

SECTION 8

COMMUNITY RESOURCES

VENTURA COUNTY

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Patient and Family Services Department

The **Patient and Family Services Department** is dedicated to our overall mission as an Association to offer support, services, and the latest information in treatment and medical research, to the families, and to persons with a diagnosis who are met with the challenge of Alzheimer's disease and related disorders.

1. **Support Groups**

✓ **For Family Members and Caregivers**

Participants have the opportunity to share information, develop caregiving skills and provide mutual support.

✓ **For Persons diagnosed with Early Stage Alzheimer's**

Participants benefit from a supportive environment guided by a professional facilitator.

✓ **Faith-based, non-denominational support group**

For caregivers who prefer a spiritual approach.

2. **Helpline Contact Center** (800) 272-3900

Our staff are available during office hours to provide support, information, referrals, and guidance to community resources. Care consultants staff our national Helpline 24 hours daily, 365 days per year.

4. **Patient and Family Consultations**

Office consults, and home visits, are available in order to provide assessment, long-term care planning, and information, for both family members and the person with a diagnosis. Services are provided free of charge.

5. **In-Home and Office Care Consultations**

Education, home safety assessment, and family consults can be arranged in your home to meet the needs of the homebound or at your local office whenever appropriate.

6. The Caregiver's Guide and Resource Manual

What Now? Caregiver's Quick Guide and Resource Manual

This easy-to-use handbook was produced by the Patient and Family Services Department to respond to the needs of family caregivers. While there are many books available on caregiving, this manual has been designed to assist people who are short on time and need to learn about the disease, who want information on various aspects of the challenges that arise, and who need convenient access to many of the local resources that serve the caregivers' needs.

7. Safe Return

Our nation-wide Safe Return program aids in the prevention of wandering and becoming lost. Registrants are entered into a national database, and receive an identification bracelet along with additional program materials.

There are three methods of registering:

- (1) Register in person at any of our offices or registration sites located throughout Ventura County. (*Call the Alzheimer's Association office at (805) 485-5597 for site information*).
- (2) Telephone: (888) 572-8566 (direct line to Safe Return)
- (3) Sign up on the Web at **<http://www.alz.org>**.

8. Emergency Respite

Short term *emergency* respite is available for caregivers in crisis. A home visit from a care consultant is necessary. Services are provided by contracted agencies for in-home and adult day care.

9. Services in Spanish

All of the services provided by the Alzheimer's Association are available to Spanish speaking caregivers and families. In addition, brochures and other materials are available.

10. Autopsy

Many families choose to have an autopsy of the brain performed after death to get a definitive diagnosis and/or to support research. Pre-planning is essential. For assistance, contact the Alzheimer's Association.

11. Referral Services

The Alzheimer's Association is committed to assuring that caregivers and families are provided with full access to other community-based organizations and resources. The Alzheimer's Association will provide referrals and other information relative to caregivers and families.

Caregiver and Family Support Groups

Support Groups provide participants with a place to share information, discuss common problems, lend each other emotional support and, sometimes, to hear guest speakers present on specific topics.

WE OFFER A VARIETY OF SUPPORT GROUPS

Spouse Caregiver

Adult Child and Family Caregiver

Post-placement

Caregiver, Family, and Friends (open to all)

Early-Stage

For information on support groups, meeting times, days and location – please call (800) 272-3900 or the Alzheimer’s Association office nearest you:

San Luis Obispo

(805) 547-3830

Santa Maria

(805) 636-6432

Santa Barbara

(805) 892-4259

Camarillo (Ventura County)

(805) 485-5597

*Also, you will find the support group listings, with all related information, in the **Family Resource** section of our quarterly newsletter, and on our website: www.centralcoastalz.org.*

Education Department

The Education Department offers a wide variety of conferences, workshops, and educational materials for family caregivers, people with dementia and professionals.

1. Annual Conferences

Our Education Conferences feature a variety of nationally known, and local, experts discussing recent advances in research and care. These conferences are valuable to both the professional and family caregiver.

A variety of *continuing education credit* is available and pre-registration is recommended. Please call the chapter office for dates, locations and registration information.

2. Community Education Events

Community Education events are offered on a variety of topics regarding Alzheimer's disease and related dementias. These events are offered free of charge throughout the county. Please call the chapter office for information.

3. Caregiver Education Programs

These programs are designed to support family caregivers in providing quality care for their loved ones. They feature practical caregiving tips and resources.

4. Training Programs for Professionals

The Alzheimer's Association is committed to enhancing the quality of care for people with dementia by providing ongoing training opportunities for professional caregivers. We are approved providers of the following categories of continuing education credit:

R.N./L.V.N., M.F.T./L.C.S.W., C.N.A./H.H.A., R.C.F.E. and Nursing Home Administrators.

Online CEU Trainings: alzladementiatraining.org

Online courses from the experts in dementia and dementia care!

Convenient, affordable, certificates of completion provided.

Ongoing programs for professionals include:

A. Achievement Certificate in Alzheimer's Care

This is a comprehensive, 16-hour program of classes in an interactive workshop format. It provides an overview of Alzheimer's disease and related disorders; its effects on the person with the disease as well as family members; specific training for caregivers on communication, creating activities; working with challenging situations; relating with family members and one's care team on the job.

