



AGING WITH GRACE THRIVING IN PLACE



AGING TRUE
Community Senior Services

(904) 807-1203



AGING TRUE

Community Senior Services

Celebrating 60 years of enabling home-based, senior independence

Our Mission

Providing essential and innovative services and care
for individuals, families, and communities
throughout Northeast Florida
to prepare for and support graceful aging.

Our Vision

Proud champions of *positive aging*.
Building inclusive communities
by delivering more choices and resources
for seniors to thrive.



Welcome to

Aging With Grace Thriving In Place

This handbook is the companion to the tablet and
portal created especially to support your healthy
independent living.

Property of

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Chapter 1



About Aging True

Aging True Community Senior Services is a non-profit organization that has been faithfully serving Northeast Florida since 1962. We offer programs and services that focus on providing a continuum of care to aging adults. These programs are categorized under five key areas: Healthcare, Homecare, Nutrition, Recreation, and Senior Living.

Call (904) 807-1203 for all questions and resources.

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Healthcare Programs and Services

Healthcare encompasses the body and the mind. Physical health can affect mental wellness and vice versa. Aging True understands this balance can be difficult to maintain, especially as we grow older. Our holistic approach to care includes a licensed Adult Day Care and a variety of mental wellness services to meet each individual's needs.

Adult Day Care

Adult Day Care Programs provide assistance for seniors who are able to live at home but may require extra support and care. Aging true operates the Adult Day Care located at the Clayton and Mildred Revels Senior Center in Green Cove Springs.

This center brings peace of mind to caregivers while offering a secure environment for socialization, health monitoring, nutritional guidance, and activities. Our entire staff is extremely caring and knowledgeable about helping those with disabilities and memory impairment. Seniors may attend the program at a frequency that works best for them and their caregiver, from once a week

to daily, but all participants in the program must be registered.

For more information and ideas on how to get your loved one involved with our program or for a referral to a Duval County Senior Day Care, call our customer service department at (904) 807-1203.

The Adult Day Care located in Green Cove Springs is licensed through AHCA: Registration #8232.

Mental Wellness Programs

Aging True provides vital mental health services for seniors and their caregivers, as well as individuals who are home-bound, disabled, or otherwise unable to access traditional methods of receiving mental healthcare. These services include person-centered recovery coaching; in-home individual mental health assessment and counseling; support groups for depression, anxiety, or grief and loss issues.



In-Home Mental Health Care

Mobile Assessment for Seniors:

Aging True provides telephone screenings, individual counseling sessions, assistance with necessary applications for community services, mental health assessments, community referrals, and treatment planning. In-home mental health assessment, referrals, and follow-up services are provided by a clinical social worker.

Memory Enhancement Program:

The Memory Enhancement program delivers a continuum of services and resources — including counseling— tailored and adjusted to the specific and changing needs of clients and their families. Aging True also specializes in Alzheimer's behavioral support services and participates in the Alzheimer's Disease Initiative.

Telehealth

Aging True's virtual mental health counseling program makes it easier for clients to access mental wellness resources from their homes through the TeleHealth platform. Clients receive face-to-face counseling services

which include community referrals, access to necessary support systems, education on mental health symptoms, coping-skill training, and individual counseling.

Internet-accessible technology and an Internet connection are required to participate. Aging True can assist clients in acquiring the necessary technology or connection to use the TeleHealth platform.

Florida Self-Directed Care

Florida Self-Directed Care (SDC) is an innovative service delivery program placing individuals with mental health and/or substance abuse problems at the center of the decision making that affects them. The program is based on the understanding that members will choose services and make purchases that will help them begin, or remain on the road to, recovery and develop meaningful, productive activity.

Participants in Florida SDC program select the providers, services, and activities that they deem necessary for recovery and achievement of the highest level of desired personal wellness. Participation is voluntary and participants may discontinue program enrollment at any time. Florida SDC staff strive to provide members with

guidance and support as they recover from mental illnesses.



Homecare Programs and Services

Seniors who remain in their homes tend to live fuller, happier lives. Following our formula of providing a continuum of care, Aging True's holistic home-based services provide seniors with the care and assistance they need to live independently longer.

In-Home Services

As we age, our needs and abilities change, and no two people are exactly the same. Aging True's in-home services are custom designed to provide the unique support each senior needs to live independently. After an initial assessment, our staff create a care plan specific to you and re-evaluate it regularly to ensure you continue to receive the right care for your changing needs.

Through our established network of partners, Aging True offers a continuum of care designed to provide effective support for the frail and elderly. We maintain a close relationship with each client and supervise services such as homemaking, adult day care, and home-delivered meals.

The services provided by Aging True are carefully considered for each client's needs. Below are some of the many services available to clients:

- **Homemaking:** includes light housekeeping and seasonal cleaning, simple household repairs, laundry, grocery shopping, pest control, and more.
- **Mental Wellness Support:** A variety of services for clients and caregivers to promote mental health and wellness.
- **Financial Education and Daily Money Management:** Seniors in financial crisis can receive budgeting and daily money management, financial education, information on available resources and advocacy in applying for eligible benefits. Aging True also can be granted the use of Representative Payee through Social Security, Durable Power of

Attorney and Court Appointed Guardianship to assist in financial management.

- **Home Delivered Meals and Nutrition Education:**
Receive dietary support through our Nutrition Department, which provides home delivered meals and education from our registered dietician.

Clients may have a case manager assigned to them to assess their needs and connect them to services and resources unique to their situation. The case manager then monitors services on a regular basis to determine the continued appropriateness and effectiveness of each service.

Caregiver Support Services

Caregivers of seniors often focus on the needs of their loved ones, while neglecting their own health. Our caregiver support programs are designed to encourage and assist the caregivers of seniors. As part of the National Family Caregiver Support Program, Aging True helps caregivers and their families by reducing emotional, physical and financial hardships so they can focus on their own well-being as well as that of their loved one.

Caregiver Assistance Program

The Caregiver Assistance Program provides services for family caregivers of a senior to enable them to remain in the home for as long as possible. Qualifying caregivers do not need to live with the older adult but are required to provide the support needed to allow the senior to live independently, rather than in an Assisted Living Facility or nursing home. The support services for caregivers are tailored to the individual needs of each person, and include newsletters, support groups, in-home and facility-based respite care, legal aid assistance, consumable medical supplies, and educational training.

Home-Care for the Elderly

Individuals who live with the senior for whom they provide care may qualify for our Home-care for the Elderly program. This program encourages the provision of care for elders in a family-type living arrangement in private homes. A basic subsidy is paid to the caregiver for the support and health maintenance of the senior. Case managers maintain a close relationship with each client and caregiver to connect them with additional services such as homemaking, in-home services, adult day care,

home-delivered meals, and emergency alert response systems.

Florida Project RELIEF

Through Respite for Elders Living in Everyday Families (RELIEF), trained and compassionate in-home respite volunteers give family caregivers a break from the continuous care of their senior family member. The caregivers may schedule appointments for themselves, run errands, or otherwise have time to rest while the volunteer provides friendly company for the senior.

Relatives as Parents Program (RAPP)

Grandparents and relative caregivers ages 55 and above, who are caring for children under the age of 18, may join this support program. It is designed to assist in resuming healthy aging practices while caring for a child and is tailored to best suit the participants' needs.



Nutrition Programs and Services

As we age, our dietary needs change. Aging True offers nutrition health education, resources for making healthy food choices, and provides nutritionally balanced meals through home delivery meal services and congregate meal sites throughout Clay and Duval Counties.

