

# Managing Eldercare Responsibilities

SupportLinc Employee Assistance  
Program (EAP)

Lennox



# Disclaimer

The general views, thoughts and opinions expressed in this presentation are expressly those of the presenter. The presentation is intended to provide general tips, advice and coping skills, and may not entirely pertain to your circumstance or you as an individual in a professional or clinical capacity. For specific advice on your unique situation, please reach out to a licensed financial or clinical professional for a confidential, one-on-one consult.

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# Objectives

This training is designed to help you understand:

- The journey of aging
- Aging and the family conversation
- Senior services
- Accessing the needs of seniors - IADL and ADL - activities of daily living
- Stay at home
- Local and long-distance caregiving
- Choices of senior care
- Community and support resources
- Home care services
- Alternative housing options
- Geriatric care managers/advocates
- Long term care planning and legal issues
- Who pays for eldercare services?
- Additional resources

# The journey of aging

## How does one think of aging later in life?








- Often overwhelming and daunting
- Have a conversation with parents and seniors to use services
- Normal aging – what is ageism?
- The acceptance of aging
- See if the goal for your senior is to maintain their independence for as long as possible and if their preference is to stay at home

# The family conversation

- Pay attention to habits, passions and strengths
- Be sensitive
- Listen to seniors' needs and wants
- Be supportive and patient
- Include doctor
- NEVER be pushy or forceful
- Be creative
- Family mediations as necessary
- Keep your senior active



# Senior services options

-  • Community resources
-  • Housing
-  • Transportation
-  • Financial
-  • Aging in place – home security and improvements
-  • Counseling – loneliness/depression
-  • Legal services

# Assessing the needs of seniors

## Independent living activities

- Using the telephone
- Doing light or heavy housework/cleaning
- Preparing meals
- Shopping for groceries or errands
- Light bookkeeping
- Drive to doctors

## Personal care activities

- Bathing/showering/personal care
- Dressing
- Eating
- Getting in or out of bed/chairs
- Using the toilet
- Walk/climb stairs
- Cognitive/making appropriate decisions
- Can the senior be left alone safely?

# Aging in place

- Staying in a familiar place where your senior has a close network of nearby family, friends and neighbors/community
- Wide range of home care services that can help seniors maintain their independence
- Seniors are often more comfortable with what they know
- There is often more privacy than senior living facilities

Aging in place is only realistic if:

- Transportation is easily accessible, including alternatives to driving
- Neighborhood is safe
- Home and yard maintenance is not overwhelming
- Physical and medical needs do not require a high level of care



# Changes to their home

- Home repairs or modifications make aging in place safer or easier
- Start with a home assessment and consider:
  - A wheelchair ramp
  - Reinforced support bars in bathroom
  - A shower seat
  - Additional lighting
  - Handheld grabber
  - Widening hallways/doorways
  - First-floor living
  - Emergency response system



# Local and distance caregiving

- Understand your family's strengths and weaknesses regarding senior care
- Caregiving statistics
- Unpaid caregiving statistics
- Many children don't live near their elders
- Advance planning is extremely important
- Know when to step in
- Have a plan for emergencies
- Tips for visiting a doctor
- Effect on your job
- Caregiver stress



# When considering caregiving



## Some concerns include:

- Prevention of falls
- Driving
- Depression and isolation of the elderly
- Managing caregiver stress
- Remembering medications
- After-hospitalization care
- Lack of geriatricians nationally

# Choices in senior care

What kind of care and how much care can be provided at home:

Community resources



Home care options



Alternative housing options

# Resources and support

- Senior centers and aging in place organizations
- Telephone reassurance
- Medical management reminder systems
- Transportation services
- Video conferencing
- Meal delivery programs
- Friendly visitor/telephone reassurance
- Grocery delivery
- Cleaning services
- Errand services
- Home maintenance
- Adult day care
- Emergency Response System



# Home care services



- Homemakers/Companions
- Home Health Aide
- Personal Care Aides
- Certified Nursing Aide (CNA)
- Registered Nurse
- Physical Therapists

# Levels of home care services

## **Custodial care:**

Assistance with ADL's (activities of daily living).

