to be in on the conversation, but it helps to list everyone who should and would want to be a part of the team. That includes “difficult” or argumentative family members. It might be easier to leave them out of the initial discussion, but it won’t help later when it’s time to put the plan into action.

Before you sit down to talk about the next steps, you need to assemble your “team”—those family members (and perhaps some close friends) who want or need to play a role in the caregiving plan. The most important—and unfortunately often the most overlooked—participant in the conversation is the person who may be on the receiving end of the care. Barring mental or physical incapacity or other extraordinary circumstances, the person receiving the care should play the most significant role in the discussion.

The care recipient’s wishes and priorities are the cornerstone of every family caregiving plan.

To move the planning process forward, it will also help to have one person who is designated as the family team leader. You don’t have to vote on who the leader should be nor does the family team leader get to dictate the outcome of the conversation. It is important, however, to have a point person to keep the process going and make sure that people agree to and understand the final results.



The caregiving role is a complex one. Caregivers must consider their role as individuals and as family members. Sometimes these roles are in agreement and sometimes they compete. Expect that there may be conflicts and don’t be afraid to talk them out.

GENERAL NEEDS ASSESSMENT
(One for each individual who will need care)

STEP 3 Assess Needs

Assessing the Needs of Your Loved Ones

The person you are caring for (or will be caring for in the future) should be involved and agree to every step of the planning process. Once you have your team in place, the next important step is to assess the needs of your loved one. Sometimes this is difficult to do ahead of time, but figuring out what your loved one's priorities are, where they want to live, and the nature of the care involved will help you determine what kind of information you need the most and which resources will be most helpful.

Finding the Right Information

Before you can come up with a family caregiving plan that works for everyone, you will need to assess your loved ones' needs and gather two types of information. First, it's important to get a handle on where to find your loved ones' *personal information* — from important documents such as wills and insurance policies to which files the electric bills are in. Second, it's helpful to find out more about the many *national and local resources* that are available to support caregivers—especially information about public benefit programs that might provide just the extra boost families may need.



My mom told us that she wanted to stay in her house no matter what. Knowing that helped us figure out a way to keep her where she wanted to be even after she got sick.

A. Organizing the Most Helpful Resources

Putting all the useful information in one central place will help avoid uninformed decisions and expensive mistakes later on. The following checklists are designed to help your family caregiving team begin to put together the many sources of information you might need.

Area of Need	Types of Possible Tasks	Point Person
Home Maintenance and Living Situation	<input type="checkbox"/> Pay rent/mortgage	_____
	<input type="checkbox"/> Home repairs	FAMILY MEMBER
	<input type="checkbox"/> Ongoing maintenance	_____
	<input type="checkbox"/> Safety concerns	ADDRESS
	<input type="checkbox"/> Accessibility for disabilities	PHONE
	<input type="checkbox"/> Grocery shopping & meal preparation	EMAIL
	<input type="checkbox"/> Lawn care	_____
	<input type="checkbox"/> Pet care	FAMILY MEMBER
	<input type="checkbox"/> Housekeeping	ADDRESS
	<input type="checkbox"/> Other:	PHONE
	_____	EMAIL
Financial Affairs	<input type="checkbox"/> Paying bills	_____
	<input type="checkbox"/> Keeping track of financial records	FAMILY MEMBER
	<input type="checkbox"/> Supervising public benefits programs, etc.	_____
		ADDRESS
		PHONE
		EMAIL
Transportation Needs	<input type="checkbox"/> Driving decisions	_____
	<input type="checkbox"/> Coordinating rides	FAMILY MEMBER

		ADDRESS
		PHONE
		EMAIL
Personal Care	<input type="checkbox"/> Organization of family and professional care providers	_____
	<input type="checkbox"/> Rides to hair stylist	FAMILY MEMBER
	<input type="checkbox"/> Help with bathing	_____
		ADDRESS
		PHONE
		EMAIL

CONTINUED ON REVERSE >

GENERAL NEEDS ASSESSMENT (continued)

Area of Need	Types of Possible Tasks	Point Person
Health Care	<input type="checkbox"/> Make, accompany, drive or make alternate logistic arrangements for doctor's appointments	_____ FAMILY MEMBER
	<input type="checkbox"/> Submit medical insurance and bills	_____ ADDRESS
	<input type="checkbox"/> Explain medical decisions	_____ PHONE
		_____ EMAIL
Communications	<input type="checkbox"/> Keeping family caregiving team informed	_____ FAMILY MEMBER
	<input type="checkbox"/> Coordinating visits	_____ ADDRESS
		_____ PHONE
		_____ EMAIL
Adaptive Devices	<input type="checkbox"/> Ordering, maintaining, and paying for adaptive devices (e.g., wheelchair, walker, etc.)	_____ FAMILY MEMBER
		_____ ADDRESS
		_____ PHONE
		_____ EMAIL

PERSONAL INFORMATION CHECKLIST
(One for each individual who will need care)

NAME	SOCIAL SECURITY NUMBER
X	Personal Information
	Where is it kept? (attach copy of documents)
	Birth Certificate
	Marriage Certificate
	Death Certificate (for Deceased Spouse)
	Divorce Papers
	Military Records Branch of Service: VA ID#: Veterans Military Service Record (DD - 214): Dates of Service:
	Driver's License/Organ Donor Card
	Passport/Citizenship Papers
	Will
	Trusts

PERSONAL INFORMATION CHECKLIST (continued)

X Personal Information	Where is it kept? (attach copy of documents)
Life Insurance Policy or Policies	
Disability Insurance (long- and short-term)	
Long-Term Care Insurance	
Safety Deposit Box(es) Location(s): Number(s): Keys:	
Address Books (names and addresses of friends and colleagues)	
Lists of church & community memberships and contact information	
Information on waiting lists or contracts with retirement communities or nursing homes	
Information on cemetery plots and funeral & burial instructions	
Plan for care of family pets	
Other	

HOME MAINTENANCE CHECKLIST

X	Home Item	Notes	Where is it kept?
	Mortgage or Rental Documents & Bills	Real Estate Agent:	
	Utility Bills	Power Company: Gas Company: Cable/Internet: Low Income Home Energy Assistance (LIHEAP)? Y N	
	Telephone Bills	Telephone Companies: Low-Income Assistance? Y N	
	Homeowners Insurance Policy	Insurance Agent:	
	Homeowners Insurance Bills	Premium:	

NAME _____ **SOCIAL SECURITY NUMBER** _____

FAMILY CONTACT (FAMILY TEAM LEADER)

EMAIL _____ PHONE # _____

BACK-UP CONTACT

EMAIL _____ PHONE # _____

HOME MAINTENANCE CHECKLIST (continued)

X	Home Item	Notes	Where is it kept?
	Personal Property Insurance	Premium:	
	Receipts from Property Taxes	State Property Tax Relief? Y N	
	Garbage Service	Garbage Day is M T W Th F (circle)	