Meal Services

Our dedicated team of staff and volunteers deliver hundreds of meals each day to home-bound seniors and disabled individuals at no cost to the recipients, who meet the eligibility requirements. However, there is also a fee-for-service option available to seniors, which provides them with a meal and the reassurance that someone will check in on them and their well-being when meals are delivered.

Our registered dietitian creates monthly menu plans specifically designed to strengthen and support senior health, and promote vitality and well-being. These nutritious meals are prepared at our centrally located facility for our nutrition delivery program and the

congregate meal sites throughout Clay and Duval Counties.

Home Meal Delivery:

Aging True staff and volunteers provide hundreds of meals to home bound seniors and disabled residents in Clay and Duval Counties every day.

This nutritional support promotes senior health, vitality, and independence. The daily interaction between our drivers and meal recipients allows for ongoing evaluation of each recipient's changing needs. When Aging True drivers deliver a meal, they provide more than just food and a friendly smile - they also provide a safety check with each delivery, and routinely connect our meal recipients to a wide variety of additional resources.

Aging True has been a proud member of Meals on Wheels America since 1974. Eligible meal recipients must be 60 years or older and have mobility restrictions to qualify for the home meal deliveries. These meals are provided at no cost to the recipient thanks to funding from our partners and sponsors. Seniors who wish to receive home delivery but who do not fully meet the eligibility qualifications for the no- cost delivery may choose to enroll in the Private

Pay program. This program enrolls participants in Meals on Wheels delivery for a small fee per meal.

Congregate Meal Sites

Aging True's dietary staff also prepares hot, nutritious meals for congregate meal sites throughout Clay and Duval Counties. These sites allow capable seniors to travel to a centralized community location to receive their meals along with other services. These sites provide elderly and disabled residents access to healthy, nutritious meals, offer targeted nutritional education, and provide a safe social atmosphere. Many sites are located at community senior centers, where additional activities may be available.

Seniors who wish to get a meal at one of the congregate sites must first register at that site. For more information about meal times, menus, activities, or registration, contact the site nearest you.

Meal Sites

Please see the detailed list for Jacksonville and Clay County meal sites in the "*Social Connection & Activities*" section, starting on page 57.

Nutrition and Health Education

Aging True offers monthly nutrition and health education programs to Home Delivered Meals recipients, via its monthly newsletter. Aging True also provides one-on-one nutritional counseling facilitated by our registered dietician.



Senior Recreation Programs and Services

A critical part of comfortably aging in place is staying active and engaged. Aging True offers a suite of services and programs to achieve this – notably our four senior centers located in Clay County.

These centers offer social, educational, and recreational activities for seniors in the community and serve as congregate meal sites for registered diners. They are located in Orange Park, Green Cove Springs, Middleburg, and Keystone Heights. The Green Cove Springs center is also home to Aging True's Adult Day Care program.

There are no fees to attend the senior centers. Nominal fees may be charged for some classes and for certain uses of the facilities. These fees are all clearly indicated when registering for a class or to use the facility.

Activities and Programs

Every Senior Center offers activities focused on education, wellness, and social interaction. The activities and programs are custom selected for each community center according to the needs and interests of the seniors who attend.

Cultural Activities

These activities are targeted to social interaction and education. They range from lectures to games and include plays, musicals, ceramics, painting, crafts, board games, bridge, and bingo.

Health Support

These programs promote healthy living, such as exercise classes, nutrition education and consultation, and health education classes.

Technology Classes

Many centers offer basic technology classes to help individuals understand the functions and features of a computer, how to use a smart device such as a phone or tablet, and how to access and use social media such as Facebook.

Nutritious Meals

Hot, nutritionally balanced meals are offered every Monday through Friday at all four centers. These meals meet at least one-third of the current daily Recommended Dietary Allowance (RDA). Some centers may also offer breakfast. Contact your local senior community center to verify meal times and to register to participate.

Referrals

Individuals interested in additional services or who have unmet needs may contact staff to obtain information about available options. Staff at the senior centers will provide guidance, contact information, and follow-up as needed for services or resources that are available.



Aging True Senior Living Opportunities

Aging True offers Senior Living opportunities through our residential buildings in Downtown Jacksonville.

These buildings offer a stress free, affordable alternative to more costly and involved retirement living. Our friendly staff strive to constantly support our seniors in living full, active lives.

Cathedral Residences

Cathedral Residences is a lively, active community where people care about one another and work to maintain a friendly and supportive neighborhood environment.

Coming to live at Cathedral Residences is a gracious yet practical alternative for your retirement. It's home without the worries of upkeep and maintenance.

- Cathedral Towers - 601 N Newnan St
- Cathedral Terrace - 701 N Ocean St
- Cathedral Townhouse - 501 N Ocean St
- Cathedral Court - 201 E Ashley St

Ashley Square

Located at 650 N. Newnan St., Ashley Square is a brand new affordable senior living (62+) apartment development that Aging True offers. A six-story building with two floors of parking, this complex hosts an amenities area located on the ground level and 4 floors of one- and two-bedroom units.

All apartments are equipped with multiple energy efficient features, a kitchen, bathroom(s) and storage closets. Amenities include a clubhouse, on-site laundry, a fitness center, and free parking.

For more information on these properties, please contact (904) 807-1203 or through our email address info@agingtrue.org. Additionally, other housing resources can be found through the Jacksonville Housing Authority or Clay State Housing Initiative Program.



Chapter 2



Aging With Grace, Thriving In Place

Aging With Grace, Thriving In Place is an innovative project created by **Aging True Community Senior Services** working in collaboration with *Thriving In Place*. This project brings you inspiring and useful tools for healthy independent living, all available on the tablet that is your portal to a world of ideas and resources.

Your Aging True case manager is your primary advocate and provider. The many benefits and programs available are all determined based on your most urgent needs. Aging True is a partner for healthy aging. They are the people who understand your needs and how to build a plan to meet them now and later. Working closely together with them is the best way to stay connected, stay healthy, stay in your home, and thrive!

What you can expect as part of the *Aging with Grace Thriving in Place* project:

1. **Your tablet.** You have been provided with a state-of-the-art tablet and 2 years of network connection at no cost to you by Aging True. Learn more in the “Your Tablet” section, below.

✦ Connect ✦

Use your tablet to connect with the *Aging with Grace Thriving In Place* portal every morning to get critical information from Aging True, PLUS a wide array of great content curated and created just for you.

The *Aging with Grace Thriving In Place* portal is set to be the homepage on your browser. Open your browser and the site will load. If there are any issues, type in “awgtip.org” and hit “enter”. This portal is a single source for everything you need to Thrive In Place.

2. **A comprehensive review of your needs,** including:

- a visit from an Occupational Therapist (OT),
- a care plan including possible modifications to your home, and
- ongoing review and care.

See chapter 4, starting on page 39, for details about the OT visit. You will also be working on a continuing basis with your Aging True case manager.

3. **Access to the *Aging With Grace Thriving In Place* portal.** All the Resources and information to support your healthy independent living, all in one place.

4. **An ever-evolving and expanding universe,** engaging films and articles, recipes, exercises, and lifestyle tips, as well as helpful links to the care and support you and your family need.

5. **A variety of goods & services,** including a Hurricane Preparedness kit, a home hygiene kit and if needed: grab bars & other home

modifications; lift chairs; durable medical equipment; and—again, based on need—possibly home appliances, repairs and/or upgrades.

