

Senior Resource Kit



www.seniorresourcekit.org



**Leadership
Charlottesville**

The Senior Resource Kit is a project of the Leadership Charlottesville Class of 2007-2008 and was conceived and produced by the following class members:

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**Leadership Charlottesville is a signature member-service,
community-building program of the Charlottesville Regional
Chamber of Commerce.**

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CARE IS THERE
Coordinating Independent Lifestyles



**Gary Albert
CPCU, CLU, ChFC**



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atyourserviceaccounting@atxl.net



Our Lady of Peace

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Using This Resource Kit

The purpose of The Senior Resource Kit is to assist friends, families, and volunteers who visit the elderly in their homes in the Charlottesville, Virginia area.



Inside this Kit you will find brief checklists to help you identify possible areas of concern and you will find contact information for community resources that can help. The Resource Index provides contact information for community services in each of the areas covered in the Kit.

This guide does not cover every situation encountered by seniors and those who care about them, nor can it serve in the place of trained professionals. It is meant as a general resource to familiarize you with typical situations and points of reference.

You can also download this Senior Resource Kit free of charge at www.seniorresourcekit.org.

Personal Emergency Information

It is important to have personal information close at hand in case of an emergency.

The Personal Emergency Information Form on the following page can be copied from this book or downloaded from www.seniorresourcekit.org.

Fill it out and affix it to the refrigerator. In the event of an emergency, show it to emergency personnel.



Personal Emergency Information

Complete the following information and affix it to your refrigerator

Name:	Sex:
Address:	DOB:

Emergency Contacts

Name:	Hm Phone:
Address:	Wk Phone:
	Cell Phone:
Name:	Hm Phone:
Address:	Wk Phone:
	Cell Phone:
Primary Care Physician:	Phone:
Specialist:	Phone:
Blood Type:	

Medications (including over the counter and herbals)

Medication:	Dosage:	Frequency:
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Recent Surgeries

Type of Surgery:	Date:
1.	
2.	

Allergies

Allergy:	Reaction:

Religion:
Living Will on file at:
Comfort Care / DNR Form on file at:

For a printable version of this form please visit our website
www.seniorresourcekit.org

Health Concerns

Home visits can provide insight into a senior's overall health condition. Obvious symptoms such as chest pain or a crooked smile can signal an acute condition such as heart attack or a stroke, requiring immediate medical assistance.

However, more subtle changes in a senior or his or her environment may signal a decline in health status or identify items that he or she could use simple assistance with, such as buying hearing aid batteries or helping with the laundry.

The Health Checklist in this section includes some situations that may signal concern and warrant further assistance or investigation. It is not uncommon for seniors who are struggling to hide it from friends and family. Thorough observations and a few questions during your visit may provide some meaningful insight.

If signs of an acute condition are noticed, call 911 immediately.

Local Hospitals and Clinics

UVa Medical Center

1215 Lee Street
Charlottesville, VA 22908
(434) 924-0211

Augusta Medical Center

78 Medical Center Drive
Fishersville, VA 22939-1000
(800) 932-0262

Martha Jefferson Hospital

459 Locust Avenue
Charlottesville, VA 22902
(434) 982-7000

Charlottesville Free Clinic

1138 Rose Hill Drive, Suite 200
Charlottesville, VA 22903-5128
(434) 296-5525



Health Checklist

	Chest pain, shortness of breath, cold sweats *
	Pain in jaw, arms, back, and/or neck, nausea *
	Crooked smile, muscle weakness on one side **
	One arm longer than the other, garbled speech **
	Laundry or dishes piling up
	Wearing dirty clothes or layered clothing
	Unopened mail or bills
	Pets not properly cared for
	Not making regular doctor visits
	Body odor
	Poor personal grooming including mouth care
	Bruises or other signs of trauma from falls
	Not obtaining/taking medications as prescribed
	Insufficient housekeeping
	Decreased social activity, staying home more
	Exterior of home not maintained
	Unexplained weight loss
	Lack of appropriate clothing for the season
	Urine odor in home
	Glasses not worn or prescription outdated
	Dentures not worn or do not fit correctly
	Not wearing hearing aides/or needs batteries
	Evidence of wandering outside the home
	Decreased use/maintenance of car
	Not enough fresh fruits, vegetables and meats
	Outdated food/drinks piling up in refrigerator
	Not sleeping in their bed
	Concerns voiced by neighbors
	Decreased ability to navigate through the home

* possible signs of heart attack ** possible signs of stroke

Health Resources for Seniors

If you are concerned about the health or wellbeing of a senior, the organizations below can offer counseling and assistance:

JABA

JABA's Case Management and Care Coordination services link individuals with the services they need and request. The case manager assists the client and his or her family by helping determine what kind of services or care are needed. Once that is determined, the case manager helps coordinate services to ensure that the client is getting all of the assistance he or she needs. Fees are based on the ability to pay.

