

Information and Resources for Caregivers

Information and Resource Lines

- 211: County-wide info/resources, <http://211sandiego.org>
- Aging & Independence Services: (800) 510-2020, specific info/resources for older adults, including Adult Protective Services, <http://sandiegocounty.gov/hhsa/programs/ais/>
- Alzheimer's Association: (800) 272-3900, Alzheimer's disease specific; <http://alz.org>
- Alzheimer's San Diego: (858) 492-4400, San Diego based resource organization; <http://alzsd.org>
- CaregiverSD.com: Listings and weekly info; <http://sandiegouniontribune.com/caregiver>
- Jewish Family Services Older Adult Helpline (858) 637-3388, <http://www.jfssd.org>
- Southern Caregiver Resource Center: (800) 827-1008, Caregiver focused information and resources <http://caregivercenter.org/>

Alzheimer's-Specific Organizations and Services

- Alzheimer's Association: (800) 272-3900, alz.org
- Alzheimer's San Diego: (858) 492-4400, alzsd.org
- Glenner Center: (619) 543-4700, <http://glenner.org>
- Southern Caregiver Resource Center: (800) 827-1008, <http://caregivercenter.org>
- UC San Diego Shiley-Marcos Alzheimer's Disease Research Center: (858) 822-4800, <http://adrc.ucsd.edu>

Caregiver Resources

- Respite Voucher Program offers matching funding, funded by AIS: [more info here](#)
- Southern Caregiver Resource Center, (800) 827-1008, <http://caregivercenter.org>
- Respite Volunteer Program: Alzheimer's San Diego; (858) 492-4400, <http://alzsd.org>
- ChooseWell: Listings and ratings of assisted living facilities; County HHS; choosewellsandiego.org

- In-Home Care Resources: In-Home Supportive Services, (800) 510-2020, <http://sandiegocounty.gov/hhsa/programs/ais/>
- A Place for Mom: National senior care referral service; (800) 765-0741; <http://aplaceformom.org>
- VA San Diego Healthcare System Caregiver Support. www.caregiver.va.gov (619) 497-8424

Insurance and Legal Resources

- California Department of Aging, 916-322-5290, <http://www.aging.ca.gov>
- Health Insurance Resources: Health, Information, Counseling & Advocacy Program (HICAP), (858) 565-1392, <http://www.cahealthadvocates.org>
- Legal Resources: Elder Law & Advocacy, (858) 565-1392, <http://www.seniorlaw-sd.org>
- US Department of Health and Human Services Administration on Aging, <http://www.aoa.gov>

Print Resources

- Getting to Know Dementia: A Patient's Guide to Diagnosis, Treatment and Care, Fourth Edition, 2011. UBC eHealth Strategy Office, 855 W 10th Avenue, Vancouver, British Columbia, Canada, V5Z http://www.iconproject.org/dnn_icon/Portals/0/Docs/2011-06-08-GTKDEnglish-Web.pdf
- Mace, N. & Rabins, P. The 36-Hour Day: A Family Guide to Caring for People with Alzheimer's Disease, other Dementias, and Memory Loss in Later Life.

Safety Resources

- Alzheimer's Association "Safe Return" program using identification products with toll free 800 numbers www.alz.org/SafeReturn
- Adult Protective Services: (800) 510-2020, for elder and disabled adult abuse reporting
- SD County Sheriff's "Take Me Home" Program and "You Are Not Alone" Program: www.sdsheriff.net/tmh (info on registering)

EFFECTIVE COMMUNICATION WITH INDIVIDUAL WITH COGNITIVE ISSUES

Tips for improved communications:

- Make just one request at a time.
- Speak slowly with good diction.
- Allow time for the individual to respond to your question or request.
- Use many of the five senses with the individual: sight, smell, touch, taste, sound.
- Maintain eye contact.
- Assume a comfortable, relaxed posture to make the individual at ease.
- Identify and reflect the individual's concerns, "I see you are uncomfortable..."
- Use simple, direct statements or requests.

Using Redirection to Improve Communications

Redirection is an intention method of refocusing the individual to remain calm, cooperative, content and safe. Often, individuals with cognitive issues may be frustrated or agitated due to their inability to effectively communicate or have their needs met. It is key to enter the individual's reality, approach in a calm manner, and communicate your desire to help.

- Present options: "Would you like this or this?"
- Compliment: "My that's a beautiful sweater!"
- Request Help: "Can you please help me fold these towels?"
- Helpful Distractions: Food, drink, reminiscent stories, music, humor
- Validate: "You look worried."
- Distract: "Let's look over there..." "Let's plan to do that later. In the meantime, ..."
- Redirect: "That coffee smells good. Do you want a cup?"

Common Delusions in Individuals with Dementia

- Accusations of infidelity
- Persons or images from TV are real
- Fear of abandonment
- Accusations of theft of one's property
- Claims of impersonation (spouse is imposter)
- Current residence is not one's home
- Misidentification of familiar persons