HEALTH CHECKLIST

NAME _____ **SOCIAL SECURITY NUMBER** _____

FAMILY CONTACT (FAMILY TEAM LEADER)

EMAIL _____ PHONE # _____

BACK-UP CONTACT

EMAIL _____ PHONE # _____

PHARMACY _____ PHONE # _____

ADDRESS _____

PHARMACY _____ PHONE # _____

ADDRESS _____

DOCTOR _____ PHONE # _____

ADDRESS _____

DOCTOR _____ PHONE # _____

ADDRESS _____

DOCTOR _____ PHONE # _____

ADDRESS _____

OTHER _____ PHONE # _____

X	Health Item	Notes	Where is it kept?
	Living Will		
	Durable Power of Attorney for Health Care		
	Medicare Number & Identification Card	Medicare Savings Program? Y N	
	Medicaid Number & Identification Card		

FINANCIAL CHECKLIST

NAME _____ **SOCIAL SECURITY NUMBER** _____

FAMILY CONTACT (FAMILY TEAM LEADER)

EMAIL _____ PHONE # _____

BACK-UP CONTACT

EMAIL _____ PHONE # _____

X	Item	Notes	Where is it kept?
	Bank Records (checking/savings accounts)		
	Will		
	Durable Power of Attorney		
	Any rental agreements or business contracts		
	Complete list of assets & debts		

CONTINUED ON REVERSE >

X	Item	Notes	Where is it kept?
	List of routine household bills		
	Federal & State Tax Returns (past 3-5 years)		
	Records of any personal loans made to others		
	Information on bank contact or financial planner		
	Other		



B. Information on Public Benefits

Public and private benefits programs are a positive and unique part of living in a nation that cares about the well-being of its citizens. The AARP Foundation's Benefits Outreach Program is committed to doing everything it can to encourage Americans 50+ to take full advantage of these resources—programs that they have helped to build through years of hard work, military service, raising productive young people, and volunteering in their communities.

These federal, state, and local government programs help older individuals pay for doctor visits, food, energy bills, property taxes, and other expenses. Millions of older people are eligible for these benefits, but only half of those who qualify for help are actually receiving it. In general, older Americans can sign up for Social Security when they are 62 or older and for Medicare when they are 65. For the other programs, age may or may not be an important criteria—but all are available to older Americans.

Core Public Benefits for Older Americans

Program Name	How does it help?	The program helps people who have:		
		Limited Income*	Limited Resources	Medical Needs, incl. Disability
Social Security -Worker's Benefits -Survivor's Benefits -Disability Benefits	Cash			X
Supplemental Security Income (SSI)	Cash	X	X	X
State Property Tax Relief	Reduces property tax bill, or freezes property value (state-specific guidelines often refer to age or property value and not income)	X in some states	X in some states	
Medicare A & B	Helps people 65 and older, plus younger people with disability, pay for hospital stays and doctor's bills			X
Medicare Savings Program	Pays for the Medicare insurance premium that is taken out of Social Security checks	X	X in some states	
Medicare Prescription Drug Coverage	Helps people 65 and older, plus younger people with disability, pay for prescription drugs	Everyone with Medicare is eligible for this coverage, regardless of income and resources, health status, or current prescription expenses.		
Medicare Rx Extra Help	Helps pay for costs of the Medicare Prescription Drug Coverage	X	X	
State Prescription Drug Program	Helps pay for prescription drugs (state-specific)	X	X in some states	
Medicaid	Pays for medical and long-term care, including extremely high medical bills or need to pay for nursing home care	X	X	X
Low Income Heat Energy Assistance Program (LIHEAP)	Helps pay for heat, gas, or electricity bills (state-specific)	X	X	
Telephone Assistance	Helps pay costs of basic phone service (state-specific)	X		
Food Stamps	A debit card contains money to buy nutritious food. Amount depends on your total income, family size, and where you live.	X	X	

* Each program has its own income guidelines, and most will take into account a variety of other eligibility factors. In general, limited income is considered to be between 75% and 150% of the poverty level. In 2006, the poverty level is \$9,800 for 1 person, \$13,200 for 2 people and \$20,000 for 4 people. To find out if your family member qualifies for these programs, use the AARP Foundation's Benefits QuickLINK at www.aarp.org/quicklink (see the next page for more information) and apply for the programs that they are eligible to receive.

Find Public Benefits

To find out if your family members are eligible for the 15 most important public benefits for older adults and children, use the AARP Foundation's Benefits QuickLINK online screening tool.

- **Benefits QuickLINK** (www.aarp.org/quicklink) helps people with low to moderate incomes find out if they qualify for the 15 most important public benefits for older adults and children. Answer a few questions and receive fact sheets, websites, and applications for state, federal, and private programs that help pay for groceries, prescription drugs, health insurance, and more.

C. National and Local Resources

Following is a list of common questions future caregivers may have when they are putting together a plan with an aging loved one and other family members. Start with the resources listed on the next page to get the answers and basic information your family may require based on your initial assessment.



“Even with prescription drug coverage, I had to help my dad pay for his medication until I found out he was actually eligible for veteran's benefits all along. It would have been nice to know that \$1,000 ago.”

Housing Resources

Where can I find out about low-income programs and benefits in my mom's town?	Eldercare Locator (www.eldercare.gov) ; 1-800-677-1116. Sponsored by the U.S. Administration on Aging, the locator specializes in putting caregivers in touch with a range of resources in local communities.
Can my dad get help paying for his phone bill?	<ul style="list-style-type: none"> • LinkUp America helps qualified low-income consumers to connect, or hook up, to a telephone network. • The Lifeline Assistance Program provides certain discounts on monthly service for qualified telephone subscribers. The federal discount is up to \$10.00 per month, depending on your state in addition to whatever discount your state might provide. • Contact your local telephone company or your state regulatory agency for information about these programs and to determine whether or not you qualify for discounts under the Low-Income program. • For more information, go to www.aarp.org and type "Save on Phone Bill" in the SEARCH box.
Can my mom get help paying for the high cost of her heating bills?	The Low Income Home Energy Assistance Program (LIHEAP) — www.acf.hhs.gov/programs/liheap or 1-866-674-6327.
Where can I learn more about housing?	There are a range of federal, state and local housing and housing assistance programs that are available to older individuals and families with limited incomes. To learn more, log on to www.aarp.org/families/housingchoices .
What's a Reverse Mortgage?	If your loved ones own their own home, reverse mortgages may be a way to help them use part of the value of their property to help with daily living expenses. For more information about reverse mortgages, log on to www.aarp.org/money/revmort .