(434) 817-5222

www.jabacares.org

Alzheimer's Association

The Alzheimer's Association offers information about Alzheimer's disease or memory loss, medications and treatment options, caregiving tips and support groups, and respite scholarships.

(434) 973-6122

24/7 Helpline 1 (800) 272-3900

www.alz.org/cwva



Home Safety Inspection

Each year, many older Americans are injured in and around their homes. The U.S. Consumer Product Safety Commission (CPSC) estimates that in 1981 over 622,000 people over age 65 were treated in hospital emergency rooms for injuries associated with products they live with and use everyday.

CPSC believes that many of these injuries result from hazards that are easy to overlook, but also easy to fix. By spotting these hazards and taking some simple steps to correct them, many injuries might be prevented. Use this checklist to spot possible safety problems which may be present in your home.

General Home Safety Checklist

	Working smoke detectors properly placed (see p 15 for free smoke detectors)
	Carbon Monoxide detector
	House free from bugs, roaches, mice
	House free from harmful odors or mildew
	Mail safely accessible
	Garbage safely stored and disposed
	Emergency numbers posted by phone and on refrigerator
	Medicines properly stored and accessible
	Locks easy to operate and secure
	Windows good working condition no broken panes
	Street /outside lights in working condition
	Parking area well lit and at a safe distance to home
	Doorbell working and able to be heard
	Fire extinguishers available and in working condition
	Night lights installed in various locations
	At least two accessible exits in case of fire

Entrance Safety Checklist	
	Outside entry well lit
	Steps safe, railing secure
	Visitors visible prior to entry
	Locks on doors in working order
	Steps and walkway clear of debris
	Mat secure and safe
Bathroom Safety Checklist	
	Door way accessible
	Safety mat in tub
	Shower/tub hand rail secure
	Lighting adequate and working
	Floor clear and carpet secured
	Electric cords safe and GFI protected
Kitchen Safety Checklist	
	Doorways accessible
	Appliances in working order
	Faucets working
	Stove burners, oven working
	Electric cords safe not overloaded
	Refrigerator keeps food cold
	Counters clear for safety and cleanliness
Living Areas Safety Checklist	
	Doorways accessible
	Floor clear for walkways
	Windows can be opened
	Rugs secure no trip hazards
	Lighting sufficient and working
	Electric cords safe and not overloaded

Stairways Safety Checklist	
	Handrails secure
	Stairs free from clutter
	Carpet secure
	Lighting sufficient and working
Bedroom Safety Checklist	
	Doorway accessible and lighted
	Access to bed free from clutter
	Phone available by bed
	Access to closet
	Rugs safe from movement
	Lighting accessible from bed
	Nightstand available for storage of items
	Flashlight and emergency items within reach

This checklist is meant to be a simple guide to help improve home safety. There may be other safety concerns not mentioned on this checklist.

Note: Smoke detectors are available and installed free of charge by the Charlottesville Fire Department for Charlottesville city residents. For an appointment, call (434) 970-3245.

Support for Daily Life

The wellbeing of seniors and their caregivers can be undermined by social isolation. Many services are available to assist seniors and their caregivers.

Meals, Housing, and Energy

JABA

JABA offers congregate noontime meals at JABA Community Centers, and home-delivered meals may be available for older adults who are housebound and unable to prepare their own well-balanced meals.

(434) 817-5222

www.jabacares.org

Meals on Wheels

Meals on Wheels volunteers deliver hot, nutritious meals to homebound residents of the Charlottesville/Albemarle and Fluvanna areas who find it difficult or impossible to prepare meals for themselves. Meals are delivered at lunchtime every Monday through Friday.

(434) 293-4364

www.cvillemeals.org

Department of Social Services

The Department of Social Services administers programs for Medicaid, food stamps, and financial assistance for household energy.