6. **This handbook**, which is the companion to the *Aging with Grace Thriving In Place* portal and resources. It is a guide, journal, planner and more.

✦ Write It Down ✦

We have included a journal/planner section at the end of this handbook with lots of space for your thoughts and notes.

When we write things down they provide an important physical record—but we also use our brain in helpful ways. Thinking and writing—or drawing—use pathways and connections that keep the brain healthy.

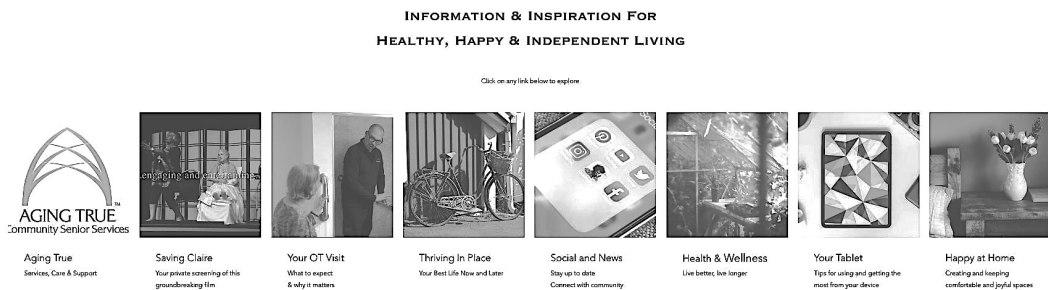
This handbook is also the owners manual for your tablet and the user guide for the *Aging With Grace Thriving In Place* Portal.

Use your tablet to connect with the *Aging With Grace Thriving In Place* Portal, shown below. The portal includes links to a wide variety of resources, including Aging True, information, news & entertainment and emergency contacts.

The information on the portal is always changing and updated!

To get started: on the tablet, press the image labeled “*Aging With Grace, Thriving In Place.*” This will open the portal homepage.

Portal Homepage links include:



- *Aging True* See page 5 for more details
- *Saving Claire* See page 43 for more details
- *Your OT Visit* See page 39 for more details
- *Thriving In Place* Your connection to the *Thriving In Place Project*

- *Social & News* Connect with friends & family and see what's happening in your community
- *Health & Wellness* Valuable resources to help you live independently
- *Your Tablet* See page 29 for more details
- *Happy at Home* Examples, reviews, advice, style & more
- *Hurricane Preparedness* Links to resources
- *Resource Guide* Expanded and continuously updated online resources



NOTES



Chapter 3



Using Your Tablet

The tablet is yours to keep, PLUS it comes with two years of internet connection! Your tablet will open a world of communication, information, education, news & entertainment, contacts and resources.

Getting Started

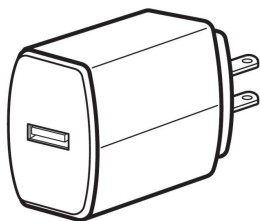
Charge your tablet: Your tablet should arrive with some charge in its batteries. It's a good idea to connect the power supply as soon as possible.

The power supply consists of: (A) the AC adapter or "brick" which plugs into the wall; and, (B) the cable that goes from the brick to the tablet.

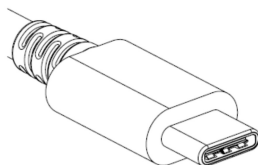
Step 1: insert one end of the the cable into the brick.

Step 2: insert the other end cable into the charger port on the bottom edge of the tablet; the graphic below shows where the cable connects to the tablet.

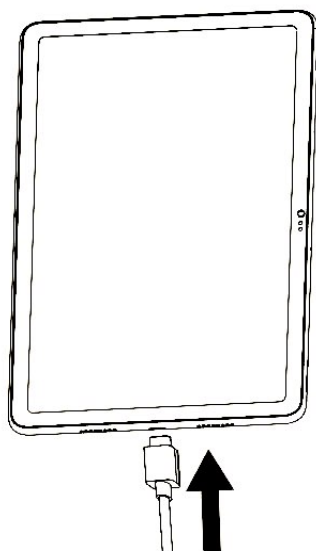
Step 3: connect the brick to the wall outlet.



AC Adapter or “brick”
Connect to power cable
then plug in wall outlet

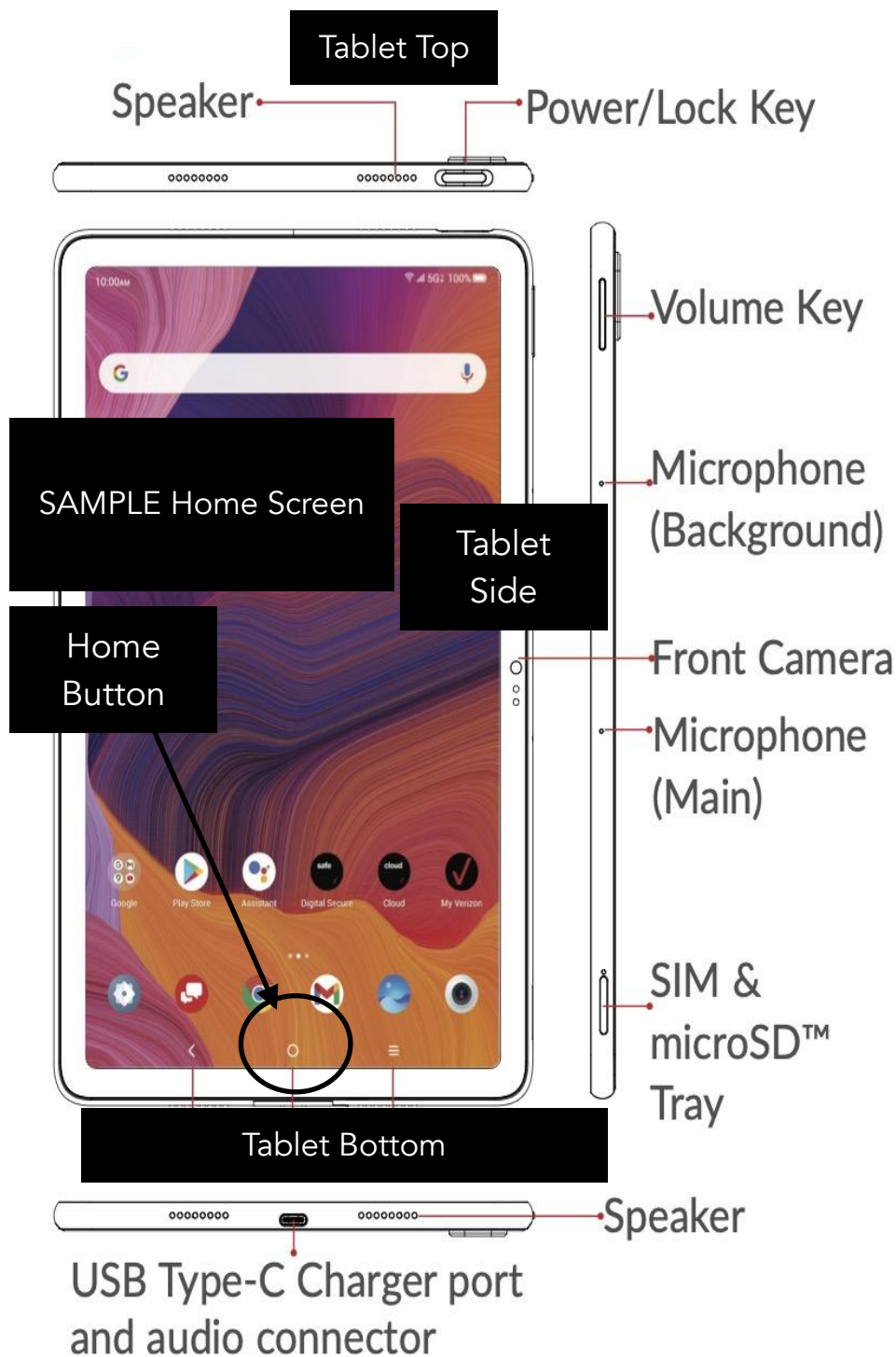


Power cable
Connect one end to the
brick, the other end to
the tablet



Depending on the state of charge, it may take a few hours to completely charge the battery

You can use the tablet at any stage of battery; when it runs out of battery, it will shut off automatically. The tablet does not need to be connected to power to function. If you prefer, you can also use the tablet while it is connected to power.