Transportation Resources

What kind of transportation resources are available in my dad's town?	Eldercare Locator (www.eldercare.gov) ; 1-800-677-1116. Sponsored by the U.S. Administration on Aging, the locator specializes in putting caregivers in touch with a range of resources in local communities.
Where can I find more information about driver safety for my older parents?	The AARP Driver Safety Program is the nation's first and largest classroom refresher course for drivers age 50 and older that has helped millions of drivers remain safe on today's roads. Visit www.aarp.org/life/drive .
Where can my dad take an AARP Driver Safety Course?	To locate the nearest Driver Safety Course , go to www.aarp.org/families/driver_safety or call 1-888-AARP NOW (1-888-227-7669).

Health Resources: Medicare & Medicaid

Where can I learn more about Medicare?	To find out more information about Medicare, log on to www.medicare.gov . Use the Search feature in the top right-hand corner to find your way around the site. You can also call 1-800-MEDICARE for more information.
What are the best ways to help pay for prescription drugs?	For information on resources and services to help cover the costs of prescription drugs, log on to www.medicare.gov or call 1-800-MEDICARE. You can also find information at www.aarp.org/quicklink .
Where can I learn more about Medicaid?	To find out more information about Medicaid, log on to www.cms.hhs.gov/medicaid . Use the Search feature in the top right-hand corner to find your way around the site.
What are Medicare Savings Programs?	Medicare Assistance Programs help people with Medicare, who do not qualify for Medicaid, pay for some of the costs of Medicare. To find out more information, log on to www.medicare.gov .
I need information on eldercare resources in my parents' community. Where should I start?	Eldercare Locator (www.eldercare.gov) ; 1-800-677-1116. Sponsored by the U.S. Administration on Aging, the locator specializes in putting caregivers in touch with a range of resources in local communities.

Financial Resources

Can I get someone to help my parents keep track of their bills?	For more information about resources to help you manage a loved one's finances, log on to the AARP Money Management Program at www.aarpmmp.org .
Can anyone help me get my parents' taxes done?	AARP Tax-Aide offers a network of national volunteers who help older individuals and family members fill out complicated tax forms. For more information, log on to www.aarp.org/taxaide or call 1-888-AARP NOW.
Why is it so difficult for most families to talk about their financial situation?	Click on this FAQ at www.eXtension.org/personalfinance to get helpful tips and strategies.
Who can help my parents draft a will?	What is a Will?: Self-Help Guide and Worksheet for Your Will walk individuals through the process of planning and finding qualified professionals to draft a will. These publications are available by logging on to www.aarp.org/money/legalissues .
Where can I find out more about estate planning?	AARP offers information on estate planning that explains the basics of what you need to know about wills, trusts, and more, in plain, easy-to-understand English. For more information, go to www.aarp.org and type "estate planning" in the Search box.
I think my parents may be eligible for programs that help people with not much money. Where can I find them?	The AARP Foundation Benefits Outreach Program . Go to www.aarp.org/quicklink .

Not all families are the same. If you don't think a family meeting will work in your family, you may consider hiring a professional to help your loved one and other family members put a plan together.

D. Family Caregiving Information

AARP offers a variety of comprehensive resources for caregivers and their families. The publications and websites listed below are an excellent starting point for anyone who is beginning to talk about and plan for caregiving responsibilities.

Family Caregiving Resources

Caring for Your Parents: The Complete AARP Guide by Hugh Delehanty and Elinor Ginzler (AARP Books/Sterling Publishing Co., Inc., 2005) can be found at www.aarpmagazine.org/books.

AARP Caregiving WebPages. Extensive resources on caregiving and caregiving supports can be found by logging on to www.aarp.org/life/caregiving.

To order *Prepare to Care* or for more information:

- call 1-888-OUR-AARP (1-888-687-2277)
- email benefitsoutreach@aarp.org

STEP 4 Make a Plan

Once you have put together your team, assessed your family's needs, and gathered all the information you need to make solid, informed decisions, it's time to sit down with all the important players and put your plan together. Keep in mind that you can never plan for every detail or eventuality, but if you have the basics covered, you will have an important foundation to build on later.

There are a million different ways to have a planning conference with your loved one and family. You can host a family meeting, hold a family conference call (especially if your family members are spread out across the country), or have a series of email conversations, especially to keep everyone informed as things change. For the initial planning, however, a face-to-face conversation is always the best idea. Whatever you do, make sure that everyone knows about the discussion ahead of time so that there are no surprises or hurt feelings.

The family team leader can get the conversation started, but no one person should dictate or limit what is talked about. As we have made clear throughout this publication, the person who will be receiving the care will have the ultimate control over the conversation and the plan for the future. After coming up with a plan, the group may consider designating one family member to write up a brief summary of what was decided. Because people sometimes remember conversations differently, this is an important tool to make sure that everyone agrees on and has a record of what was discussed and who is responsible for what. Most important, a written summary of the plan helps to ensure that all the wishes and needs of the potential care recipient have been considered and included.

The plan itself doesn't have to be fancy, formal or long (see example on page 28). Think of it as a document that outlines the general "rules" rather than a blueprint that lays out every possible detail. While there is more than one way to make sure that you cover all the topics that are important to your family, you might choose to organize the discussion around the major areas of life that might be impacted by caregiving responsibilities.



"When my aunt got sick all of a sudden, I watched my cousins argue and fight about where she would live and who would take care of her. The arguments left deep scars, and their relationships have never been the same. I want us to avoid that."

No matter how you decide to have the conversation, the group should designate a point person who will be responsible for each area. Others within the group can then be assigned to help with specific tasks within each area. This keeps one family member from handling too many tasks (e.g., one sibling ends up taking on most of the responsibilities because she lives the closest).

Again, the family members who will receive the care should play the most significant role in talking about and assigning roles and tasks. Even if one child is an accountant, an older parent may feel more comfortable having another child look after their financial affairs. Often, loved ones already have strong and well-founded opinions about who they might want to do which task.

Family Caregiving Plan				
Area: Health Team Lead: Thomas				
Need	Goal	Steps	Person Responsible	Timeline
Health Care Power of Attorney	Signed and copied in file	<ol style="list-style-type: none"> 1. Get copy from website 2. Read with Mom 3. Sign with witnesses 4. Put in file 5. Send copy to Jill 	Thomas	Completed by 4th of July picnic
Sign up for state prescription assistance program	Help pay for prescription drugs—save \$\$	<ol style="list-style-type: none"> 1. Do Benefits QuickLINK 2. Get applications 3. Fill them out and mail 4. Get result 5. Use at pharmacy with mom—first time 	Jane	Send this month



STEP 5 Take Action

One of the hardest tasks in the world is putting together a plan you hope you and your loved one will never have to use. For ourselves and our loved ones, all we really want is happiness, good health, and loving family and friends. When the unexpected happens, however, it helps to have the tools in place to deal with life's complications, especially when they are designed to help you care for someone close to you.

