

Module 1 | Introduction to Caregiving

Are you or someone you know a caregiver?

Do you...

- Bring groceries to your dad?
- Drive a friend to the doctor?
- Remind mom to take her pills?

Then you are a caregiver.

This guide can help you be the best caregiver you can be.

The many faces of caregiving.

Have you ever thought about the many roles you play? Or the amount of time you spend caring for others? Take these short quizzes. You may be surprised at all you do!

(Check all that apply)

- | | | |
|-----------------------------------------|-----------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Caregiver | <input type="checkbox"/> Grandma/Grandpa | <input type="checkbox"/> Friend |
| <input type="checkbox"/> Mother/Father | <input type="checkbox"/> Partner | <input type="checkbox"/> Employee |
| <input type="checkbox"/> Husband/Wife | <input type="checkbox"/> Aunt/Uncle | <input type="checkbox"/> Employer |
| <input type="checkbox"/> Son/Daughter | <input type="checkbox"/> Son-in-law/Daughter-in-law | <input type="checkbox"/> Organization Member |
| <input type="checkbox"/> Brother/Sister | <input type="checkbox"/> Grandson/Granddaughter | <input type="checkbox"/> Volunteer |

What kind of help do you provide?

- | | |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Chores (cook, shop, clean, yard work) | <input type="checkbox"/> Emotional support and company |
| <input type="checkbox"/> Transportation (appointments, groceries, errands) | <input type="checkbox"/> Manage money and help make financial decisions |
| <input type="checkbox"/> Self-care (helping to bath, dress, groom, toilet, walk) | <input type="checkbox"/> Coordinate care (doctor, therapy, home care) |
| <input type="checkbox"/> Medical care (give medicine, dress a wound, oxygen) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Safety (avoiding injury) | |

Caregiving will change your life.

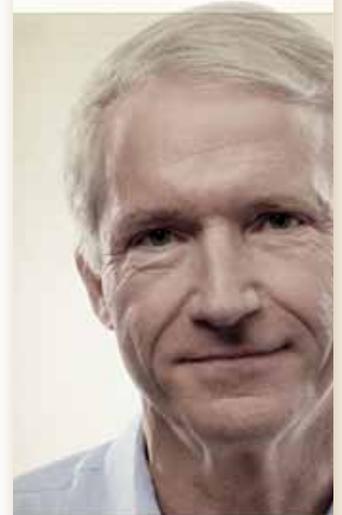
Being a caregiver may take you by surprise. You might start by doing simple tasks. Soon, you are spending more time on caregiving. Or, caregiving can come about quickly. **All caregivers have one thing in common: Life has changed.** Caregiving brings rewards, but also shifting roles and emotions. You might feel frustrated, guilty or anxious. Or, you could feel alone or angry because others don't understand. These feelings are natural, and common.

caregiver

Noun: A family member, friend, or neighbor who takes care of an older adult.

YOU CALL IT

“shoveling the neighbor’s walk.”



WE CALL IT

caregiving.

“There are only four kinds of people in the world—those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need a caregiver.”

Rosalynn Carter

Resources

Your situation is unique. But you don't have to be alone.

Your caregiving journey may be hard to predict. You will have varying needs, struggles and rewards. These will change over time. One thing is for sure. All caregivers share a common need to find balance in their lives.

Minnesota Board on Aging

www.mnaging.net

The Minnesota Board on Aging has seven regional Area Agencies on Aging. These agencies provide a range of support to help you be the best caregiver you can be.



Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors

www.mnaging.net/advisor/SLL

The Senior LinkAge Line® is the Minnesota Board on Aging's free statewide information and assistance service. Just one phone call to 1-800-333-2433 can help simplify the complex caregiving issues and decisions you face every day. Online, it offers a resource database with information on a wide range of community services, including senior services.



MinnesotaHelp.info®

www.minnesotahelp.info

MinnesotaHelp.info® is an online directory of services designed to help people in Minnesota find human services, information and referral, financial assistance, and other forms of help. It is especially rich in resource information for seniors, people with disabilities, caregivers, parents and families, and people with all incomes.