Turning the tablet on and off

TO TURN ON: The “Power On” button is on the top of the tablet, along the top edge, on the right hand side as you are looking at the front of the tablet.

NOTE: pressing this button once while the power is already on will turn the screen off and save battery.

TO TURN OFF: Press and hold the Power button, and tap “Power Off” on the screen. OR swipe down twice from the top, and press the power button.

Navigating

Use the touchscreen to work with the tablet. Touching images or icons will lead to actions.

✦ Going Home ✦

Touching the “Home” button—the small circle on the bottom of the screen—will bring you to the Home screen from any application.

You cannot break the tablet by touching it, no matter where. The tablet may not do what you want, but it’s not a problem—because you can get back to the Home screen by pressing the Home Button, and start again.



SAMPLE Home
Screen

1 Status bar

- Status/Notification indicators
- Touch and drag down to open the notifications panel.

4 Google Search bar

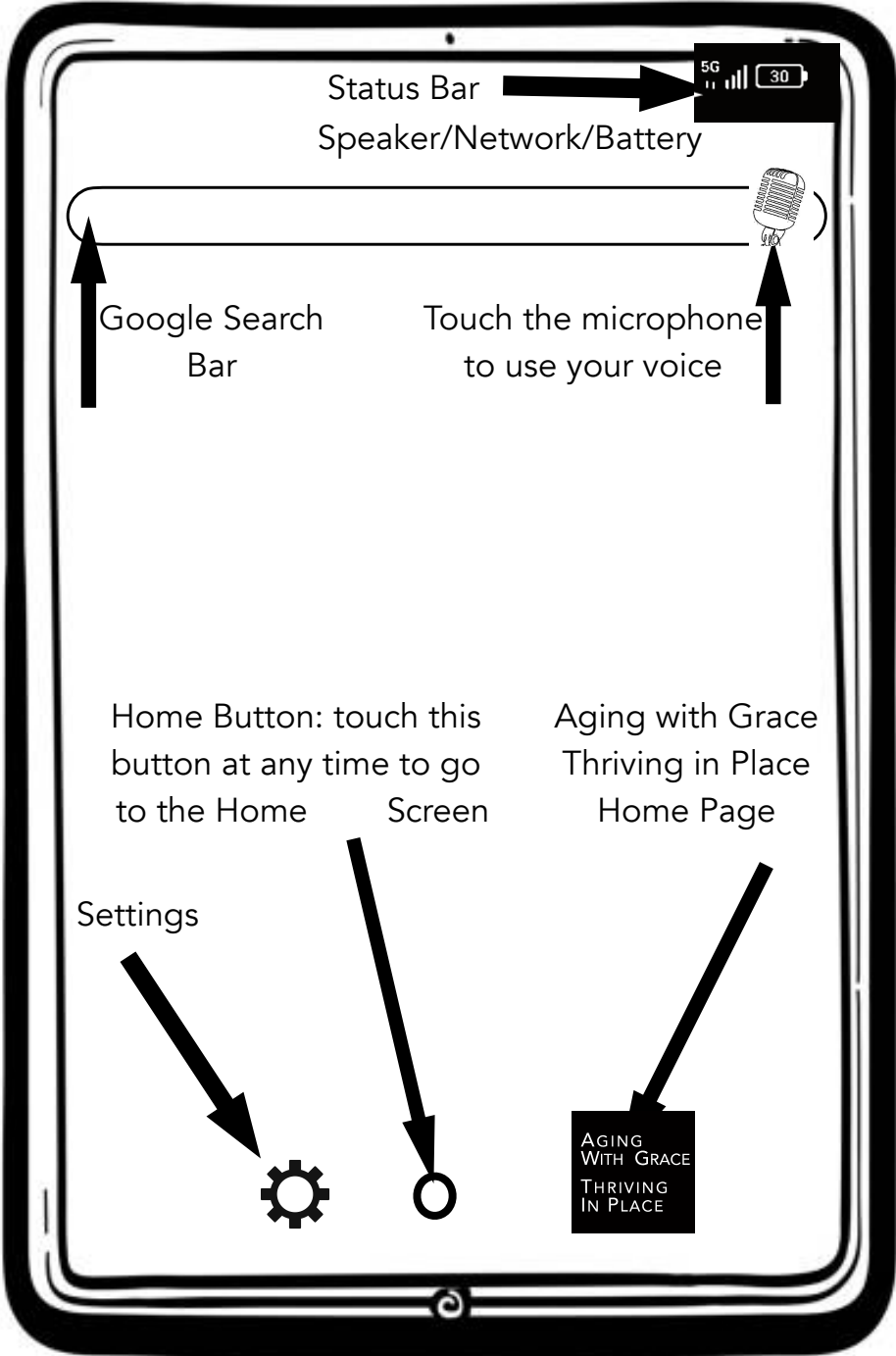
- Touch 2 to enter text search screen
- Touch 3 to speak to Google Assistant.