The strength and success of a caregiving plan is only tested when the plan is actually put into action. While this seems obvious, the best-laid plans are sometimes hard to implement or are forgotten altogether. When a crisis happens, it is difficult to remember a specific blueprint for action. And it's always possible that circumstances and relationships may have changed by the time a family is ready to use the plan. That's why it is important for the team to re-evaluate and perhaps expand the plan from time to time.

Most important, family members should always remember that no matter how organized and committed you are, the plan will have to change as you go along. That's O.K. It's having the conversation in the first place—and understanding the needs, wishes and dreams behind it—that will help ensure a meaningful and caring future for you and those you love.

How Can I Get More Information?

If you or someone you know needs the services of the AARP Foundation or to contact us for more information about the AARP Foundation, the programs we support, or to volunteer:

Web:

You can download a copy of *Prepare to Care* at www.aarp.org/foundation/preparetocare

Mail:

You can write us at:
Benefits Outreach Program
AARP Foundation
601 E Street NW
Washington, DC 20049

Phone:

You can call us at: 1-888-OUR-AARP (1-888-687-2277)

Email:

benefitsoutreach@aarp.org

Tell Us What You Think

The AARP Foundation is interested in hearing how your family used *Prepare to Care*. Please fill out the attached postcard, or go to www.aarp.org/foundation/preparetocare to complete an evaluation form.

About the AARP Foundation

The AARP Foundation is AARP's affiliated charity. Foundation programs provide security, protection and empowerment for older persons in need. Low-income older workers receive the job training and placement they need to re-join the workforce. Free tax preparation is provided for low- and moderate-income individuals, with special attention to those 60 and older. The Foundation's litigation staff protects the legal rights of older Americans in critical health, long-term care, consumer and employment situations. Additional programs provide information, education and services to ensure that people over 50 lead lives of independence, dignity and purpose. Foundation programs are funded by grants, tax-deductible contributions and AARP.

To find out more information about the AARP Foundation and how to support its charitable programs, visit www.aarp.org/foundation.



Benefits Outreach Program

601 E Street, NW
Washington, DC 20049
1-888-OUR-AARP (1-888-687-2277)
benefitsoutreach@aarp.org
www.aarp.org/foundation

aging & disability RESOURCE DIRECTORY of Chippewa County



Aging & Disability Resource Center of Chippewa
County

Providing individualized services that adapt to
the customers served. . .

**Aging & Disability Resource Center of Chippewa
County & Department of Aging
711 N Bridge Street, Room 118
Chippewa Falls WI 54729
Email: ADRC@co.chippewa.wi.us
715-726-7777 or 1-888-400-6920**

AGING AND DISABILITY RESOURCE CENTER (ADRC) MISSION

The Aging and Disability Resource Center of Chippewa County is a single information source, helping to build a community that values, empowers and supports seniors and adults with disabilities and their families and caregivers.

The People

Individualized services are available to people who are elderly or who have a physical or developmental disability.

What We Do

- Provide a welcoming, attractive, accessible, place where older people and people with disabilities can go for any information, advice, and help in accessing services
- Provide one central source of reliable and objective information about a broad range of community resources of interest to elderly people and people with disabilities
- Help people to understand the various long term care options available to them
- Enable people to make informed, cost-effective decisions about long term care
- Help people conserve their personal resources, health and independence
- Reduce the demand for public funding for long term care by delaying or preventing the need for potentially expensive long term care
- Help people to apply for eligibility for programs and benefits, and use their communities' resources
- Serve as the single access point for publicly funded long term care

Where to Learn More:

(see <http://www.wcltc.state.wi.us/PDF/adrcrpt.pdf>)

Table of Contents

Adult Day Care	8
Alzheimer Family & Caregiver Support Program	10
Assisted Living	8
Blood Pressure Program Clinics	6
Chippewa County Dept of Aging	4
Community Based Residential Facilities	7
Community Health Partnership	10
Dental Clinics	6
Disabilities	11
Domestic Abuse & Assault	11
Elder Abuse	11
Elderly Housing	9-10
Employment	11
Exercise	11
Family Caregiver Support Program	5
Financial	12
Food Pantries	15
Free Legal Clinic	12
Home Care	12
Home Delivered Meals	12
Homeless Resources	12
Hospitals and Nursing Homes	7-8
Housing Maintenance/Fuel Assistance	12
Information & Referral Services	5-6
Medical Equipment Loan Closets	13
Mental Health Services	13
Miscellaneous	14
Open Door Clinic	6
Personal Response Systems	14
Phone Directory	16
Respite Care	8
Senior Centers	6
Senior Citizens Clubs	7
Senior Dining Rooms	15-16
Support Groups	13
Transportation	14
Veterans Services	14
Volunteer Caregiver Program, Bonnie Ferstenou	5

AGING & DISABILITY RESOURCE CENTER of CHIPPEWA COUNTY

711 N Bridge Street, Room 118, Chippewa Falls, WI 54729

715-726-7777 ~ 1-888-400-6920 ~ Fax: (715) 738-2589

Monday through Friday – 8:00 am – 4:30 pm

Email: ADRC@co.chippewa.wi.us

Website: www.co.chippewa.wi.us/adrc



Director ADRC/Aging. Susan Hebert-Flanagan
Elderly Benefit Specialist Mary Rudd
Disability Benefit Specialist. Kay Hebert
I & A/ Options Counselor. Sharon Stedman
I & A/ Options Counselor. Vicki Seidlitz
I & A/ Options Counselor. Tracy White
Program Assistant/Aging Programs.
Program Assistant/ADRC. Sandy Winrich

The ADRC will provide information and assistance, long-term care options counseling, benefits counseling, and a variety of other services to elders, adults with disabilities, adults with mental health or substance use disorders, and their families and caregivers, regardless of income. Aging programs offered to any County resident age 60 and older include: Nutrition Program, Transportation, Information & Assistance and Volunteer Opportunities.

This directory is provided by the Aging & Disability Resource Center of Chippewa County.

The County aging unit provides, supports, and advocates for programs, policies, and services which enhance the independence and dignity of older adults in greatest need.

SERVICES

Department of Aging – It is the policy of the Chippewa County Department of Aging to serve all participants 60 years of age or older, without regard to race, color, national origin, sex or disability.

Elderly Benefit Specialist – Helps people with issues involving private or government benefits. The Benefit Specialist is involved in ongoing training and is monitored by attorneys in Elder Law.

Disability Benefit Specialist – Provides information about public and private benefit programs including assistance with application and appeal procedures to people ages 18 to 59 with physical or developmental disabilities, mental illness and substance use disorders.

Transportation – Volunteer drivers are available county wide for essential transportation (medical appointments, grocery shopping, benefit related visits)

Home Delivered Meal Program – A person age 60 or older who is homebound by reason of illness, incapacitation, or disability, or who is otherwise isolated is eligible to receive a home-delivered meal.

