Eldercare Services and Professionals: Maneuvering the Maze

“I have been told that I should use services and resources in my community. What is available? How do I find out what they are or choose among them?”

Important Factors to Consider

- When scheduling appointments, find out all documents that will be needed and prepare them ahead of time.
- Have one advocate or family representative assigned to handle each area of assistance needed. This helps avoid confusion.
- Keep all contact information current.
- Inform everyone who is involved with caring.

Steps in Selecting Community Resources

- Conduct an informal needs assessment. Get input from friends, family, and the care receiver about the barriers to independence that exist and the formal and informal supports that are used or could be used.
- Locate resources by contacting one of the agencies listed.
- Use a separate sheet of paper to record each agency’s name, number, address, and the name and title of person spoken to for each contact made.
- Prepare a common list of questions and record the answers.

If you are caring for a dependent adult, you may feel such emotions as denial, panic, and fear. With the many responsibilities that you face in your own life, you may find that there is no extra time for caregiving. This task becomes more difficult when there is geographic distance between the caregiver and the care receiver. There is a network of senior services in most communities, but there is no one number to call to reach them. Tracking down resources and putting them into place can be very exhausting and frustrating for caregivers.
For more information, contact:

- Eldercare Locator
  1-800-677-1116
  Monday-Friday, 9 a.m. to 8 p.m.
- Illinois Department on Aging
  421 E. Capitol Ave.
  Springfield, IL 62701
  1-800-252-8966
- AARP
  601 E. Street NW
  Washington, DC 20049
  1-800-424-3410
  www.aarp.org
- National Council on the Aging
  409 3rd St.
  Washington, DC 20024
  1-800-424-9046
- Your local Extension office

Written by:

Cheri Burcham, University of Illinois Extension Educator,
Family Life

Developed from:

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Caregiving Relationships: For People Who Care for
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University of Illinois Extension, College of Agricultural, Consumer
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