MinnesotaHelp.info® Caregiver Link

<http://caregiver.minnesotahelp.info>

Look here for information to enhance your caregiving role. You will find resources on planning, arranging care, stress, family issues, learning new care tasks, and more.

Caregiver consultants are trained to help you care for an older adult while finding balance. Contact the Senior LinkAge Line® to find a caregiver consultant in your area.

Module 2 | Getting Started with Caregiving

Start today to be ready for the future.

Are you starting to spend more time caregiving? Or has your role come on suddenly? Whatever the case, it is helpful to have a plan in place. For your peace of mind, take steps today to get ready for the future. The tasks below will help you plan. Start with any step. Once you are finished, do another.

Plan ahead.

- Talk about important things now.** Some topics are hard to discuss. Your family member or friend might just be waiting for an opening to talk about them. Topics might include future health or living needs, or finances. Start out by voicing your care and concern. Discuss and honor his/her preferences and wishes wherever possible.
- Make a plan.** The AARP has a free *Prepare to Care* guide. Many call it their “all-in-one” planning kit. Use the checklists to gather information on goals and strengths, care needs, medicines, finances, and create a caregiving plan.
- Create a back-up plan for care.** Find at least two people who can help if you are sick or need to be away, or if care is needed while you are at work.
- Find resources.** Use Minnesota’s *Long-Term Care Choices Navigator*. It is a step-by-step web-based tool to help you make choices and find local resources for aging at home.
- Ask your family member or friend to complete a *Minnesota Health Care Directive*** (and do one for yourself, too). This document will let you know what actions to take if they can no longer voice decisions.
- Consider legal matters.** Laws vary from state to state. If the older adult moved from another state for care, legal papers may need to be changed. This person can advise you about wills, living trusts, power of attorney, health care benefits, and other legal matters.

Know your finances.

- Know what options are available to pay for long-term care.** Options include personal income and savings, long-term care insurance, home equity options, life insurance options, or long-term care annuities. Most people think that Medicare will cover it all. However, Medicare pays for very little long-term care (e.g., limited time in a nursing home, or home care services). Call the Senior LinkAge Line® at 1-800-333-2433 to learn various ways to pay for long-term care.

Get support. Form a team.

- Form a team.** Caregiving is easier with support from family or friends. Make a list of what needs to be done and when. Then, think of everyone who could help.
 - ✓ **Family friend**—cook dinner once a month
 - ✓ **Neighbor**—get groceries twice a month
 - ✓ **Grandchildren**—help with chores, eat lunch, play cards or games
 - ✓ **Daughter**—take to doctor visits
 - ✓ **Former fishing buddy**—drop in for an afternoon chat every other week
 - ✓ **Son**—make calls to the insurance company

YOU CALL IT

“helping my sister handle paperwork.”



WE CALL IT

caregiving.

“Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending.”

Carl Bard

- Hold a family meeting.** Gather family members to talk about needs and solutions. Involve the person receiving care if possible. Expect that there may be conflicts. It is important to talk them out. At the end of the meeting, confirm next steps. Then, follow through with decisions made. Think about using a person trained to lead family meetings (such as a social worker, care coordinator, or clergy).
- Plan an easy way to communicate.** Some caregivers use a phone tree. Others use a conference call line. Still others use email, social media (Facebook), or a blog.

Care for yourself.

- While caregiving, it can be easy to forget about your own needs. Your energy and health are critical to making sure you are being the best caregiver you can be. Even five minutes of calm and stretching when you first awake will help start the day off right.
- Find support for your unique needs. Reach out to resources designed to help caregivers.
- Look ahead to *Caring for You*, Module 3, of the resource guide for more information.

**Your caregiving situation is unique. But you are not alone.
There are many caregivers with similar feelings, questions, and concerns.**

Resources

Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors

www.mnaging.net/advisor/SLL

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www.minnesotahelp.info

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Family Meeting, Minnesota Board on Aging

www.mnaging.net/en/Advisor/Caregiver

Health Care Directive for Minnesota, Minnesota Board on Aging

www.mnaging.net/en/Advisor/HealthCareDirective

Long-Term Care Choices Navigator, Minnesota Board on Aging

www.longtermcarechoices.minnesotahelp.info

Minnesota Board on Aging Caregiver Resources

www.mnaging.net/Advisor/Caregiver

Prepare to Care: A Caregiving Planning Guide for Families

www.aarp.org/home-family/caregiving/info-07-2012/prepare-to-care-planning-guide

Module 3 | Caring for You

Take care of yourself so you can be the best caregiver you can be.