Albemarle County: (434) 972-4010

Charlottesville: (434) 970-3400

Fluvanna County: (434) 842-8221

Greene County: (434) 985-5246

Nelson County: (434) 263-8334

www.dss.state.va.us

The Emergency Food Bank

Emergency Food Bank volunteers take requests for food Monday through Friday from 9:00 AM until noon. The food is transported from the storeroom to a distribution site where it is available for pick up between 1:30 and 3:30 PM that same afternoon. Any Charlottesville-Albemarle County resident in need of food may call the Emergency Food Bank directly or be referred by a local social service agency or church.
(434) 979-9180

MACAA Rural Outreach

Provides food, clothing, housing assistance (to avoid foreclosure or eviction), fuel assistance, or help with medical emergencies.
(434) 295-3717

Albemarle Housing Improvement Program (AHIP)

The Albemarle Housing Improvement Program (AHIP) provides housing rehabilitations, emergency repairs, and affordable rental units to low-income households in Albemarle County and designated areas of the City of Charlottesville.
(434) 817-2447 extension 21
<http://www.ahipva.org/>

Social Activities for Seniors

JABA

JABA operates eight different Community Centers, which are free

- health & nutrition education
- catered meals
- card & board games
- field trips
- shopping trips
- discussion groups
- intergenerational events
- support groups
- social events
- exercise
- hobby groups
- referral services
- music

and open to all people over the age of 60 and their spouses. JABA Community Centers provide a wide range of useful opportunities for seniors including:
(434) 817-5222
www.jabacares.org

Senior Center, Inc.

Senior Center, Inc. is a non-profit community center offering services which include health and fitness, lifelong learning, recreation, arts, travel, and community service. Membership is open to anyone age 50 and better; a membership fee applies and scholarships are available.

1180 Pepsi Place
Charlottesville, Virginia 22901
(434) 974-7756
www.seniorcenterinc.org

Transportation

JAUNT

JAUNT, Inc. is a regional transportation system providing service to the citizens of Charlottesville, Albemarle, Fluvanna, Louisa, Nelson and Buckingham Counties. Their seventy vehicle fleet carries the general public, agency clients, the elderly and people with disabilities throughout Central Virginia.

(434) 296-3184
www.ridejaunt.org

Caregiver Support and Respite

JABA

JABA's "Club Pathway" program offers an opportunity for socialization to individuals experiencing early memory loss or those who could benefit from a structured program. JABA's Adult Activity and Healthcare Centers offer a caring, safe environment for any adult who needs help with daily health or personal care activities. Health pre-screening is required, and fees may apply.

(434) 817-5222
www.jabacares.org

Alzheimer's Association

The Alzheimer's Association offers education, support groups, respite care funding and other services to families affected by dementia. They also provide home visits to families dealing with a diagnosis of Alzheimer's Disease or related diseases.

674 Hillsdale Drive, Suite 1
Charlottesville, VA 22901
(434) 973-6122
24/7 Helpline 1 (800) 272-3900
www.alz.org/cwva

Information and Referral

See the Resource Index for information and referral sources.



Financial and Legal Matters

It's easy to lose track of legal documents and let insurance policies get out of date. Review the checklists below and contact the appropriate professionals to obtain a full assessment:

Professional Contact Checklist

Be sure you have contact information for the following professionals:

	Attorney
	CPA/Financial Advisor
	Trust Officer
	Insurance Agent
	Will/Living Trust Executor
	Holders of Durable Power of Attorney
	Is there anything else I should consider?

Document Checklist

Be sure you have the following documents, the related company names and contact information, and any account and policy numbers.

	Health insurance policy/Medicare/Medicaid
	Life insurance policy
	Homeowners/renter's policy and automobile policy
	Long term care policy
	Bank, trust, and investment statements
	Will
	Advance Medical Directive/Living Will
	Durable power of attorney
	Is there anything else I should consider?

Information Security

Consider taking these steps to protect information security:

	Reduce solicitation phone calls by registering telephone numbers with the “Do Not Call” list at www.donotcall.gov
	Reduce junk mail by registering with www.optoutprescreen.com
	Monitor the accuracy of credit information at www.annualcreditreport.com
	Maintain a fireproof box of critical documents
	Is there anything else I should consider?

Legal and Estate Matters

Contact your attorney and/or CPA to address questions such as these:

	Is there a will or trust? Is it up to date? Who is the executor?
	Is there a Durable Power of Attorney?
	Is there an Advance Medical Directive/Living Will?
	Is there an estate tax problem?
	Is there anything else I should consider?