5 Favorite applications tray

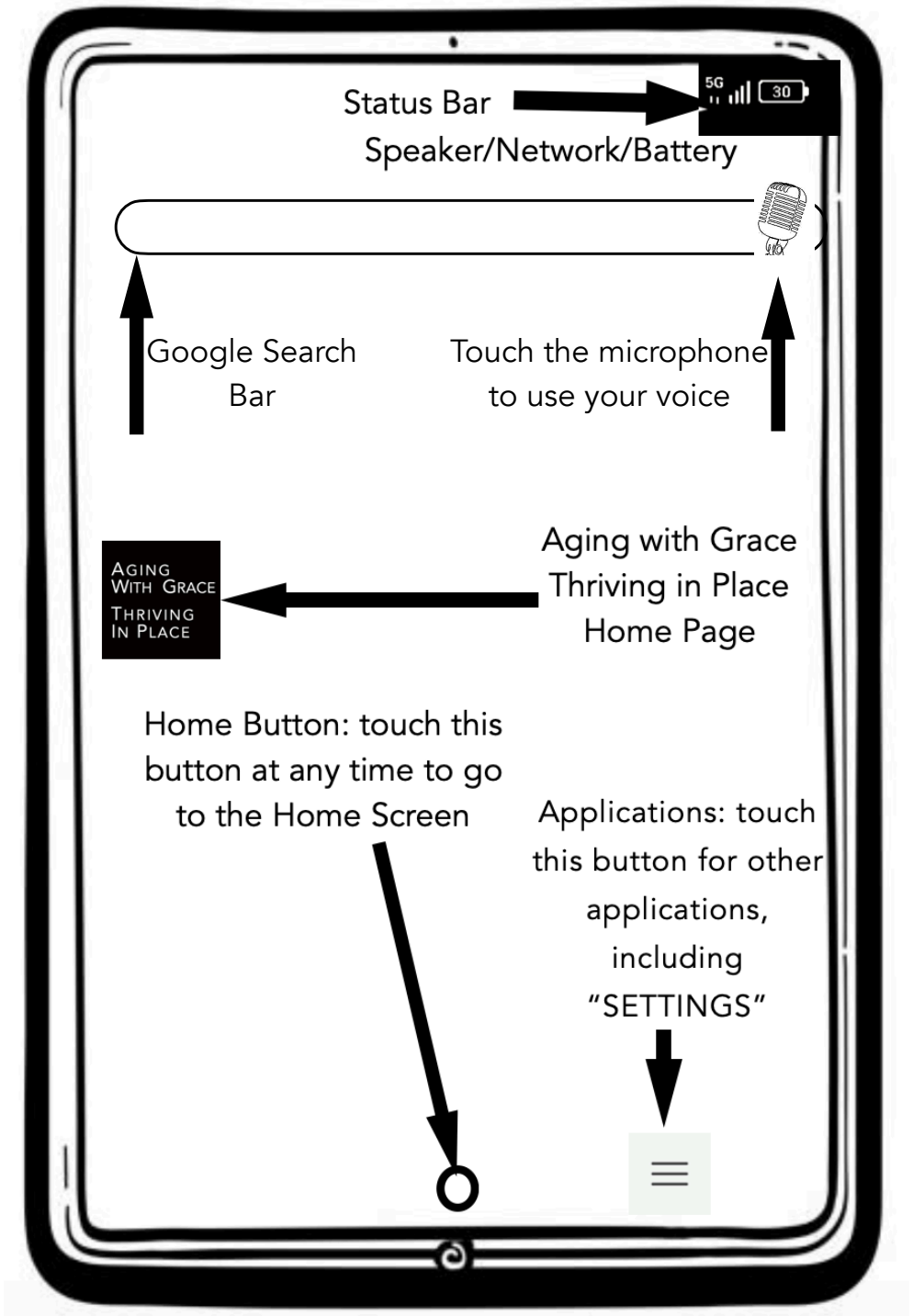
- Touch to enter the applications.
- Touch and hold to move or change applications..

NOTE: Some tablets may have different home screens. The *Aging With Grace Thriving In Place* portal connection will be on all versions. Please see the next 2 pages.

Tablet Home Screen Version "A"



Tablet Home Screen Version "B"



Connecting

Always connected: Your tablet will automatically connect to the cellular network. You do not need a wifi connection.

Optional Wi-Fi connections: If you want to connect to a wifi network, choose “SETTINGS”, then “WIFI”. Then touch the “on/off” button. The tablet will search for available wifi networks. Choose the network you want and enter the password.

Bluetooth Connections: If you want to connect to a bluetooth device, choose “SETTINGS”, then “BLUETOOTH”. Touch the “on/off” button, then touch the “+” sign next to “Pair new device”. Follow the instructions.

Display: Your tablet has an adjustable display that can be made brighter or darker. Choose “SETTINGS”, then “DISPLAY”. Touch the dot under “Brightness level” and slide it to the right to make the screen brighter. You may want to take advantage of the other brightness settings as well.

E-Books/Library: If you take your tablet to the library, one of the staff members will help you connect to and

use your tablet to access the library's online resources, including books, movies, magazines & other things.

Applications/Software Programs: If you need help using the different applications on the device, first try the Google assistant—start by using a long press on the Home button—and ask “How do I...?” If that doesn't work, ask your case manager or a friend. If you press the *Aging with Grace Thriving In Place* button on the home page, it should take you to our portal, where you will find a Contact Us button. Fill in the information and we get in touch with you ASAP.

Home Page Cleanup: You can move any icon to another location, or remove it entirely. To do so, press and hold the icon, then move it. If you want to remove it, drag it to the upper right corner.

Watch Out! Scammers are everywhere!

Don't provide personal information to unknown people who call, or to any link contained in an email or a text message. Instead, hang up or close the email or text—and contact the organization directly.

If You Need Help

Start by recording your tablet's IMEI# here. Your case manager has your IMEI number in your file:

If you need help, ask your case manager or call 877-352-5338. [NOTE: you may be asked for your tablet's IMEI number, above; it is also listed on the back or side of the tablet's original box. Or see the steps below to use the touch screen to find it].

❖ To Find Your IMEI ❖

1. Press "SETTINGS"
2. Swipe up
3. Touch "SYSTEM"
4. Touch "ABOUT TABLET"
5. Touch "STATUS"
6. Scroll down to see the IMEI number.

Chapter 4



Your OT Visit: Before, During & After

Aging True, working closely with you, has arranged for a visit to your home from a certified and fully credentialed Occupational Therapist, also referred to as an “OT”.

The OT makes an appointment with you to visit you and your home. This visit is a **REQUIRED** first step in getting you the modifications, equipment, appliances, and other goods and services you need to **Age with Grace & Thrive In Place!**

At the beginning of the visit the OT will watch the short film *Saving Claire* with you. This film examines the complex issues of aging in an entertaining way. Take time after the film to discuss and ask questions. You have exclusive access to this groundbreaking film on the portal.

What Audiences Say About “*Saving Claire*”

- *“Absolutely Fabulous!”*
- *“A wake-up call that I will never forget”*
- *“Really great that you show this as a story”*

After you and the OT watch the film, the OT will look at your home for safety and mobility and general thriving in place in each area of your home.

ENTRY: Starting with your entry area, checking for safe steps that you can access, good lighting, even footing, and the need for a rail or ramp.

LIVING AREA: A check to be sure your furniture meets your needs, that you can get in and out of your chair or sofa. This is when you and your OT may determine that a lift chair would be a good addition.

RUGS & FLOORS: Are there tripping hazards? Do rugs need tape or should they be removed to prevent a fall? Are there other hazards, such as cords or low tables, anything that can trip you.

BEDROOM: good lighting, again a check of rugs, and ease of getting in and out of bed. Would a rail be helpful? Can you reach your light? Is there a motion

sensitive night light?

BATHROOM: This is where so many falls occur so it is an area of focus. You also need safe, easy access for your daily wellbeing. Your OT will check for comfort, safety and access to all the fixtures: Shower, toilet, sink.

Your OT will also verify:

- Are the grab bars well placed?
- Are rugs non-skid?
- Are tubs and showers outfitted with non-slip mat or firmly affixed grip stickers?
- Are additional grab bars needed, are they the right height for you?
- Can you get in and out of the shower or bath safely?
- Do you need a transfer chair or a shower chair?
- What would improve your comfort and safety?

WHOLE HOUSE: Lighting, width of doorways, locks, door handles, general safety check and fall hazard assessment.

At the end of the visit the OT will make some initial observations and discuss with you. Then you will work together to create a plan for your specific needs.

After the OT Visit

The full report from your home visit will be given to Aging True, and your case manager for review.

Your case manager will call you to go over the report and determine top priorities for your care plan. If all these items cannot be addressed immediately, those that most affect your health and safety will be addressed first. Then the work and procurement process begins. All the recommendations become part of your long term plan so they can be addressed in the future.