When you care for others you may forget about your own needs. As a result, your health might suffer. Without you, what would become of your family member or friend?

Watch for signs of too much stress:

- Do you get sick often?
- Are you sleeping too little or too much?
- Has it been a long time since you've felt like doing anything just for fun?

Here are some ways to take care of yourself:

Focus on your health.

- Stay up-to-date with routine health checkups, tests, and flu shots.
- Boost your body's natural defenses. Exercise regularly. Eat nutritious meals. Get at least seven hours of sleep a night.
- Tell your doctor that you are a caregiver. Bring up any health concerns, including signs of anxiety and depression. These issues can be serious, so follow the doctor's orders.

Take regular breaks from caregiving.

- It is okay to say, "I need a break!" Ask someone to provide care so you can do something you enjoy. The care could be provided by a family member, friend, volunteer, or in-home respite professional.
- Find at least a few minutes in the day to relax. Do something you like such as reading, walking, or listening to music. This will recharge your batteries and help you feel restored.
- When done daily, meditation, prayer, deep breathing, and relaxation exercises can relieve stress.
- If you have Internet access, an online club (such as a book club or hobby group) might be a good social outlet.

Seek the help of others.

- Get plenty of help early on. Begin by making a list of what needs to be done and when. Make a schedule and ask for help from others. Think about family members, friends and others in the community (e.g., place of worship, co-workers, neighbors) as helpers. Include grandchildren and long distance caregivers.
- Use the Internet to update your team. Email is a quick way to communicate. You can also use social media (such as Facebook) or a blog. Make sure to update people often.
- Hold a *family meeting* to get others involved, to find the support you need, and resolve conflicts.
- Contact the *Senior LinkAge Line*® for additional services and support. Help can come in many forms, such as someone to help you plan and find resources, provide care when you are away, do chores, or give rides.
- A *Caregiver Consultant* can help you look at your situation with fresh eyes and develop a plan. The consultant can help you learn about a chronic disease or condition, tips for managing stress, balancing work and caregiving, finding respite, or creating a support network. Some consultants focus on memory care.
- There are tools to help you manage stress. *Powerful Tools for Caregivers* is an education program for those caring for older adults with long-term health issues. Topics include reducing your stress, communicating in challenging situations, and mastering caregiving decisions.

YOU CALL IT

"helping dad
pay his bills."



WE CALL IT

caregiving.

**"In the event of an emergency, an oxygen mask will deploy.
Please put yours on first before assisting others."**

Caregivers should care for their own needs first to better care for others.

Stay in touch with others.

- Isolation can increase stress. Spend time with others you enjoy, even it means just a quick telephone chat. It can help you relax and put emotions on hold.
- A caregiver support group can be a “safe” and trusted place to talk about your feelings. Support groups are held in your community and online.
- See *Caregiving NOW: An online network for caregivers*. Having a team of friends and experts can help you along the way.

Find a sense of control.

- Map out a routine. A routine will help you establish habits that put first things first. It will simplify your life and eliminate last-minute decisions that can cause additional stress.
- Make a to-do list for each day. Rank the day’s tasks, and tackle them in order. This will help you finish all your important tasks each day. Realize that no one can do it all. You might find that some of the tasks didn’t need to be done.
- Decide what activities matter the most to you. Then, schedule time for them. Also schedule someone to provide care, if needed, while you are gone. For some, a morning run might be important. For others, it might mean attending a movie each month.

- You might have to start saying “no” to volunteer work and other less-than-critical demands on your time. You may find it hard to turn down requests for your time at first. Simply be honest. You might be amazed at how understanding others can be.
- Create a back-up plan. Designate at least two people who can help while you need to be away.
- Notice when you are sad, overwhelmed, or anxious. Breathe deeply, and ask yourself, “What can I do right now that will change things for the better?” The answer will help shift your focus.

Find balance between work and caregiving.