Nutrition Program – A person age 60 or older and the spouse of that person, regardless of age, are eligible to participate in the congregate meal program. Participants should make a dinner reservation one day in advance. Although no fee can be charged, participants are asked to make a reasonable donation to help defray the costs. All donations are confidential.

Family Caregiver Support Program – I & A Options Counselors can provide advice, guidance and instructions regarding options to support caregivers. The Program offers Information to caregivers about services, assistance to caregivers in gaining access to services, respite care to enable caregivers to get temporary relief from their Caregiving responsibilities along with supplemental services, on a limited basis, to complement the care provided by caregivers. Pre-authorization is required.

Volunteer Caregiver Program - A newly formed Program is now providing volunteer opportunities to help the elderly and people with disabilities throughout Chippewa County. Volunteers have the opportunity to choose from a variety of opportunities. Orientation and training will be provided to volunteers before a match will be made between the volunteer and the people in need of volunteer support. The purpose of the Volunteer Caregiver Program is to enhance the quality of life of the elderly and persons with disabilities through the assistance and support of a volunteer caregiver. The program will provide or assist with a variety of needs including: Transportation to needed medical appointments, shopping and errands, caring companionship, telephone reassurance and respite care. This program is provided through a collaboration of the United Way of Chippewa County, the Aging and Disability Resource Center, and Pathways, Inc. . . . 738-2598

INFORMATION & REFERRAL SERVICE – You can obtain information on the following topics from the Aging & Disability Resource Center of Chippewa County and Department of Aging.

1. Alzheimer’s Disease
2. Community Health Partnership
3. Durable Power of Attorney-Finances
4. Elder Abuse
5. Fuel Assistance
6. Home Helpers
7. Homestead Tax
8. Medical Bill Reduction
9. Medicare Prescription Drug Benefit (Part D)
10. SeniorCare
11. Transportation
12. Badger Gold Rx
13. Services for Visually & Hearing Impaired
14. Volunteer Opportunities
15. Home Health Programs
16. Advance Directives/Living Will

BLOOD PRESSURE CONTROL PROGRAM CLINICS

CHIPPEWA FALLS SENIOR CENTER -12:30-1:30 pm - Third Tuesday of each month
BLOOMER SENIOR CENTER - 1-2 :30 pm - Second Monday of March and August
STANLEY HOLY FAMILY HALL - 10-NOON -Third Thursday, even-numbered months: February, April, June, August, October and December

OPEN DOOR CLINIC, INC - First Presbyterian Church, 130 W Central St, Chippewa Falls

Every Tuesday Evening 4:00-8:00 pm

DENTAL CLINICS

Ladysmith Marshfield Clinic Dental Clinic 715-532-6171
Marshfield Clinic Chippewa Dental Center 715-738-2000
Chippewa Valley Technical College 715-833-6370
Affordable Dentures Eau Claire 715-855-1020

SENIOR CENTERS **Senior Centers are places where older people can go for services, programs, information and fellowship.*

Bloomer Senior Civic Center 2121 Duncan Rd., Bloomer WI 54768 568-1888

Activities: Cards, bingo, crafts, Library, Senior Dining, exercises, Club meeting.

Chippewa Falls Area Senior Center 1000 E. Grand Ave, Chippewa Falls, WI 54729

Sharon Pribyl - 720-1666 Hours: Weekdays, 9 am – 4:00 pm

Activities: Cards, dancing, quilting, videos, educational programs, bingo physical fitness, club meetings, foot care, support groups, thrift store.

Cornell Senior Citizens Center 104 N. 3rd Cornell WI 54732 Hours: Weekdays, 1 – 5 pm

Activities: Cards, crafts, craft sales, information and referral. Wheelchairs and walkers are available for loan without charge.

Seniorcize at the Chippewa Valley YMCA!

Together the Senior Centers and the Chippewa Valley YMCA promote healthy aging. Present your senior center membership card for senior fitness opportunities at the YMCA at no cost to you.

Mondays and Wednesdays: Open swim in the heated pool 1:00-2:00 p.m. Walking track 1:00-3:00 p.m. (Summer hours may vary.)

SENIOR CITIZEN CLUBS

Bloomer Senior Citizens - Marvin Albrecht, Pres. 568-5331

1403 15th #204 Bloomer, WI 54724

Cadott Senior Citizens - Gene King 289-3365

238 N. Elm, Cadott, WI 54727

Chippewa Falls Senior Citizens - Winnie Zech, Pres.723-5308

321 W Spring Chippewa Falls, WI 54729

Cornell Senior Citizens - Contact Cornell Senior Center715-239-3705

Cornell, WI 54732

Hallie Senior Citizens - Micky Johnson, Pres. 723-7568

540 Maitland Dr, Chippewa Falls, WI

Holcombe Senior Citizens - Anita Pernsteiner, Pres. 715-595-4851

28094 295th Ave, Holcombe WI 54745
 Jim Falls Area Senior Citizens - Mary Smock, Pres. 726-0265
 1324 Broadway, Chippewa Falls WI
 Lafayette Senior Citizens – Nancy Blomlie, Pres.. 723-9044
 13603 85th Ave, Chippewa Falls, WI
 Stanley Senior Citizens – Eleanor Kratzat, Pres. 715- 644-2739
 124 W 8th Avenue, Stanley, WI 54768

COMMUNITY BASED RESIDENTIAL FACILITIES - Community Based Residential Facilities (CBRFs) are an alternative for those who do not need the services of a nursing home. A CBRF is a home, where three or more adults (unrelated to the administrator) reside and receive care, treatment, or services above the level of room and board.

Comforts of Home- 11 Scheidler Rd, Chippewa Falls 720-8912
 Country Terrace,406 Priddy St, Bloomer, WI 54724. 568-4009
 Hetzel Care Center, Inc -1840 Priddy St, Bloomer, WI 54724.568-2503
 Home Suite Home -13362 98th Ave, Chippewa Falls, WI 54729. 726-1113
 Our House Assisted Care, 115 Marrs, Chippewa Falls, WI 54729 723-6840
 Rutledge Home - 300 Bridgewater Ave Chippewa Falls, WI 54729. 723-5566
 The HOMEPLACE Haven (dementia) 225 E Fourth Ave, Stanley, WI 54768. 715-429-1007

HOSPITALS & NURSING HOMES

Luther Midelfort/Mayo - Chippewa Valley & Maplewood Nursing Home
 1501 Thompson Street, P O Box 187
 Bloomer WI 54724. 568-2000 or 723-9914

Hetzel Care Center, Inc. 568-2503
 1840 Priddy Street, Bloomer, WI 54724

Chippewa Manor Nursing Home 723-4437
 222 Chapman Rd, Chippewa Falls, WI 54729

Wissota Health & Regional Vent Center.723-9341
 2815 County Highway I, Chippewa Falls, WI 54729