## **Companion care:**

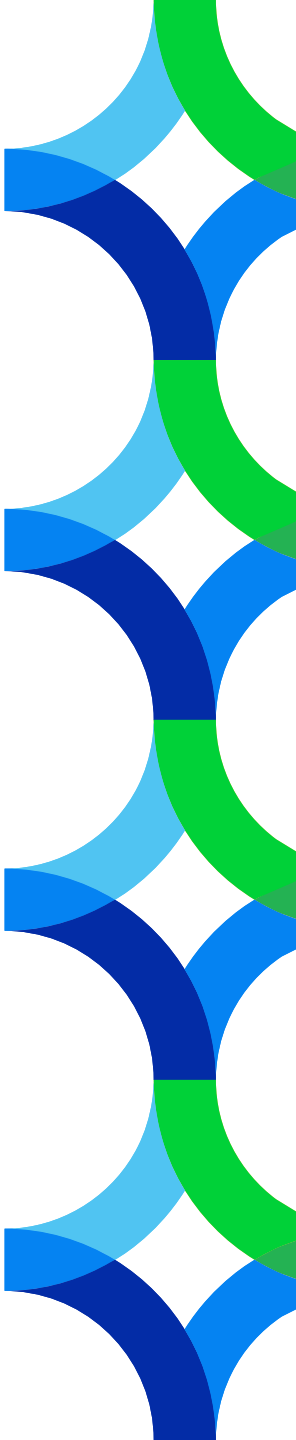
No ADL care, but companionship, errands and light housekeeping.

## **Skilled care:**

Medical care that requires the services of a skilled professional (Nurse, Physical, Occupational or Speech Therapist).

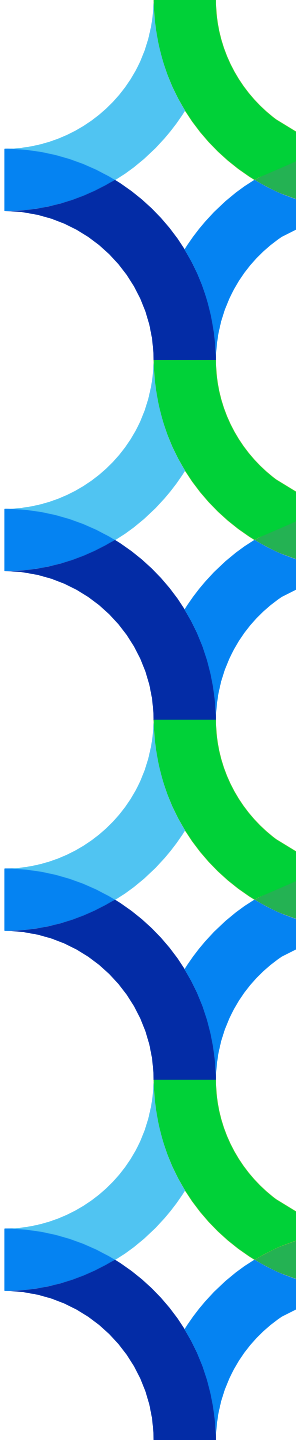
## **Sub-acute:**

Comprehensive inpatient care designed for someone who has an acute illness, injury or exacerbation of a disease process.



# Housing options

- **Adult Care Facilities:** Provides room, board and in-home support services to six or more non-related adults.
- **Residential Care Facilities:** A group residence that provides each resident with, at a minimum, assistance with bathing, dressing and help with medications 24-hours a-day and may provide medical services.
- **Assisted Living Facilities:** For those who need a wide range of in-home support services to help them with activities of daily living but do not require the level of continuous nursing care that a nursing home offers. They may have their own private apartment and are self-contained, with their own bedroom, bathroom, small kitchen and living area. There are common areas for socializing with other residents.
- **Continuing Care Retirement Communities (CCRC):** Provides a comprehensive, lifetime range of services, to include housing, residential services and nursing care. Housing is part of one campus setting and your senior moves from one level of care to another as level of care needs to be increased.





# Alternative housing options

- A Place for Mom - Assisted Living & Nursing Home Placement
- Placing an elder in the right nursing home or assisted living facility quickly can improve health outcomes
  - What kind of lifestyle does senior want?
  - How close would he/she like to be to family and friends, doctors, pharmacies, other medical facilities, shopping, senior centers, religious facilities and other amenities?
  - How much will the housing option cost?

# Geriatric care managers

- Advocate for clients care throughout the continuum of care at home
- Assess in-home medical needs/vet home health aides
- Coordinate a move
- Counseling, support and education
- Conduct/find support groups
- Perform assessments and formulate care plans
- Can provide short or long term assistance
- Screen, arrange and monitor home care services
- Review and recommend resources for financial, legal, Medicaid applications and benefit requirements

# Long-term care planning

The best way to prevent a crisis is to plan for it. Plan for the needs of elders before a care transition happens:

- Health Care Proxy
- Wills
- Power of Attorney
- Probate
- Trusts
- Advanced Directives
- Elder Law
- Estate Planning



# Paying for eldercare services

- Private Pay
- Long Term Care Insurance
- Medicaid
- Medicare - Advantage and Medicare Supplemental Insurance
  - The myth that destroys so many lives is that the government will take care of everything when we are old and frail. People believe that Medicare covers everything connected to long term care, when the truth is that Medicare does not even adequately cover acute care properly.
- Veteran's Benefits

# Helpful resources

<https://eldercare.acl.gov>

[www.aarp.org](http://www.aarp.org)