- Learn about company policies. Some employers offer services that may help caregivers. These include flexible and reduced work hours, employee assistance programs, and flexible spending or dependent care accounts.
- If comfortable, talk to your manager about caregiving. Be specific about your needs and requests. Instead of saying, “I might need some time off,” say, “My mother needs to see the doctor every week. I’ve been able to schedule the appointments late every Wednesday afternoon, so I propose that I start work early those days.”
- Don’t do things last-minute. Arrange for time off in advance, if possible. Schedule time during lunch or breaks for caregiving-related phone calls.

Resources

Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors

www.mnaging.net/en/Advisor/SLL

The Senior LinkAge Line® is the Minnesota Board on Aging’s free statewide information and assistance service. Just one phone call to 1-800-333-2433 can help simplify the complex caregiving issues and decisions you face every day. Learn about respite, caregiver education, support groups, and caregiver consultation.



Caregiver Consultants

To find a caregiver consultant go to: www.MinnesotaHelp.info. Click on the Start a Search button. On the Search page, click on the Names tab, type in *caregiver consultant* and enter a location (optional). Click on the Start a Search button and scroll to find Consultants. Caregiver consultants use a sliding fee scale.

Caregiving NOW

Caregiving NOW is an online support for caregivers. <http://unitedfrontmn.org/health/caregivingnow/>

Family Meeting, Minnesota Board on Aging

www.mnaging.net/en/Advisor/Caregiver

Powerful Tools for Caregivers®, Healthy Aging Minnesota

www.mnaging.net/en/Advisor/Caregiver/PowerfulToolsforCaregivers

Work & Caregiving: Finding Balance, Minnesota Board on Aging

www.mnaging.net/en/Advisor/EmployersCaregivers

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Module 4 | Caring for Older Adults

Here are some tips to help you provide the best care you can. Each situation is unique. Start where it makes the most sense. Understand your own limits. If the care needs are more than you can provide consult a physician or health care provider.

Use the check boxes to create your own “to do” list.

Be informed. Take control.

- Start with a comprehensive medical exam for the older adult. Learn about the diagnosis and treatment options. Use a *Personal Health Record* to keep track of important information.
- Learn about the older adult’s medications and treatments. See a doctor if you suspect that memory loss is becoming an issue.
- Understand memory loss. Memory loss can be caused by many things. Consult a health care professional. Memory loss that upsets daily life should be taken seriously. See the *Alzheimer’s Association* website for the *10 Warning Signs of Alzheimer’s Disease*. These range from trouble following a conversation to difficulty completing familiar tasks. See a doctor if you that suspect memory loss is becoming an issue.
- Know the risks. Use the *Live Well at Home Rapid*® screen to identify risks that are most likely to cause older adults to move from their homes to a long-term care setting. These include help with everyday tasks, falls, no one to help you, living alone and memory care. Follow the four easy steps. They will help you focus your time, effort, and money on the most important things.

Get ahead of the game.

- Learn as much as you can about the diagnosis. One source of facts is the Internet. Also look to state or local chapters of disease-specific groups. They are available for Alzheimer’s, Parkinson’s, strokes, and more. Information is also available on vision loss, hearing and ambulation. A local librarian can help find general information. For specific facts about your situation, talk to a caregiver consultant or a trained health care worker.
- Seek out community resources for help and support: caregiver education, support groups, respite, caregiver consultants, and adult day services. Faith-based or voluntary organizations may help with chores, grocery shopping, or companionship. Call the Senior LinkAge Line® at 1-800-333-2433 for assistance.
- Use technology to ease the care, such as emergency response devices, pill dispensers, web cameras, and more. The *Minnesota STAR Program* is a resource to help people of all ages gain access to and acquire the technology they need. *Plugged-In Caregiving* can help you sort through high-tech products and services for caregivers.

Accept help. Seek advice from professionals.

