

# Older Adults, People with Disabilities, and Families: Guide to Information & Resources

May 1, 2020

# COVID-19 & Older Adult Resources



## COVID-19 Public Health Guidance, Resources, Updates



[www.covid19.ca.gov](http://www.covid19.ca.gov)

(833) 4CA-4ALL  
8 a.m. – 5 p.m.,  
7 days a week

## Resources for Older Adults and People with Disabilities, and Families



[www.aging.ca.gov](http://www.aging.ca.gov)

CA Aging & Adult Info Line  
1-800-510-2020

# Stay Home. Save Lives. Check In Campaign: Visit EngageCA.org for the Check-In Checklist



## 居家隔離, 保護生命 簽名登記!

欲知冠狀病毒更多信息,  
請致電1-833-544-2374  
或訪問政府網站  
[www.EngageCA.org](http://www.EngageCA.org)

欲知“成人和老齡化服務”更  
多信息, 請致電1-800-510-2020  
或訪問政府網站  
[www.aging.ca.gov](http://www.aging.ca.gov)

## 您或您所認識的人是否需要:

- ✓ 副食雜  
211連接
- ✓ 藥品, 並  
請打電
- ✓ 社區支  
請向您
- ✓ 防止受  
電話1-8

## QUÉDESE EN CASA. SALVE VIDAS. CONÉCTESE CON VECINOS.

Para mayor información sobre el  
COVID19, llame al 1-833-544-2374  
o visite el sitio web  
[www.EngageCA.org](http://www.EngageCA.org)

Para mayor información sobre los servicios para adultos  
y personas mayores, llame a la Línea de Información  
sobre Adultos y Personas Mayores de California al  
1-800-510-2020 o visite el sitio web [www.aging.ca.gov](http://www.aging.ca.gov)

## USTED O ALGUIEN QUE USTED CONOCE NECESITA:

- ✓ **¿ALIMENTOS O COMIDAS?** Si la respuesta es Sí, llame al 211 para conectarse con los bancos de alimentos y más recursos.
- ✓ **¿MEDICINA O CUIDADOS DE SALUD?** Si la respuesta es Sí, llame a la farmacia del plan de salud. En caso de emergencia, llame al 911.
- ✓ **¿APOYO COMUNITARIO?** Si la respuesta es Sí, comuníquese con cinco personas con las que pueda conectar de forma regular.
- ✓ **¿PROTECCIÓN CONTRA EL ABUSO Y LA NEGLIGENCIA?** En caso afirmativo, llame a los Servicios de Protección para Adultos: 833-401-0832.

Use esta lista de verificación de conexión  
comunitaria y luego compártala con al  
menos cinco personas que conozca.



For More  
Resources, visit  
[EngageCA.org](http://EngageCA.org)

For more information on adults and aging  
services, call CA Aging & Adults Information Line  
at 1-800-510-2020 or go to [www.aging.ca.gov](http://www.aging.ca.gov)

## DO YOU OR SOMEONE YOU KNOW NEED:

- ✓ **GROCERIES OR MEALS?** If YES, call 211 to connect to food banks and more.
- ✓ **MEDICINE OR MEDICAL ATTENTION?** If YES, call your health plan or doctor's office for help. In an emergency call 911.
- ✓ **COMMUNITY CONNECTION?** If YES, reach out to 5 people for regular check-in calls, or call Friendship Line CA at 1-888-670-1360 for someone to listen 24/7.
- ✓ **PROTECTION FROM ABUSE AND NEGLECT?** If YES call Adult Protective Services at 1-833-401-0832.



Use this Community Check-In Checklist, then  
share it with at least five people you know.



# Take the Pledge to Check In! Available in 5 Languages



## TAKE THE PLEDGE IN YOUR LANGUAGE

[Español \(Spanish\)](#) [中文 \(Chinese\)](#) [Hmoob \(Hmong\)](#) [tiếng Đại Hàn \(Vietnamese\)](#) [베트남어 \(Korean\)](#)



**STAY HOME.  
SAVE LIVES.  
CHECK IN.**



Call, text, and (safely) knock on doors to make sure our neighbors, friends, and family are connected and have the support we all need! Use this Community Check-In Checklist, then share it with at least five people you know.

### DO YOU OR SOMEONE YOU KNOW NEED:

- **GROCERIES OR MEALS?** If YES, call 211 to connect to food banks and more.
- **MEDICINE OR MEDICAL ATTENTION?** If YES, call your health plan or doctor's office for help. In an emergency call 911.
- **COMMUNITY CONNECTION?** If YES, reach out to 5 people for regular check-in calls, or call Friendship Line CA at 1-888-670-1360 for someone to listen 24/7.
- **PROTECTION FROM ABUSE, NEGLECT, OR EXPLOITATION?**  
If YES call Adult Protective Services at 1-833-401-0832.

 **ENGAGE**CA.org



# Check In Calls to date



## 1.7 Million Check In Calls in First Month

### Partners in this effort include:

- Listos California
- Alzheimer's Association
- American Heart Association
- American Cancer Network
- American Lung Association
- Village Movement California
- Congregations
- Health plans across the state
- More!

# Find Info & Assistance Resources at EngageCA.org



Enter your location into [211.org](https://211.org) to find local services, such as nutrition, financial, health care, and housing assistance. Every community has an Aging and Adult Info Line to connect to aging and adult services: 1-800-510-2020

Visit the California Department of Aging's [COVID-19 page](#) for a list of resources for older and other at-risk adults.