Health Insurance

Contact your health insurance agent to address questions such as these:

	Are you eligible for Medicare or Medicaid?
	Do you have a Medicare Supplement plan?
	What is your Medicare Part D Prescription Care coverage?
	Is there anything else I should consider?

Life Insurance

Contact your life insurance agent to address questions such as these:

	Are beneficiaries updated?
	Has policy ownership been reviewed?
	Is the policy temporary or permanent?
	Is the coverage amount appropriate?
	Can the policy be offset?
	Have gifting options been discussed?
	Is there anything else I should consider?

Long Term Care Policy

Contact your long term care insurance agent to address questions such as these:

	Is the daily benefit sufficient?
	Is the lifetime maximum benefit sufficient?
	Is there inflation protection?
	Is there anything else I should consider?

Homeowner/Renter/Automobile Coverage

Contact your insurance agent to address questions such as these:

	Is the homeowners coverage amount sufficient to replace the home and contents?
	Is liability coverage amount enough to cover assets?
	Is the deductible appropriate?
	Is there anything else I should consider?

Emergency Preparedness

Emergencies and disasters can strike anyone, anytime and anywhere. They can happen quickly and without warning and can force evacuation of neighborhoods or confinement to one's home. When disasters do strike they can disrupt utility service, public transportation, close businesses, and overwhelm local first responder agencies.

The following checklist will help an individual be better prepared for unexpected emergencies and forecasted disasters. Better preparation may directly impact the recovery from such a disaster. This information should be kept current & copies kept in the evacuation kit.

Planning for an Emergency

Ensure these preparations have been made:

	Emergency contact information programmed into telephone
	Copies of family records, wills, power of attorney, deeds, social security numbers, credit card, bank information, and tax records
	Their health care provider's & supplier's emergency plan
	Alternative methods of handicap accessible transportation
	Battery powered or hand crank radio with extra batteries
	NOAA Weather Radio with tone alert with extra batteries
	Flashlights with extra batteries & bulbs throughout house
	Family communications plan: where & when to meet
	Updated Emergency and Evacuation kits kept readily available
	Knowledge of where & when to turn off utilities (even if you can't)
	Traditional non-cordless telephone (operates when electricity is out)
	Pet emergency plan (talk to veterinarian or SPCA for help)
	List of pet friendly local motels and along evacuation routes
	Ability to listen for phone calls with evacuation information

Evacuation Kit

What to take with you to the shelter.

	Medications – enough for a week
	Notify shelter workers if medication needs refrigeration
	Eye glasses & spare if possible
	Toilet paper, soap, moist towelettes, garbage bags & personal hygiene supplies
	Change of clothes, footwear, blanket/sleeping bag
	Flashlight with extra batteries
	Extra car keys, cash in small bills or traveler’s checks, local maps
	Identification documents: drivers license, social security card, utility bill
	Contact information including doctor, pharmacy, health service providers
	Lists of medications, dosages, allergies, blood type and treatment information
	Copies of medical insurance, Medicare and Medicaid cards
	Playing cards, books/magazines, puzzles, games
	Store kit in a suitcase with wheels or other case easily moved
	Label items with name, address & phone number of emergency contact

Pet Evacuation Kit

	Listen to evacuation instructions for pet owners
	Have copies of current shots, flea treatments & registration papers
	Consider having a tracking chip inserted under the skin of pet
	Take when leaving: carrier, leash, food, bowls, medications, bed & toys
	If leaving pet at home, put sticker on window stating type & number of pets

Emergency Telephone Numbers

Keep current copy on the refrigerator

	Emergency contact
	Family member or Neighbor
	Out of town contact
	Healthcare provider/Doctor
	Health Service Suppliers: oxygen, dialysis, diabetes suppliers
	Veterinary Hospital – if needed
	Pharmacy
	Insurance Agent

Emergency Kit (shelter in your home)

Supplies for at least three days

	Fresh Water –1 gal per person per day
	Food for each person which does not require refrigeration
	Non electric can opener
	Medications for at least 2 weeks
	First aid kit
	Whistle to signal for help
	Dust mask, duct tape and plastic sheeting
	Moist towelettes, bleach, disinfectant
	Garbage & plastics bags with seals

This checklist is meant to be a simple guide to help you be better prepared for whatever emergency or disaster may impact your life. Review your own lifestyle and modify the checklist as needed to cover all of your specific needs.

To assist you further you can visit the websites listed in the Resource Index for additional information.