- Accept help from family and friends. Caregiving is not meant to be a one-person job. Begin by making a list of what needs to be done and when. Ask for help from family members, friends, and others in the community (e.g., places of worship, co-workers and neighbors). Include grandchildren and long distance caregivers.
- Plan the doctor visits. Write down questions (and responses) so you won’t forget them. Bring another person along to listen, as needed. Ask for a phone number to call for questions.
- Consult a professional. Sometimes it is hard to know all the needs that must be addressed. It is okay to reach out for support. A *long-term care consultant* can help assess the older adult’s health needs and abilities. A *geriatric care manager* can also help you sort things out when needs become complex. This person is often a nurse or social worker. There is no cost for a *long-term care consult* but there is usually a cost for a *geriatric care manager*. A caregiver consultant can also assist you in determining needs and resources.

YOU CALL IT

“helping family understand my wife’s memory loss.”



WE CALL IT

caregiving.

“Success is the sum of small efforts, repeated day in and day out.”

Robert Collier

Plan for the future

- Learn what Medicare and other insurance pays for. Medicare pays for very little long-term care (e.g., limited time in a nursing home, or home care services). Medicare supplemental insurance, known as Medigap, can help cover some of the out-of-pocket costs associated with Medicare such as co-pays and deductibles. Minnesota Long-term Care Partnership insurance may pay for a stay in a nursing home or even care in the home. Policies vary so check the policy benefits. Contact the Senior LinkAge Line® at 1-800-333-2433 to learn more.
- Plan for care changes. A move from one care setting to another (hospital, emergency room, or nursing home) and home can be stressful. Be prepared to reduce stress and manage the move more effectively. See *Managing Moves Between Care Settings*, Module 5, for more information and tips.

Resources

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Caregiver Consultants

Caregiver Consultants are specialists trained to help you. These specialists are trained to help you. To find a caregiver consultant go to: www.MinnesotaHelp.info. Click on the big blue Start a Search button. On the Search page, click on the Names tab, type in caregiver consultant and enter a location (optional). Click on the Start a Search button and scroll to find Consultants. Caregiver consultants use a sliding fee scale.

Alzheimer's Association

www.alz.org/care

Live Well at Home Rapid Screen®, Minnesota Board on Aging

www.mnlivewellathome.org/

Geriatric Care Manager, National Association of Professional Geriatric Care Managers

<http://memberfinder.caremanager.org>

Long-term Care Consultant, Minnesota Department of Human Resources

Search using **long term care consultant** as keyword.

http://www.dhs.state.mn.us/main/dhs16_137106

Minnesota STAR Program

www.starprogram.state.mn.us/

Medications Management: A Family Caregiver's Guide, United Hospital Fund

www.nextstepincare.org/Caregiver_Home/

Personal Health Record

http://www.champ-program.org/static/Personal_Health_Record_for_BPPI.pdf

Plugged-In Caregiving, Caregiver Action Network

www.nfca.typepad.com/pluggedin_caregiving/staying-healthy.html

Memory Loss/10 Warning Signs of Alzheimer's Disease

www.alz.org/alzheimers_disease_10_signs_of_alzheimers.asp#signs

Your Rights During Transitions of Care, National Transitions of Care Coalition website

www.ntocc.org/Portals/0/PDF/Resources/PatientBillOfRights.pdf

Module 5 | *Managing Moves Between Care Settings*

Tips for moving from one care setting to another.

At times, an older adult may need additional care such as planned medical procedures, unexpected hospital stays, or ongoing medical care or supervision.

It may involve moving from one care setting to another before returning home. Examples include moving between a hospital and short-term rehab, or moving within a care setting (e.g., emergency room to a cardiac care unit). These moves can be stressful for older adults and caregivers, as the role of caregiver shifts from providing to overseeing care.

Plan ahead to reduce stress and manage the situation.

- Know the person's health history. Use a *Personal Health Record* to retain health history, insurance, legal documents, medications, allergies/drug reactions, hospital stays, or emergency room visits.
- Know your rights. See the *Patient Bill of Rights During Transitions of Care*. Contact the *Minnesota Office of Ombudsman*, a consumer advocacy program of the Minnesota Board on Aging for information or assistance resolving an issue or complaint.
- Ask your insurance company about what the insurance policy covers (and what it doesn't). Medicare supplemental insurance, known as Medigap, can cover some out-of-pocket costs such as co-pays and deductibles. Long term care insurance may pay for a nursing home stay or care in the home. Policies vary so check its benefits. Contact the Senior LinkAge Line® at 1-800-333-2433 for information about Medicare, other long-term care resources, and funding options.