St. Joseph’s Hospital 723-1811
 2661 County Trunk I, Chippewa Falls, WI 54729

Cornell Area Care Center715-239-6288
 320 7th Street, Cornell, WI 54732

Our Lady of Victory Hospital 715-644-5571
 1120 Pine Street -P. O. Box 220, Stanley, WI 54768

Whispering Woods in Wissota, Inc. (Adult Family-Vent). 715-861-3031
 20376 72nd Ave, Chippewa Falls, WI 54729

ASSISTED LIVING

Carepartners Assisted Living, 2320 Frank St., Eau Claire, WI. 835-6656
Chippewa Manor Residential Living Center, 756 Irvine St., Chippewa Falls 726-2123
Creswood Assisted Living, Inc, 25094 Cty Hwy S, Cadott, WI 54727 289-4330
Comforts of Home - Riverside – Chippewa Falls, WI 54729 720-8912
Country Terrace, 406 Priddy St, Bloomer, WI 54724. 715-568-4009
Eagleton Residence, 14135 150th Avenue, Eagleton WI 54724 288-6311
Home Suite Home, 13362 98th Ave, Chippewa Falls, WI 54729 726-1113
Our House Assisted Care, 115 Marrs, Chippewa Falls, WI 54729 723-6840
Our House Memory Care, 105 Marrs, Chippewa Falls, WI 54729 723-6037
Wissota Springs, 2801 Cty Hwy I, Chippewa Falls WI 54729 720-9710
Rose Garden Assisted Living, 1900 Priddy St, Bloomer, WI 54724. 568-2503
Rutledge Home, 300 Bridgewater Ave Chippewa Falls, WI 54729 723-5566
The HOMEPLACE of Stanley 225 E Fourth Ave, Stanley, WI 54768. 715-429-1007
Country Terrace, Assisted Living, 804 Pine St, Stanley, WI 54768. 715-644-3444

ADULT DAY CARE

Adult Day Care of Chippewa Valley
2441 New Pine Drive, Altoona, WI 54720 832-8811

Grace Adult Day Services
2050 Cty Trk I, Chippewa Falls WI 54729 738-1925

Hopes & Dreams Adult Daycare, LLC
121 N Pine, Cadott, WI 54727 289-5300

RESPITE CARE

EAU CLAIRE LIFENET
505 Dewey St. South Suite 206, Eau Claire, WI 54702. 835-4111
Volunteer Caregiver Program 738-2598

ELDERLY HOUSING

BLOOMER

Lake Como Home II (29 units Subsidized)
By the hospital in Bloomer 834-3411

Lakeview Apartments (24 Units, subsidized)
2110 Duncan Rd., Bloomer, WI 54724 568-3770 or 568-6131

Westside Apartments (16 Units; 14 subsidized)
By the hospital in Bloomer 834-3411

Parkview Apartments (15 units, non-subsidized)
1403 – 15th Avenue, Bloomer, WI 54724 568-5446

BOYD

Park Ridge Apartments (14 units, subsidized)
403 W Park, Boyd, WI 54726 723-7552

CADOTT

Cadott Country Apartments (64 Units, Non-subsidized)
950 N Kelly St., Cadott, WI 54727 289-4755

Grandview Apartments (12 Units subsidized)
304 S. Main, Cadott, WI 54727 834-3411

Southridge Apartments (20 units subsidized)
224 S Main St., Cadott, WI 54727 723-7552

North Town Apartments
973 N. Kelly St., Cadott, WI 54727 579-5179

CHIPPEWA FALLS

Bridgewater Apartments (40 units subsidized)
Bridgewater & Terrill Street 834-2691

Chippewa Manor Residential Living Center (95 Units non-subsidized)
756 Irvine St 726-2123

Grace Parkside Apartments (all units subsidized)
49 E Spring St 832-1174

Homestead Village Senior Apartments
320 E Colome Street 726-9664

Northern Apartments (43 Units subsidized)
6 West Grand Ave Chippewa Falls, WI 54729 723-7875

Northland Apartments (12 Units – Non-subsidized)
18 Bay Street, Chippewa Falls WI 1-800-432-5755

Romeis Millstream Apartments I and II (121 units subsidized)
509 & 607 High Street, Chippewa Falls, WI 54729 723-7552

St. Joseph’s Apartments (non-subsidized)
912 Pearl Street, Chippewa Falls, WI 723-5828

Shoe Factory Apartments
36 W River Street, Chippewa Falls, WI 1-800-944-4866/Cindy, Mgr. or 726-0586

CORNELL

Ravenswood Apts. (16 units subsidized)
Cornell, WI 54732 1-800-924-3256 or 715-834-3411
Squire Drive Apts. (subsidized). 1-800-924-3256 or 715-834-3411

HOLCOMBE

Holcombe Housing 715-271-7210

NEW AUBURN

Sunrise Village (12 units Subsidized)

East Dell , New Auburn, WI 54745.....726-7933

STANLEY

Moon Park Apartments (13 units subsidized)

111 West 8th Ave. Stanley, WI 54768 1-800-781-7638

Sunset Homes (50 units subsidized)

124 W. 4th, Stanley, WI 54768 715-644-5755

Stanley Country Apartments

Grant St, Stanley, WI 54768 715-644-6702

ALZHEIMER FAMILY & CAREGIVER SUPPORT PROGRAM

Dept of Human Services 726-7788

Goods and services for persons with Alzheimers’ or related disorders. Recipients must be diagnosed with an irreversible dementia and meet financial eligibility.

COMMUNITY HEALTH PARTNERSHIP INC. (715)838-2900 or (715)720-1865

Community Health Partnership, Inc. (CHP) based in Eau Claire, is a non-profit, contracted Medicare/Medicaid care management organization integrating health and long-term support services. These services offered through its health plan entity Partnership Health Plan, include: primary and acute healthcare and comprehensive long-term care for frail elderly physically and developmentally disabled adults who have chronic conditions and are certified at a nursing home level of care. CHP serves members residing in Eau Claire, Chippewa, Pierce, St. Croix and Dunn counties. Branch offices are located in Chippewa Falls and Menomonie. Affiliated services include: Partners Place, an adult day services facility located in Eau Claire.

WESTERN REGIONAL CENTER provides transition planning and consultation for families and their adolescents and young adults with chronic illnesses and all kinds of disabilities through the age of 21. Information about guardianship, health benefits including SSI, educational and vocational opportunities, independent living and other needed community resources is available at no charge. Individuals who are not eligible for ongoing Long Term Care Services are especially encouraged to call. We are located just down the hall from the ADRC in the Chippewa County Courthouse, room 123. Contact us toll free at 1-800-400-3678 or 1-715-726-7908, ext.2-2131 during regular business hours, M-F, 8:00 to 4:30. Visit our website www.chippewa.wi.us/ccdph/cshcn .