Do you suspect someone is being neglected or abused?

Call [Adult Protective Services](#) at 833-401-0832

Suspect fraud? AARP has a [Fraud Watch Network Helpline](#): 877-908-3360

Concerned about someone with dementia or Alzheimer's or their caregiver? Call the [Alzheimer's Association](#): 800-272-3900



**Finding Info  
& Assistance**



# Find Staying Connected Resources at EngageCA.org



**Staying Connected  
& Engaged**



[Feeling Good Activity Guide](#)

[How to Help & Volunteer](#)

[Ideas to Stay Connected with Those in Senior Living Facilities](#)

Find companionship with other older adults by calling [Friendship Line California: 1-888-670-1360](#)

Connecting with Technology: Computers, Tablets, Smart Phones & Apps

- [Aging in Place: Tech Basics](#)
- [Intro to Google Hangouts](#)
- [Intro to Skype](#)

Suggest virtual entertainment, such as “visiting” parks and museums around the world:

- [San Diego Zoo’s Live-Cam](#)
- [Monterey Bay Aquarium Live-Cam](#)
- [The Best of National Parks - Virtually](#)
- [Google Arts & Culture](#)



# Find Friends & Family Caregiving Resources at EngageCA.org



[Alzheimer's Association ALZConnect, a free online support platform](#)

[Caregiver Action Network](#)

[CA Coalition for Compassionate Care: COVID Conversations Toolbox](#)

[UCSF Prepare For Your Care](#)



**Friends & Family  
Caring for Adults**



[National Caregiver Alliance of the National Center on Caregiving](#)

[National Caregiver Alliance- En Espanol Alzheimer's Association's](#)

[Alzheimer's Association's COVID-19 Tips for Dementia Care](#)

[AARP: Family Caregiving](#)

[AARP: Prepare to Care guide](#)

- [AARP Prepare to Care – En Espanol, Un Guia de Planificacion](#)
- [AARP Prepare to Care guide - Chinese](#)
- [AARP Prepare to Care guide – LGBT community](#)



# Caring for Friends & Family Check In Calls

- **Caring for an Older Adult in your Home**
  - English 4/15/20
  - Spanish & Mandarin 5/20/20
- **Caring from Afar: Caring for a Loved One Across Town, Across the Country, or in Senior Living**
  - English 4/22/20
  - Spanish & Mandarin 5/27/20
- **Essential Conversations: Planning for Care and Serious Illness during the COVID-19 Crisis**
  - English 4/29/20
  - Spanish & Mandarin 6/3/20
- **Caring for Yourself While You're Caring for Someone Else: Stress Relief, Respite**
  - English 5/6/20
  - Spanish & Mandarin 6/10/20
- **Grief and Loss During COVID-19**
  - English 5/13/20



# Digital Divide Among Older Adults Webinar Series

- **Staying Connected:  
Lessons from the Field**
  - English - 4/23/2020
- **Strategies for Promoting  
Digital Literacy and  
Connections for Older  
Adults and Adults with  
Disabilities**
  - English 5/14/2020
- More coming soon!



# Friendship Line California



## Friendship Line California



1 (888) 670-1360



- 24-hour toll-free line
- Only accredited crisis line in the country for people aged 60 years and older and adults living with disabilities.
- Staffed by trained volunteers who specialize in offering a caring ear, having a friendly conversation, and addressing depression in older adults.





# Older Californians Month: *Make Your Mark!*

Highlighting contributions of older adults  
during COVID-19!

Visit [Aging.Ca.Gov](https://Aging.Ca.Gov) to access the  
*Make Your Mark Digital Toolkit*  
in [English](#) and [Spanish](#)





# COVID-19 Data Dashboard



## COVID-19 Data Dashboard

 Food for Older Adults - 155,992 Total Average Monthly Clients 60+ ▼

 Information & Assistance - 93,221 Total Clients Served ▼

 Engagement & Isolation Prevention 1,340,061 Total Clients Served ▼

 Health Care for Elders at Home 426,612 Total Clients Served ▼

 Residents Rights for Elders in Long-Term Care Facilities 36,756 Total Complaints ▼

### Statewide Data

- Older Adult Population by Household
- Older Adult Population by Living Alone and Health Status

### County Data

Available Content: Choose a county ▼

Public display of all data – including new weekly reports by our network of local Area Agencies on Aging

[aging.ca.gov/  
Data\\_and\\_Reports/  
COVID-19\\_Data\\_Dashboard/](https://aging.ca.gov/Data_and_Reports/COVID-19_Data_Dashboard/)

# Get EngAGEd!



Bookmark [www.aging.ca.gov](http://www.aging.ca.gov)

**California's Aging & Adult Info Line: 1-800-510-2020**  
for all aging and adult resources

Promote **Friendship Line CA: 1-888-670-1360**

Take the *Stay Home.Save Lives.Check In.* pledge to call 5 older adults  
and sign up for our newsletter at [EngageCA.gov](http://EngageCA.gov)

Share the [\*\*Make Your Mark!\*\*](#) Campaign in May  
and tell the stories of older adult heroes in **your** city

Follow Us on Social: Facebook: **@CaliforniaAging** Twitter: **@CalAging**



# Questions?

California Department of Aging | [www.aging.ca.gov](http://www.aging.ca.gov) | [engage@aging.ca.gov](mailto:engage@aging.ca.gov)