Resource Index

General Information and Referral

Alzheimer's Association

(434) 973-6122

24/7 Helpline 1 (800) 272-3900

www.alz.org/cwva

Department of Social Services

Albemarle County: (434) 972-4010

Charlottesville: (434) 970-3400

Fluvanna County: (434) 842-8221

Greene County: (434) 985-5246

Nelson County: (434) 263-8334

www.dss.state.va.us

JABA

(434) 817-5222

www.jabacares.org

Senior Center, Inc.

(434) 974-7756

www.seniorcenterinc.org

Senior Navigator

1 (866) 393-0957

www.seniornavigator.org

United Way - Thomas Jefferson Area Information & Referral Center

(434) 972-1703

www.unitedwaytja.org

Caregiver Support and Respite

Alzheimer's Association

674 Hillsdale Drive, Suite 1,
Charlottesville, VA 22901
(434) 973-6122
24/7 Helpline 1 (800) 272-3900
www.alz.org/cwva
www.alz.org/carefinder

JABA Adult Activity & Health Center and Club Pathway

(434) 817-5222
www.jabacares.org

Emergency Preparedness

American Red Cross

www.redcross.org

Homeland Security / Federal Emergency Management

www.ready.gov

Personal Emergency Information Form

www.seniorresourcekit.org

Senior Navigator

www.seniornavigator.org

Virginia Emergency Management

www.vaemergency.com

Financial and Legal Matters

Credit Report Monitoring

1 (877) 322-8228
www.annualcreditreport.com

Reduce Telemarketing & Junk Mail

www.donotcall.gov
www.optoutprescreen.com

JABA Health Insurance Counseling and Assistance Program

Virginia Insurance Counseling and Assistance Program (VICAP)
(434) 817-5222

www.jabacares.org/services~insurance.html

Legal Aid Justice Center

1000 Preston Avenue, Suite A

Charlottesville, VA 22903

Phone: (434) 977-0553

www.justice4all.org

National Clearinghouse for Long Term Care

Phone: (202) 619-0724

www.longtermcare.gov

Health Concerns

Alzheimer's Association

(434) 973-6122

24/7 Helpline 1 (800) 272-3900

www.alz.org/cwva

Augusta Medical Center

78 Medical Center Drive

Fishersville, VA 22939-1000

(800) 932-0262

www.augustamed.com

Charlottesville Free Clinic

1138 Rose Hill Drive, Suite 200

Charlottesville, VA 22903-5128

(434) 296-5525

www.cvillefreeclinic.org

JABA's Case Management and Coordination Services

(434) 817-5222

www.jabacares.org

Martha Jefferson Hospital

459 Locust Avenue
Charlottesville, VA 22902
(434) 982-7000
www.marthajefferson.org

UVa Medical Center

1215 Lee Street
Charlottesville, VA 22908
(434) 924-0211
www.healthsystem.virginia.edu

Meals, Housing, and Energy

Albemarle Housing Improvement Program (AHIP)

(434) 817-2447 extension 21
<http://www.ahipva.org/>

Department of Social Services

Food stamps and financial assistance for household energy
Albemarle County: (434) 972-4010
Charlottesville: (434) 970-3400
Fluvanna County: (434) 842-8221
Greene County: (434) 985-5246
Nelson County: (434) 263-8334
www.dss.state.va.us

The Emergency Food Bank

(434) 979-9180
www.avenue.org/efb

JABA

Congregate Meals and Meal Delivery
(434) 817-5222
www.jabacares.org

MACAA Rural Outreach

(434) 295-3717

Meals on Wheels

(434) 293-4364

Social Activities for Seniors

JABA's Community Centers (eight locations)

(434) 817-5222

www.jabacares.org

Senior Center, Inc.

1180 Pepsi Place

Charlottesville, VA 22901

Phone: (434) 974-7756

www.seniorcenterinc.org

United Way - Thomas Jefferson Area Volunteer Center

(434) 972-1705

Www.BeAVolunteer.info

Transportation

JAUNT

(434) 296-3184

www.ridejaunt.org

Our thanks to the sponsors who made this book and website available:



Our Lady of Peace



CARE IS THERE

Coordinating Independent Lifestyles

CHARLOTTESVILLE/ALBEMARLE
Airport



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1131-C Rio Road East
Charlottesville, VA 22901
434-296-1222

@ At Your Service Accounting

Carol H Hunt 434-975-1040

Specializing in small businesses

atyourserviceaccounting@atxl.net



GROVE
CREATIONS