Before a hospital stay is needed.

- For a planned hospital stay you may be able to choose a hospital depending on the older adult's enrollment in a health plan, and where the physician or specialist offers services. If options are available, think about which hospital might be the best for your situation. Use the Medicare online *Hospital Compare* program learn about the quality of care.
- Know who can act on the older adult's behalf while in the hospital and in making care plans, if needed. If there is a Health Care Directive it is the health care agent/s. Complete Health Care Directives, Power of Attorney and other planning documents.
- Prepare a kit of information. Keep it in a three-ring binder, a folder or electronic storage device (e.g., flash drive):
 - A photo ID.
 - All insurance cards.
 - An up-to-date *Medication List*.
 - A list of allergies and sensitivities to medications, foods and other items.
 - Results of recent tests or a list of the tests and where conducted.
 - Health Care Directive*, if one is completed.
 - A signed release that includes the names of family members or friends who will have access to your health records.
 - A list of paid services you are already receiving. Includes home health, private duty nurse, meals, etc.

YOU CALL IT

"reminding my husband to take his pills."



WE CALL IT

caregiving.

"The most challenging times bring us the most empowering lessons."

Karen Salmansohn

Play an active role. Ask questions. Be a team member.

While in the hospital.

- Communicate regularly with the physician or health care provider about the diagnosis, treatment options, and plan. Discuss concerns or problems. Ask your questions.
- Tell them how the older adult is feeling, especially if pain is being experienced. Let them know about any current and past illnesses. **You have the most knowledge about the older adult needing care. Your information and opinions are valuable.**
- Clarify the older adult's hospital status. Be sure to ask if your family member or friend has been officially admitted to the hospital, or if he or she is under observation status. Make a note of each staff person's response including name and date. See the *MBA Health Care Choices* booklet for more information about observation versus admission status.
- Ask who is in charge: the attending physician or hospitalist. A hospitalist is a physician who sees patients throughout the hospital admission but not outside of the hospital. See the *Next Steps in Care Guide to Hospital Admissions*.
- Sometimes your family member or friend is moved within the hospital, such as from intensive care to another unit. Ask questions to make sure you understand the reason for the move.
- Connect with the social worker/discharge planner early in the stay about care planning. This person can assist you in coordinating follow-up visits and arranging in-home support.
- Create a team of family members or friends so that someone is available to talk to health care providers (physician/hospitalist, therapists, etc.), and it is not only you. Set up a method to communicate such as text or email messages, a telephone tree, or a blog.

Be informed. Take control.

Returning home from the hospital or other care setting.

When the older adult returns home things can be hectic and confusing. As caregiver you may have new responsibilities and need clear instructions.

- Ask questions about the care that will be needed upon returning home. This care might include bathing, dressing, meals, or special equipment. Accept what you can or cannot do for your family member. Consider the questions in *What I Need as a Family Caregiver*.
- Understand the treatment plan. Know possible "red flags" or warning signs that a condition may be worsening, and what steps to take. Use the *Care About Your Care* discharge preparation checklist and care transition plan.
- Understand changes in medications. Get a complete list of current medications. See *Medication Management: A Family Caregiver's Guide* for knowing and managing medications.
- Ask family members or friends to help with various care tasks, errands, meals, or help coordinating care so you get a break.
- Contact the primary physician about the stay in the hospital or other care setting. See the primary care physician within one week after discharge, or per instructions. Bring an updated list of medications to this appointment.
- Effective October 1st 2012, older adults being discharged from a Minnesota hospital or those whom are connected to a certified health care home, can be referred to the Senior LinkAge Line® to discuss care and service options. The hospital or certified health care home staff can make this referral to the Senior LinkAge Line® either through phone, fax, or online at www.mnaging.org. The Senior LinkAge Line® offers a booklet about community and in-home service options.

All facilities have an obligation to arrange for a safe discharge plan.

When at home.

Whew...you've already done a lot!! Take a few deep breaths and a break for yourself.