DISABILITIES

Alzheimers Association, 1227—B Menomonie Street, Eau Claire, WI. 835-7050
 Autism Society of Wisconsin888-428-8476
 Center for Independent Living, 202 Eau Claire St. Ste. 102, Eau Claire, WI 800-228-3287
 Disability Benefit Specialist, Kay Hebert
 711 N Bridge Street, Room 118, Chippewa Falls WI 720-2503
 Disability Program Navigator, Randi Johnson
 221 West Madison St., Eau Claire, WI 54701 (715) 858-9671 office (715)836- 2989 Fax
johnsonr@workforceresource.org
 Disability Rights of Wisconsin WI 1-877-338-3724
 Epilepsy Foundation of Western WI, 1812 Brackett Avenue, WI834-4455
 Stout Vocational Rehabilitation Institute, UW-Stout, Menomonie WI 232-3300
 United Cerebral Palsy, 206 Water Street, Eau Claire WI832-1782
 WI Bureau for the Blind, 610 Gibson Street #1, Eau Claire WI. 836-6772
 WI Bureau for Hard of Hearing, 610 Gibson Street #1, Eau Claire WI 836-2107
 WI Council on Developmental Disabilities 888-332-1677
 WI State Vocational Rehab, 221 W Madison Street, #140C, Eau Claire WI836-4263

DOMESTIC ABUSE & SEXUAL ASSAULT

Bolton Refuge House 834-0628
 Family Support Center 723-1138

ELDER ABUSE

Chippewa Co Dept of Human Services 726-7788 (726-7830 After Hours Emergency Number)

EMPLOYMENT

Career Development Center, 1515 Ball St. Eau Claire834-2771
 Chippewa County Job Center 723-2248
 Chippewa River Industries 726-7822
 Eau Claire Hmong Mutual, 423 Wisconsin St. Eau Claire 832-8420
 Foster Grandparent Program 723-0341
 Reach Inc., 2125 3rd St. Eau Claire 833-7755
 Senior Citizens Employment & Training, Inc 715-839-5058
 Western Dairyland, 418 Wisconsin St., Eau Claire 836-7511
 Wisconsin Works-Job Center, 221 W. Madison St. Suite 10, Eau Claire 858-9675

EXERCISE

Bloomer Senior Center 568-1888
 Wellness Stretchercize Classes/Chippewa Falls Area Senior Center 720-1666
 YMCA 723-2201

FINANCIAL

Aging & Disability Resource Center726-7777
Catholic Charities 832-6644
Chippewa County Human Services 726-7788
Consumer Credit Counseling, 2143 East Ridge Center, Eau Claire 834-8500
Consumer Protection, 3610 Oakwood Hills Pkwy., Eau Claire 800-422-7128
Elderly Benefit Specialist 726-7778
Social Security Administration836-6645 or 1-800-772-1213
Stop Telemarketing WI Cell/Land . . .1-866-966-2255

FREE LEGAL CLINIC

Chippewa Falls Public Library - 4th Wednesday of every month 6:30–8:00 pm
WI Judicare 1-800-472-1638

HOME CARE-skilled licensed nursing services

- Chippewa Co. Public Health & Home Care 726-7900
- Northwest Wisconsin Home Care - Hallie & Eau Claire831-0100/1-800-236-8408
Bloomer 568-2607/1-800-923-7668
- Moore’s Genuine Care715-286-2734
- ResCare HomeCare715-831-0631/1-877-235-3026
- St. Joseph’s Hospital - Home Health & Hospice Service 726-3485

SUPPORTIVE-non medical

- Alternative Home Care Solutions, LLC. www.alternativehomecaresolutions 715-563-7112
- Comfort Keepers www.comfortkeepers.com833-2197 or Toll Free 1-866-552-6730
- Aurora Community Health www.auroraservices.com 715-235-4667
- Hmong Home Care Services 379-7201
- Home Instead – Senior Care/Non-Medical Eldercare . . . 1-800-919-8040 or 715-552-8040
- Visiting Angels, Inc. www.visitingangels.com833-7006 Toll Free 1-877-833-7060
- GEMINI Helping Hands 830-0546 or Toll Free 1-888-278-3405
- LifeNet835-4111

HOME DELIVERED MEALS

Chippewa County Nutrition Program, Dept of Aging 726-7777
Mobile Meals, Inc. (City of Chippewa Falls only) 723-0486

HOMELESS RESOURCES

Starting Points, 13 East Spruce St., Suite 107 Chippewa Falls726-7937

HOUSING MAINTENANCE/FUEL ASSISTANCE

Chippewa County Economic Support (fuel assist) 711 N. Bridge St. Rm. 119 726-7840
Housing Authority 726-7933
Volunteers in Service in Our Neighborhood (VISION) – Home Repairs726-7933
West Cap – Homework 1-800-606-9227

MEDICAL EQUIPMENT LOAN CLOSET

Center for Independent Living, Menomonie, WI 1-800-228-3287 or 715-233-1070
Cornell Senior Center, 104 N. 3rd St., Cornell, WI 54732 715-239-3705
Department of Public Health, 711 N. Bridge, Room 222, Chippewa Falls 726-7900
Rutledge Charities 723-6618

MENTAL HEALTH SERVICES

Behavior Health-Luther Midlefort, Eau Claire 838-5369
Community Mental Health & Recovery Services 726-7788
Family Support Center 723-1138
First Things First, 2125 Heights Drive #2, Eau Claire 832-8432
Great Rivers 2-1-1 Crisis Line 2 1 1
L.E. Phillips-Libertas Treatment Center 723-5585
Lutheran Social Services 834-2046
Marriage & Family Health Services, Ltd. 832-0238
River Source Family Center 720-1841
Rosebud & Friends – Drop In Center 738-9910
Suicide Prevention Crisis Line-Luther Midelfort-Eau Claire 832-5000

SUPPORT GROUPS

Alzheimer’s Assoc-Indianhead Chapter
1227 B Menomonie St., Eau Claire, WI 54703 835-7050 or 1-800-499-7050

Alzheimer’s and Other Memory Loss Support Group –Grace Adult Day Services
2050 County Hwy I, Chippewa Falls, WI. Beth Peterson 738-1925
3rd Wednesday each month 3 pm (contact for respite)

Epilepsy Foundation Support Group 834-4455

Lewy Body Dementia Support Group Amy Lokken 715-379-3148
2nd Wed. of the month 6-8:00 p.m. Sacred Heart Hospital Conference Room #15

Wellness Shack. Nora Bates 855-7705
515 S. Barstow St. Ste. #110, Eau Claire, WI
Adult Support Group meets Thursdays 6:30-8:00 pm

Parkinson’s
Sacred Heart Hospital, Eau Claire. 858-1600

Stroke Support Group, Healthy Living Center, 2303 Heights Drive, Eau Claire
3rd Thursday 2:00-3:30 p.m.