You can also see a video demonstration of the OT home visit on the *Aging With Grace Thriving In Place* portal. Look for the picture and link labeled “Your OT Visit.”

Chapter 5



Saving Claire & Fall Prevention

The film *Saving Claire* is available to stream free, on your tablet. All three versions are available: 16-minute, 30-minute and 48-minute.

Saving Claire explores the complex nature of aging, resistance to change and the relatable patterns that increase fall risk. The stories are personal but they are recognizable as universal.

We explore Claire's attitudes and actions, the spiral after her fall and the dramatic events that follow—and we realize: this could be any one of us.

Your OT has taken the critical first step to help flag hazards and recommend changes and tools to help prevent falls.

Many of these steps can be taken right now at no cost.

❖ Steps to Take Right Now ❖

1. REMOVE rugs that slide or create trip hazards
2. LOOK for cords and debris on the floor;
REMOVE or RELOCATE
3. STAY OFF ladders
4. DO NOT stand on chairs. Never. Never ever.
Just don't.

*If you think you are at risk of falling
or if you have fallen,
talk to your doctor or your case manager.*

Survey:

Answer each of the 7 questions in the survey below, and write down the corresponding points. Total the points to get your score; then refer to the key at the bottom.

Question	Score
----------	-------

<i>When was your last fall?</i>	
In the last month = 4 points	
In the last 3 months = 3 points	
In the last 6 months = 2 points	

<i>Diagnoses = 1 point each</i>	
Dementia; COPD; Emphysema;	
Anxiety; Parkinson’s Disease; Stroke;	
Neuropathy	

<i>Medication side effects = 1 point each</i>	
Dizziness; Incontinence; Drowsiness;	
Confusion; Blurry Vision;	
Lightheadedness	

<i>Social History</i>	
Lives alone all the time = 4 points	
Lives alone half the time = 3 points	
Lives alone at night only = 2 points	
Never alone = 1 point	

Home Assessment Completed?

- Never = 4 points
Over 1 year ago = 3 points
Within the last 6 months = 2 points
Within the last 3 months = 1 point

When was your equipment last checked?

- Never = 4 points
Over 1 year ago = 3 points
Within the last 6 months = 2 points
Within the last 3 months = 1 point

How often do you exercise?

- Never or 1 day a week = 4 points
2 - 3 days a week = 3 points
4 - 5 days a week = 2 points
6 - 7 days a week = 1 point

Your Score _____

KEY: What does your score mean in terms of risk?

- 25 – 35: Very High Risk 20 – 24: High Risk
15 - 19: Medium Risk 11 - 15: Low Risk
10 or less: No Risk

Note: A score of less-than-15 could still be high risk if most scores were accrued from questions 1, 2, and 3.

What should you do now?

- FIRST:** Show these results to your case manager. Ask them to help you address any concerns.
- SECOND:** Walk or do a movement exercise every day.
- THIRD:** Make a list of every medicine or supplement you take, and review it with your Primary Care Provider AND your pharmacist.
- FOURTH:** Remove trip hazards like wires, cords and books or bundles on the floor or stairs, and don't allow them to collect.
- FIFTH:** Keep items that you use often in places you can easily reach.

✦ Grab Bars & Night Lights ✦

- **Safety only comes from properly installed grab bars**
- Grab bars in the bathroom are a good idea at ANY AGE. They must be installed properly by licensed CAPS-certified contractors
- Do not use suction-type grab bars
- Install motion-sensitive night lights
- These can be purchased online or at multiple retail outlets.

Lighting

Try to always have flashlights available—on bedside tables and in multiple areas of the house—so you have lighting in the event of a power outage.

Plug-in motion-sensitive night lights are available at Amazon, Lowes, Home Depot, Walmart, Target, grocery stores and many other places. Many of these use batteries: they don't need to be plugged in, and they still work even if the power goes out.

In addition to night lights, it is good to have a few battery-powered flashlights that stay plugged-in and light up automatically if there is a loss of power.

Movement and Exercise

Walking, swimming, yoga, chair exercises, tai chi, dancing, bowling... Whatever you do, keep moving!

For on-demand at-home exercises to improve balance and strength go to the *Aging With Grace Thriving In Place* website.

Look for these evidence-based fall prevention programs in your community

- A Matter of Balance
- Tai Chi
- SAIL—Staying Active & Independent for Life

Insurance Coverage for Fall Prevention Actions & Resources

Aging True is your best source of information and guidance about insurance and fall prevention actions and resources available to you.

It can be very challenging to navigate the world of

insurance, even for professionals! But patience will often be rewarded.

Most YMCAs and many gyms and fitness facilities offer classes and instruction for Medicare recipients at varying levels of physical fitness. Also, they have lots of online classes and activities.

Hearing and Fall Risk

Hearing loss is often part of aging and can contribute to social isolation and to fall risk. Talk to your Aging True case manager and your primary care physician about Free hearing exams. You may be eligible for free or lower cost hearing aids. You will need to go to a participating provider.

Home alert systems & Voice activated phone, tablet, or other devices, motion detection personal devices.

Charge It!

Keep your phone charged and in a pocket or close to the floor—just in case! Practice using the “Hey Google” service on your tablet.

Some of the worst impacts of falling are the result of

being alone, on the floor, for long periods of time. There are several monitoring systems and devices, some may be covered by your insurance or available through Aging True. Again, ask your case manager.

Annual Checkups and House-Calls programs

ALSO SEE How to talk to your doctor, on page 75.

A visit to a primary care practitioner (PCP) is a critical first step in Fall Prevention and most insurance, including Medicare plans, offers a free annual physical—including routine blood work—with your PCP.

Most also cover a long list of free preventative tests and screenings.

Some insurance providers will offer a house-calls program where they will send out a nurse practitioner to meet with you in your home, do an evaluation of your medical history, write down all your medications and evaluate your needs within your home. They send the report to your PCP so that it can become part of your medical records. It is not meant to take the place of your PCP; it is meant to support your PCP in your care.

Always talk to your Aging True case manager about all of these things.

Durable Medical Equipment (DME):

If it is determined that you need items like canes or walkers or other durable medical equipment, your Aging True case manager will work to ensure you get what you need.

Medication and Fall Risk: Medication Therapy Management (MTM)

Often overlooked, but extremely important, is the way medications—AND supplements & over-the-counter remedies—can affect your balance and perception of risk.

Also Note: Antihistamines, antidepressants, blood pressure medicines and many pain medications can also increase fall risk. These effects can be heightened when combined with other medications that also increase fall risk.

Many common medications increase fall risk. It is essential to have a medication check/evaluation.

❖ List Your Meds ❖

It is important to have a comprehensive list of all your medications, plus vitamins and/or supplements. All the information on the prescription label is important, including: The name of medication (brand or generic) the dosage and the frequency.

❖ Bring Your Meds ❖

Many doctors prefer if you bring all your medications to your appointment so they can take the information from the prescription bottles.

A pharmacist is also a very valuable resource in evaluating medications, side-effects and interactions. Getting all your medications from the same pharmacy allows your pharmacist to see all the medications you are on.

Medication Management Systems: After an MTM evaluation these systems—for packaging and labeling medications—can help prevent missing medications

or improper dosage. Ask your Aging True case manager, PCP or pharmacist.

Social and Mental Health

Isolation, depression and dementia can all increase fall risk.

Remember: Mental Health is health.