- Review all discharge information, including:
 - Appointments to make with doctors and clinics
 - Appointments to make for follow-up tests or treatments, and how to arrange them.
 - The list and dosages of all medicines. Use a *Medication List* to keep track. If you have questions about prior medications contact the doctor.
- Report any symptoms that concern you.
- Good communication can help avoid problems and help the change go more smoothly.

Form a team. Find respite.

- Form a team. Ask family members or friends to help with various care tasks, errands, meals, or help coordinating care.
- Find respite, or ways to take breaks from caregiving. Find something you enjoy if even for short periods of time. This is especially important when living with the person needing care. Respite care can be provided by a home care agency, family member or close friend.

If moving to an assisted living.

- In Minnesota before signing a lease with a registered housing with services provider (also called “assisted living”), you have to be offered long-term care options counseling. After receiving or declining the counseling, the Senior LinkAge Line[®] specialist will generate a code showing that the counseling was offered. This code is needed before applications can be accepted. The Senior LinkAge Line[®] can be accessed by calling 1-800-333-2433. This is a free telephone service available to find resources to help older adults live well and age well.

If long-term care is needed.

If your family member is in a rehab center or a nursing home rehab unit you may have been told that he or she cannot go back home. If possible, tour several facilities to see which best fits the older adult's needs and offers a setting in which he or she will be comfortable.

- Work with the social worker/discharge planner to identify facilities that meet the older adult's care needs, accept the payment options available, and have current openings. If possible, try to tour several facilities to see which best fits the needs of the older adult and offers a setting in which they will be comfortable.
- Bring a list of questions and take notes during the visit. Ask for the name and phone number of the admission coordinator. Keep this information in a file so that it is easy to access if and when you need it.
- At home, you can use the online Nursing Home Compare tool to get more information about specific nursing homes.
- For those facilities that seem to be a fit, ask if there are any preparations that need to be made to make an admission move along more quickly.
- See the Next Steps in Care guide, *When Short Term Rehab Turns into a Long Term Stay*, for information about why this move might be necessary and important steps in the process to help you and your family member make it as smooth as possible.

Resources

There are many resources about transitions of care. Select those that address your needs. See the Next Steps in Care home page for a complete listing.

- Hospital to Home Discharge Guide
- Hospital Admission: How to Plan and What to Expect During the Stay
- Medication Management: A Family Caregiver's Guide
- Medication Management Form
- Personal Health Record
- What Do I Need as a Family Caregiver?
- What is a Hospitalist? A Guide for Family Caregivers
- When Short-Term Rehab Turns into a Long-Term Stay

http://www.nextstepincare.org/Caregiver_Home/

Care About Your Care

- Discharge Preparation Checklist and Care Transition Plan. RWJ Foundation. Available in Spanish and English.
<http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>
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Health Care Directive for Minnesota, Minnesota Board on Aging

www.mnaging.net/en/Advisor/HealthCareDirective

Hospital Compare Tool

www.medicare.gov/hospitalcompare/

Minnesota Board on Aging

- Health Care Directive
www.mnaging.net/en/Advisor/HealthCareDirective
 - Health Care Choices
http://www.mnaging.org/pdf/HCC2012_HCBS-ObservationStay.pdf
 - Minnesota Office of Ombudsman for Long-Term Care: an informal complaint handling office for consumer complaints about in-home services, Housing with Services and assisted living, elder adult foster care, nursing home services, and certain Medicare services.
1-800-657-3591 (toll-free)
www.mnaging.net/Advocate/OLTC
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Minnesota Department of Health

- Office of Health Facility Complaints. Investigates complaints against licensed and certified health care providers.
1-800-369-7994 or 651-201-4201
www.health.state.mn.us
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Minnesota Office of Attorney General

- Accepts complaints from citizens on a variety of consumer topics.
1-800-657-3787.
www.ag.state.mn.us/
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National Transitions of Care Coalition: Resources for Consumers and Caregivers

<http://www.ntocc.org/>

- My Medicine List
www.ntocc.org/Portals/0/PDF/Resources/My_Medicine_List.pdf
 - Patient Bill of Rights During Transitions of Care
www.ntocc.org/Portals/0/PDF/Resources/PatientBillOfRights.pdf
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Nursing Home Compare Tool