[www.medicare.gov](http://www.medicare.gov)

[www.va.gov](http://www.va.gov)

[www.aafp.org](http://www.aafp.org)

[www.ageinplace.org](http://www.ageinplace.org)

<https://homemods.org/>

[www.alz.org](http://www.alz.org)

[www.ssa.gov](http://www.ssa.gov)

# Your path to Total Wellness with Lennox

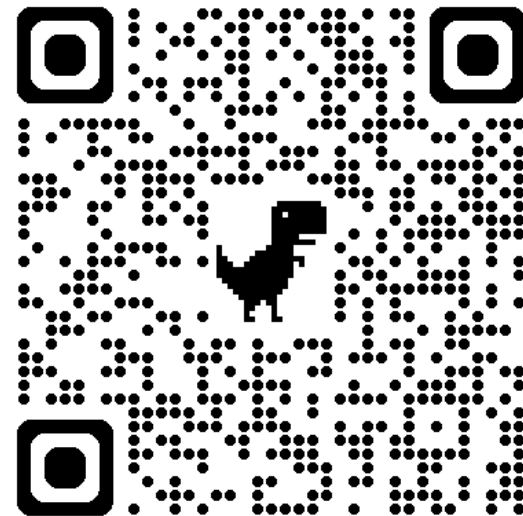


**Physical Well-Being:** Active and Fit  
Direct, WebMD, LiveWell, Omada for  
condition management

**Mental Well-Being:** SupportLinc, Calm  
for emotional resilience.

**Financial Well-being:** Fidelity,  
Discounts and Perks on BenefitSource.

**Visit LIIBenefits.com to learn more  
about all these resources!**





# SupportLinc Toolkits



## Mental Health First Aid Toolkit

Develop skills to identify, understand and respond to signs of mental illness. [www.mhfirstaid.tools](http://www.mhfirstaid.tools)



## Mindfulness Toolkit

Discover the benefits of mindfulness, navigate distractions and live fully in the present. [www.mindfulness.tools](http://www.mindfulness.tools)



## Resiliency Toolkit

Overcome various challenges with resources to apply energy and passion into taking care of yourself. [www.resiliency.tools](http://www.resiliency.tools)



## Meditation Toolkit

Boost self-confidence, empathy, compassion and patience to find peace and clarity. [www.meditate.tools](http://www.meditate.tools)



## Sleep Fitness Toolkit

Learn habits to get a good night's sleep instead of tossing and turning. [www.sleepfitness.tools](http://www.sleepfitness.tools)



## Addiction Toolkit

Understand the types of addiction and get the support you need. [www.addictionToolkit.tools](http://www.addictionToolkit.tools)



## Additional resources

Tap into an extensive library of fresh content to help improve and support your emotional, physical and overall wellbeing. [www.wellbeing.place](http://www.wellbeing.place)



## Grief and Loss Toolkit

Equip yourself with knowledge, support and the right tools to discover a way to live with grief and move forward. [www.griefandloss.tools](http://www.griefandloss.tools)

✓ No log in needed!

✓ Utilize yourselves

✓ Share with others



# What is SupportLinc?

How can we help?

SupportLinc is an Employee Assistance Program (EAP) offered, at no additional cost to you, by your employer. It is a health benefit, separate from your medical insurance, that assists you with managing life's daily challenges.

SupportLinc counselors can refer you to professional counseling & community resources that will help you, and your eligible family members, resolve a broad range of personal and/or work-related concerns.



# Work-life benefits



## Legal consultation

- Free in-person or telephonic consultation



## Financial consultation

- Guidance and consultation from financial planners and budget specialists



## ID theft consultation

- Free consultation and tailored recovery action plan



## Dependent care resources

### Childcare referrals

- Daycare centers
- Home childcare
- Nannies
- Recreational programs

### Elder care referrals

- Adult daycare
- Assisted living
- Home health care
- “Meals on Wheels”
- Retirement communities



## Convenience and concierge resources

### Expert referrals for everyday needs

- Home improvement
- Entertainment services
- Pet care
- Auto repair
- Wellness
- Travel
- Plumbers and handymen
- Volunteer opportunities



Connect with us

1-888-881-LINC(5462)

[www.supportlinc.com](http://www.supportlinc.com)

Group code: lennox



**Download eConnect  
the mobile app today!**



# Next Steps

## Intentional Reflection

Small changes often matter the most. Like adjusting your perspective or trying one new strategy, these can have a meaningful & significant impact.

**Know your resources!**

# Moving Forward



What can you do in the next 24 hours to apply these concepts?

Who can be a support for you to make change?

What did you get out of today's presentation?

Which concepts are working in your life and why?

What 3 ideas are going to be the most helpful for you?

How can you support someone else with change?

Which concepts are *not* working in your life and why?

What are your biggest barriers for change?