Aging True offers several mental wellness programs: for more information, please see the Aging True section on the *Aging with Grace Thriving In Place* website or in chapter 1 of this handbook, or talk to your case manager.

Medicare also covers many mental health services:

ORIGINAL MEDICARE: Medicare Part B (Medical Insurance) helps cover mental health visits you get from a doctor AND services you generally get outside of a hospital; these may include:

- Psychiatrist or other doctor
- Clinical Psychologist
- Clinical Social Worker

- Clinical Nurse Specialist
- Nurse Practitioner
- Physician Assistant
- Lab tests ordered by your PCP

Ask your Aging True case manager about how to secure mental health services.

Caregivers and Fall Prevention

Caregiving is mentally and physically demanding and caregivers can be a key ingredient in fall prevention for both the person they care for and themselves.

The impact of a fall on a caregiver and their family is especially significant. Learning how to remove hazards and how to move and lift and manage physical care is essential to the health and wellbeing of all.

There is a network of resources, local and national, to support, educate, and connect caregivers.

Aging True has extensive Caregiver support programs. Ask your case manager for more information.



Chapter 6



Social Connection & Activities

Senior Centers and Libraries are tremendous resources for social connection—including food—and activities. The lists below start with the City of Jacksonville Senior Centers and Libraries, and continue with Clay County Senior Centers and Libraries.

City of Jacksonville

Service providers can be contacted by calling the location directly, or by calling the Mayor’s Office and asking to be transferred.

Mayor's Office, City Hall, 117 W. Duval St., Suite 400
Jacksonville, FL 32202 Phone: (904) 255-5000

The City publishes a comprehensive guide to services, digital and print. Print guides are available at all senior centers.

The digital guide is available on the AWGTIP website.

Jacksonville Senior Centers & Libraries

The City of Jacksonville has numerous community centers, each of which offers activities of many kinds, including virtual.

Lunch is served FREE Monday - Friday; Breakfast is served FREE Tuesdays & Thursdays, to seniors aged 60 or over. You must register first; ask your Aging True case manager for more information.

Main Number: 904-255-5400

ALL PHONE NUMBERS ARE AREA CODE 904

- **Frances Padgett Arlington Sr Ctr** 1078 Rogero Road (32211) PH: 255-6733
- **Bennie Furlong Beaches Ctr** 281 19th Ave So, Jax Beach (32250) PH: 255-6730
- **Carvill Park Senior Center** 1302 Carvill Ave. (32208) PH: 255-6650
- **Charlie T. Joseph Senior Center** 6943 Buffalo Ave. (32208) PH: 255-6822
- **Clanzel T. Brown Senior Center** 4575 Moncrief Road (32209) PH: 764-8752
- **Hammond Senior Center** 3312 W. 12th St. (32254) PH: 255-6787

- **J. S. Johnson Senior Center** 1112 Jackson St. (32204)
PH: 255-6755
- **Jim Fortuna Senior Center** 11751 McCormick Road
(32225) PH: 255-6844
- **Lane Wiley Senior Center** 6710 Wiley Road (32210)
PH: 255-6644
- **Leroy D. Clemons Senior Center** 55 N. Jackson
Ave. (32220) PH: 255-6737
- **Lincoln Villa Senior Center** 7866 New Kings Road
(32219) PH: 255-6811
- **Longbranch Senior Center** 4110 Franklin St.
(32206) PH: 255-6790
- **Louis Dinah Senior Center** 1805 Flag St. (32209)
PH: 255-6800
- **Mandarin Senior Center** 3848 Hartley Road (32257)
PH: 255-6750
- **Mary L. Singleton Senior Center** 150 E. First St.
(32206) PH: 255-6666
- **Maxville Senior Center** 18065 Pennsylvania Ave.
(32234) PH: 255-6744
- **Oceanway Senior Center** 12215 W. Sago Ave.
(32218) PH: 255-6855
- **Riverview Senior Center** 9620 Water St. (32208)
PH: 255-6797

- **Wallace Small Senior Center** 1083 Line St. (32209)
PH: 255-6825

Public Libraries

A great resource for books, ebooks, on-line classes, early voting and events. Jacksonville Public Library has 21 locations located throughout Duval County. All county residents are eligible for all services, including online.

Public Library Phone Number: 904-255-2665

Main Library

303 N. Laura St., Jacksonville, FL 32202

Argyle Branch

7973 Old Middleburg Rd., Jacksonville, FL 32222

Beaches Branch

600 3rd St., Neptune Beach, FL 32266

Brentwood Branch

3725 Pearl Street, Jacksonville, FL 32206

Bradham & Brooks

1755 Edgewood Ave. W., Jacksonville, FL 32205

Brown Eastside

1390 Harrison St., Jacksonville, FL 32206

Dallas Graham

2304 Myrtle Avenue N., Jacksonville, FL 32209

Charles Webb

6887 103rd St., Jacksonville, FL 32210

Mandarin

3330 Kori Road, Jacksonville, FL 32257

Highlands

1826 Dunn Avenue, Jacksonville, FL 32218

Maxville

8375 Maxville Blvd., Jacksonville, FL 32234

Regency Square

9900 Regency Sq. Blvd., Jacksonville, FL 32225

Pablo Creek

13295 Beach Blvd., Jacksonville, FL 32246

San Marco

1513 LaSalle St., Jacksonville, FL 32207

South Mandarin 12125 San Jose Blvd., Jacksonville,
FL 32223

Southeast

15099 Deerwood Pk Blvd, Jacksonville, FL 32256

University Park

3435 University Blvd. N, Jacksonville, FL 32277

Willow

2875 Park Street, Jacksonville, FL 32205

West

1425 Chaffee Road S, Jacksonville, FL 32221

Westbrook

2809 Commonwealth Ave, Jacksonville, FL 32254

JPL Express

12215 Sago Avenue W, Jacksonville, FL 32218

Clay County

Clay County Senior Centers

Hot, nutritionally balanced meals are offered every Monday through Friday at all four centers. Some centers may also offer breakfast. Contact your local senior community center to verify meal times and to register to participate.

Orange Park Senior Center **904-269-4731**

414 Stowe Avenue, Orange Park, FL 32073

Clayton & Mildred Revels Sr. Ctr. **904-284-3134**

604 Walnut Street, Green Cove Springs, FL 32043

NOTE: Adult Day Care Program Location

Middleburg Senior Center **904-291-3520**

3916 Section Street, Middleburg, FL 32068

Keystone Heights Senior Center **352-473-7121**

125 NE Commercial Cir., Keystone Heights, FL 32656

Clay County Library Locations

Fleming Island Library 904-278-3720

1895 Town Center Blvd, Fleming Island, FL 32003

Green Cove Springs Library 904-284-6315

403 Ferris St., Green Cove Springs, FL 32034

Keystone Heights Library 352-473-4286

175 Oriole St., Keystone Heights, FL 32656

Middleburg-Clay Library 904-541-5855

2245 Aster Ave., Middleburg, FL 32068

Orange Park Library 904-278-4750

2054 Plainfield Ave., Orange Park, FL 32073



Chapter 7



Hurricanes, Heat & Emergencies

Hurricane Preparedness is critical to helping maintain your safety and continued independence.

You and your Aging True case manager will work on hurricane prep all year: discussing your needs and your plans if a hurricane is coming; and making sure you are placed on the special needs registry if you are medically dependent on electricity.

NOTE: It is a good idea to confirm this and to let your Aging True case manager know of any other concerns or changes—long before a hurricane is on the way!