- <http://nhreportcard.dhs.mn.gov/>
 - www.medicare.gov/nursinghomecompare/
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Stratis Health

- Minnesota's Medicare Quality Improvement Organization that investigates complaints about the quality of Medicare services and assists consumers with appeals when Medicare services have been denied or discontinued.
1-800-444-3423 or 1-877-787-2847
www.stratishealth.org
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Module 6 | Minnesota Caregiving Resources

Minnesota Board on Aging

The MBA's mission is to ensure that older Minnesotans and their families are effectively served by state and local policies and programs in order to age well and live well.

www.mnaging.net

Linkage Lines

- Disability Linkage Line® 1-866-333-2466
 - Senior LinkAge Line® 1-800-333-2433
 - Veterans Linkage Line™ 1-888-LinkVet
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Veteran's Administration Caregiver Support Line

1-855-260-3274

www.caregiver.va.gov/

Minnesota Office of Ombudsman for Long-Term Care

The Minnesota Office of Ombudsman for Long-Term Care is a consumer advocacy program of the Minnesota Board on Aging. It works with consumers and the public to address concerns relating to in-home services, assisted living services in Housing with Services settings, nursing home services, and Medicare hospital services.

1-800-657-3591

www.mnaging.net/Advocate/OLTC

MinnesotaHelp.info® Caregiver Link

Learn about local resources to help you with the caregiving, even from a distance. Includes planning ahead, arranging care, managing stress, dealing with family issues, learning new care tasks, and about your role as caregiver.

<http://caregiver.minnesotahelp.info>

Caregiver Support Services

Caregiver Education and Training

Caregiver Education Training can help you acquire new information and skills to care for yourself and others. It includes education about roles, managing stress, direct care skills, family dynamics, communicating with others, and legal and financial issues. Powerful Tools for Caregivers® is an educational program for those caring for older adults with long-term health issues. It helps reduce personal stress, improve communications, and master caregiving decisions.

For information on Powerful Tools for Caregivers, and to find a class:

<http://www.mnaging.net/en/Advisor/Caregiver/PowerfulToolsforCaregivers>

Caregiver Consultants

Caregiver Consultants are trained professionals who provide person-centered support for family and friend caregivers. The consultant helps you assess your situation, set goals, and develop a plan to address your needs and strengths. Examples include learning about a disease/condition, managing stress, balancing work and caregiving, finding respite, and creating an informal support network. Some consultants specialize in family meetings and memory care support.



Family Memory Care Consultants

Family Memory Care Consultants are trained professionals who support caregivers living with a family member with memory loss. A memory care consultant can help you assess your situation, understand memory loss and how it may progress over time, work with you and your family to develop a plan that best supports you, discuss strategies for coping with changes in personality and behavior, and assist you in finding services and support.

To find a caregiver consultant go to: www.minnesotahelp.info. Click on the Start a Search button. On the Search page, click on the Names tab, type in caregiver consultant and enter a location (optional). Click on the Start a Search button and scroll to find your results.

Respite Care

Respite Care (also known as a short break or short-term care) gives family and friend caregivers a break from caregiving responsibilities. Respite care includes personal care, supervision, nursing care services, and other support. It can be provided in the home, community setting, or a facility. It can be provided by home care agencies, other non-profits, trained volunteers, as well as family or friends. It can range from a few hours of care to overnight stays.

Caregiver Support Groups

Caregiver Support Groups can help you find emotional support as you share your experiences with other family caregivers.

Other Services and Supports

There is support available to make your caregiving easier such as meals, home modifications, and emergency response systems.

Minnesota Websites

Minnesota Board on Aging—Caregiving Page

Information and resource brochures including balancing work and caregiving, holding a family meeting and caring for yourself.

www.mnaging.net/Advisor/Caregiver

Minnesota Live Well At HomeSM

Information and resources to help older adults and family caregivers live at home.

www.mnlivewellathome.org

National Caregiving Websites

AARP Caregiver Resource Center

www.aarp.org/home-family/caregiving/

Family Caregiver Alliance

www.caregiver.org

National Alliance for Caregiving

www.caregiving.org

Caregiver Action Network

<http://caregiveraction.org/>