Al Thompson, Rehabilitation Specialist for Visually Impaired 836-6772

Visually Impaired Persons (VIP) 832-3898

Grief-The Healing Place 833-6028

Chippewa County Grief Support Groups St. Joseph's Hospital Anderson Hall
2nd & 4th Wednesday Each Month 1:30 p.m. and 2nd & 4th Monday Each Month 6:30 p.m.

Compassionate Friends: 1st Tues @ 6:30 at Cornell Airport; 3rd Thurs 6:30 at St Joseph Hospital
For more information call726-3581

TRANSPORTATION

NON DRIVER ID, Motor Vehicles Division, 3115 Melby Rd, Eau Claire 800-924-3570
Department of Aging Volunteer Drivers (60 + years of age) 726-7777
Faith in Action- Jill Pollert-Coordinator 715-644-6188 or 1-877-644-4981
Leroy's Cab 720-6106
New Freedom Transportation Program 1-877-577-8452
Shared Ride Taxi Program (City of CF only) Information -726-2729 For Ride: 723-3000
Volunteer Caregiver Program, Bonnie Ferstenou 738-2598
Veterans Service – Veterans Van 726-7990

TRANSPORATION – Handicapped

Abbey Van Neillsville 1-800-236-8438
A & J Mobility, 3405 Truax Court #B, Eau Claire 833-9830
Aging and Disability Resource Center (**ADRC**) 726-7777
Comfort Carriers Medford 1-800-873-1018
Handilift, 1035 10th Ave. Cumberland WI 800-989-7433
Patients' Express – Non-Emergency 726-1100
Shared Ride Taxi – Chippewa Falls 723-3000
Tender Care Transport 835-2435

PERSONAL RESPONSE SYSTEMS

LIFELINE 726-3439
Mainstreet Messenger 1-800-300-6800
Advance EVD -608-831-1688 Or 1-608-843-2605
Alpine Medical Alert, Inc. (services WI & MN) 1-877-546-2349 (Toll Free)
Life Alert 1-800-360-0329

VETERANS SERVICES 726-7990

MISCELLANEOUS

- A Place for Mom – Elder Advisor 1-877-663-0037
- Bureau for the Blind 1-888-879-0017
- Community Closet 2 Bay St. Chippewa Falls (Open every Sat. 9am to 2pm). . . 720-4505
offers clothing, food and personal products
- ElderCare Locator 1-800-667-1116
Nation-wide service to help find information about Community Services for older people
- Great Rivers 2-1-1 –Information & referral Crisis Line 211
- Home Instead Senior Care (Non-Medical Eldercare) . . . (715)552-8040 or 1-800-919-8040
- LIFENET (Independent Living Services) 835-4111
- River Source Family Center 720-1841

- Xcel Energy Early Identification Gatekeeper Program 1-800-331-5262

FOOD PANTRIES/NUTRITION

Agnes’s Table - Free Hot Meals at: Trinity United Methodist Church, Chippewa Falls
Every Tues. & Thurs. 5:30 pm- 6:30 pm Everyone Welcome!

Chippewa Area Food Pantry/Salvation Army 726-9506
521 Bridge St Weekdays 10 am–12 noon & 1-4 pm – Monday through Thursday closed Friday

Chippewa Falls, Hallie, Tilden & Jim Falls Area- Bring ID, social security or MA card for all in the family, verification of address, and proof of income. Visits to pantry one time per month

Cornell Food Pantry Bill Grinder 715-205-4959
401 S 2nd Avenue, Cornell Open Tuesdays 8-11 am Free Hot Breakfast 8AM

Bloomer Area Food Pantry, Inc. leave message 568-3733
1003 17TH Ave, Bloomer Fridays 1-4 p.m. or by appointment

Cadott Food Pantry Jean Carlson 289-4941
Christian Community Center - Near Post Office on Main St, Cadott Fridays 2-4 pm

Holcombe Food Pantry. 715-595-4967

Jim Falls Community Food Pantry. 715-226-0435
13883 Cty Hwy S, Jim Falls 2nd & 4th Wednesday 3:00-6:00 pm

Lake Holcombe Methodist Church Call Dawn at 715 595-4884 (H) 715-239-3116(W)
27841 County Hwy M, Holcombe 2nd & 4th Tuesday 2–5:00 pm

New Auburn Food Pantry 715-237-2116
146 W Main St. (St. Jude’s Church) New Auburn 2nd & 4th Tues. 10:00 am-noon

Stanley Food Pantry 715- 644-3665
147 E 4th Ave (rear entrance from alley) 2nd Monday each month. 1:30 – 4:00 pm

Fresh Food Distribution

3rd Tuesday of the Month from 4:00 to 5:00 pm, Chippewa River Industries (CRI)
1000 Wissota Drive , Chippewa Falls call with questions 726-1379

NUTRITION PROGRAM DINING ROOMS

BLOOMER/NEW AUBURN (New Auburn: Home Deliveries Only)
Bloomer Sr. Citizens Center, 2121 Duncan Rd. Serving time: Noon. 568-1888

BOYD

Home Delivered Only - via Holy Family Hall, Stanley. 644-2717

CADOTT

Southridge Apartments, South Main Street Serving time: Noon. 726-7777

CORNELL

Our Savior's Lutheran Church, 201 S. 6th St, Cornell Serving time: 11:30 am 595-6193

STANLEY

Holy Family Hall, 136 3rd Ave Serving time: Noon 644-2717

CHIPPEWA FALLS

Lake Wissota Area- Home Delivered Only 726-7777

Romeis Apartments, 509 High Street - Serving time: Noon 726-7777

Chippewa Falls Area Senior Center, 1000 East Grand Ave Serving time: Noon 720-1666

PHONE DIRECTORY

Aging & Disability Resource Center 726-7777

Community Health Partnership. 838-2900

Community Mental Health & Recovery Services 726-7788

CHP-Chippewa Falls Office. 720-1865

Chippewa County Veterans Service 726-7990

Dept. of Aging 726-7777

Dept. of Human Services. 726-7788 /After Hours Emergency Number . . 726-7830

Dept of Public Health 726-7900 or 1-800-400-3678

Elder Abuse Reports/Service 726-7788

Faith in Action (Stanley) 1-877-644-4981

Fuel Assistance. 726-7840

Guardianship Hotline 1-800-488-2596

MOBILE MEALS (City of Chippewa Falls) 723-0486

Ombudsman (Marti Sanville) 836-3627

Shared Ride Taxi-City of CF. 723-3000

Social Security Office. Eau Claire 836-6652 or . . 1-800-772-1213

Triniteam Caregivers. 836-8106

Volunteer Caregiver Coordinator 738-2598