After a hurricane, Aging True will be there to help with disaster recovery: checking in to find out how you are, understanding the impact of the storm on you, and helping with additional resources so that you can remain independent.

Your tablet is an important tool for information and safety all year.

✦ Charge Your Tablet ✦

KEEP YOUR TABLET CHARGED UP

Especially during hurricane season.

On the *Aging With Grace Thriving In Place* portal you will find information and links in the window labeled:

Hurricane, Heat, and Emergency Help

For Jacksonville Residents:

Select: "*Jacksonville Residents*"

This will take you to the official site for hurricane information. This site has information about shelters, evacuation zones and Emergency Operations.

You can also sign up for *AlertJax* to get notifications about emergencies.

For Clay County Residents:

Select: "*Clay County Residents*"

This will take you to the official Clay County site for hurricane information.

Clay County Emergency Management in collaboration with the Florida Division of Emergency Management seeks to help provide assistance to individuals with disabilities during a disaster through the management of a Special Needs Registration Program. This registration program is targeted towards individuals who require certain types of daily skilled nursing care, assistance with certain aspects of daily living or have certain types of life sustaining medical equipment dependent on electricity.

HURRICANE SEASON CHECKLIST

Below is a list of important things to write down in this handbook, where you will be able to find them.

Directions to your evacuation shelters, including shelters with emergency back-up power.

Evacuation routes

What zone do you live in? _____

Write it here!

Emergency contacts:

Family &/or caregivers

Aging True Case Manager

Hurricane preparations

- Have copies of all important documents—including medical, financial, insurance, and legal—in a waterproof container you can take with you should you need to evacuate. A large ziplock bag will work.
- *If you have a car*, keep your fuel tank full during hurricane season; once the hurricanes are coming the lines get long and supply can be reduced!
- *If you do not have a car*, make transportation plans now should you need to evacuate.
- Keep emergency cash on hand, but in a safe place, unused except in an evacuation.
- Keep 5 days worth of food and water—per person—in case power and water go out and you have to shelter in place. Some of this will be provided in your Aging True Hurricane Prep Kit
- Talk to your family, your caregivers, your case manager and your community of friends about hurricane plans.

To Monitor

Always keep tabs on local weather and calls for evacuation. Your Aging True Hurricane Kit may also have a battery powered weather radio.

✦ Turn Your Radio On ✦

Take it out. Put the batteries in or charge them up. Learn how to use it **BEFORE** there's a storm.

And then: don't forget to turn it off.

You can also access local and national weather using your tablet: go to the hurricane prep section for links to local and national weather and other information.

For Emergencies For immediate help dial 911

Heat

Extreme heat is deadly—and summers in Florida can be very hot. Stay cool, stay hydrated and talk to your Aging True Case Manager about fans, air-conditioning, and other needs to avoid heat exhaustion and heat stroke.

Following is a list of external resources that might be needed in an emergency.

- **Fire and Rescue Department Emergency Preparedness Division**
 - 904-255-3110, 904-630-2472
 - (After 5 p.m.) 904-630-0529
- **Department of Public Health:** 904-630-3300
- **Jacksonville Electric Authority**
 - Customer service: 904-632-5200, 904-665-6000
 - Loss of power/light: 904-632-0300
- **American Red Cross** 904-358-8091
- **Jacksonville Sheriff's Office:** (904) 630-0500
- **Atlantic Beach Police Dept.:** (904) 247-5859
- **Neptune Beach Police Dept:** (904) 270-2413
- **Jacksonville Beach Police Dept.:** (904) 247-6171
- **Beaches Energy:** (904) 247-6171

Jaxready.com also has information and links for a wide variety of situations including:

- Boil Water Advisory
- Contacting 911
- Cyberattacks
- Extreme Heat
- Fires
- Flooding
- Hazardous Materials
- Health Threats
- Hurricanes
- Mental Health Resources
- Mosquito-Borne Disease
- Power Outages

In Clay County: Call 911



NOTES



Chapter 8



How to Talk to Your Doctor or Primary Care Practitioner (PCP)

Simple suggestions for talking to your doctors, health professionals and caregivers.

✦ Make Notes, Take Notes ✦

Make notes **BEFORE** your visit. List any questions or concerns, with each on a separate line. **THEN** take notes during your visit—and ask for clarification if you don't totally understand, even if it seems like a small thing.

PLEASE NOTE: Doctors, health professionals and caregivers can often seem like they don't have the time you need from them. If you have a list of questions or concerns, they will be more likely to want to review all of them.

Falls

Tell your doctor if you have fallen, have almost fallen, or are concerned about falling. Ask for a fall risk assessment every year. This will be performed by a physical therapist, usually on a separate visit. NOTE: A referral from your primary care physician will help assure the cost of the fall risk assessment is covered by insurance.

Meds

Ask about all your medications and their interactions: “will any of these increase my risk of falling?” AND “Do any of these have interactions or side effects I need to be aware of?”

If possible, bring all your medications, supplements and painkillers you take with you to your visit.

Ask your PCP “How do I get a review of my medications?” [NOTE: see MTM section, in the Saving Claire & Fall Prevention, page 43]

Ask About these on Every Visit

- **FEET:** Ask your doctor to check your feet or refer you to someone who can.

✦ Shoes Off! ✦

Take off your shoes in the examining room—this will remind you to ask about your feet, and your shoes as well.

- **EARS:** Ask your doctor to check your ears or refer you to someone who can.
- **EYES:** Ask your doctor to check your eyes or refer you to someone who can.

✦ Don't Go Alone ✦

If you can, bring a friend, family member or caregiver with you to the examining room. They can help remember instructions and advice.

Use the space below to write down things you want to remember during your exam, especially instructions and advice.



Chapter 9



Additional Resources

There is extensive help to support healthy aging through national and international agencies.

To fully access or understand how these programs can help you, please speak to your Aging True case manager.

A complete list with links is available on your tablet: go to *Aging With Grace Thriving In Place* and select “National and International Healthy Aging Resources & Information.”

Centers for Disease Control (CDC)

Information on everything from dealing with the pandemic, public health issues, and fall prevention information.

Administration for Community Living

Advancing independence, integration, and inclusion throughout life

Information on retirement planning, healthy aging with disabilities, support for caregivers.

World Health Organization (WHO) / WHO Decade of Healthy Aging

A special project of the World Health Organization focused on adding life to years. Combating Ageism, building age friendly communities, access to long-term care, and a range of important issues.

Elder Justice Program, US Dept. of Health and Human Services (HHS)

Fraud Prevention, Elder Abuse, Identifying Scams, and Legal Assistance.

Social Security Administration Main # 800-772-1213

Local SSA Offices

- 1685 Dunn Ave, Jacksonville, FL 32218
904-696-0772
- 7185 Bonneval Road, Jacksonville, FL 32256
904-296-9971

Social Security Office Hours of Operation

Monday 9 am - 4 pm

Thursday 9 am - 4 pm

Tuesday 9 am - 4 pm

Friday 9 am - 4 pm

Wednesday 9 am - 12 pm

Chapter 10



Your Notes & Journal

Use the remaining pages of this handbook for taking notes, making lists, contact names & phone numbers, and anything else you might find useful.

✦ Take Time ✦

Set aside a short time every day to write down thoughts and observations about what you are doing and how you are feeling—just be in the moment, and write down, note or draw what that's like for you.







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AGING TRUE
Community Senior Services

(904) 807-1203