B. Care Training

This eight-hour class provides a broad introductory understanding of normal aging, dementia, Alzheimer's disease and related disorders; strategies for caregiving, communication and activities.

C. Understanding Dementia

This is a three-hour train-the-trainer class that satisfies DHS requirements for staff dementia training regulations (AB13747). The three sections are divided into an introduction to Alzheimer's disease; techniques to enhance communication and interaction; and adult learning techniques and strategies.

D. Caring for People with Advanced Dementia

This eight-hour class covers care issues unique to people in the later stages of the disease. The program also explores issues related to death and loss.

5. Library

The Association maintains a large lending library with books, journals and videos on dementia care issues. An interlibrary loan program makes it possible to borrow materials throughout our service area.

6. Free Literature

We have a large variety of informative booklets and brochures available. The first copy of any brochure is free. Please call us for prices on multiple copies.

7. Books and Videos for Sale

(Call or visit the chapter office)

8. **Quarterly Newsletter**

Our quarterly newsletter is available free of charge.

It contains the latest information on dementia care and resources, current research on Alzheimer's disease, relevant public policy issues, and upcoming events of interest and association news. Please call us if you would like to receive the newsletter.

9. **Congregational Education and Outreach**

The Association provides a variety of supportive services and educational materials to support local congregations. Please call us if you would like someone to speak to your congregation, or to learn more about special training opportunities.

10. **Speaker's Bureau**

The Association has a **Speakers Bureau** consisting of volunteers from a variety of backgrounds including: nurses, family caregivers, attorneys and facility administrators. Speakers are available, free of charge, to address your staff, service club, church, business organization or school.

11. **Educational Programs for Family Caregivers**

Call to learn of our current offerings.

***What Now?* – A Class for Caregivers**

A two-hour introductory workshop in a small, Interactive setting.

Coaching for Caregivers (see Patient & Family Services Department)

One-on-One Meetings for Support and Education

Caregiver coaching guides you to provide the best possible care for your loved one, and the best possible care for yourself.

When you need direction, planning, and/or resource information, please call to schedule and appointment in our office, in your home, or the location of your choice.

Powerful Tools for Caregivers: Taking Care of You

Six weekly workshops in a small, interactive setting.

Complimentary Powerful Tools workbook provided. In this workshop, you will break through one of the toughest issues for caregivers: self-care.

Library Books, Booklets, and Video Tapes

The Library Service at the Alzheimer's Association Office

We offer a large assortment of library materials that can be checked out on loan. Here is a list of the categories of publications and videos within our library. Call the Alzheimer's office nearest you to learn how to use the library.

- **Activities**
- **Aging**
- **Alzheimer's Disease / Dementia / Research**
- **Caregiving**
- **Children's Books**
- **Long-term Care**
- **Multi-Cultural (written in other languages)**
- **Personal Accounts**
- **Resource Guides**
- **Spirituality / Bereavement**
- **Training Materials**

The Memory Walks

The *Memory Walks* are local events that bring together families, friends, medical and care professionals, and business supporters.

The events serve to:

- Raise funds for the Alzheimer's Association
- Increase public awareness of the challenges with Alzheimer's disease
- Provide recreation, celebration and camaraderie for everyone

The funds raised at the *Memory Walks* go to support the local programs and services, and to promote research sponsored by our national headquarters in Chicago.

The *Memory Walks* allow the community to join together and raise awareness of the need to support families who are meeting the challenges of the disease. They also highlight the importance of supporting the research, as scientists work to develop:

- Preventative measures and medicines
- Treatments and medicines to improve the quality of life for those living with the disease and their caregivers
- And one day, to provide a cure

Everyone is welcome to participate and enjoy the fun of the *Memory Walks*.

*To find out how you may become involved,
call the Alzheimer's Association office.*

Non-Profit Service Agencies

Area Agency on Aging

Ventura County Office
(805) 477-7300

The Area Agency on Aging provides a wide variety of supportive, nutrition and health promotion services through funding from the Older American and Older Californians Act

The Ventura County Senior Resource Directory

The 2003-2004 edition is available for free from by calling the Camarillo office of the Older Adult Services & Intervention System at 805-987-2083. Information is in English and Spanish.

Coast Caregiver Resource Center

Serving Ventura, Santa Barbara and San Luis Obispo Counties
(805) 967-0220, (800) 443-1236

Services

As part of a statewide network of Regional Resource Centers, Coast Caregiver Resource Center serves families and caregivers of adults with brain impairment. Services include:

- ✓ Information and referral
- ✓ Support Groups
- ✓ Long-Term care planning and problem-solving consultations.
- ✓ Respite care (In/Out home)
- ✓ Legal consultation and advocacy
- ✓ Training and conferences for caregivers.

Fees for services when applicable.

Health Insurance Counseling and Advocacy Program (HICAP)

(805) 477-7310 (800) 434-0222

Services

HICAP provides a variety of services (free of charge) that help you make decisions required to get the most from your Health Benefit dollars, including Medi-Cal and Medicare assistance; Medigap and HMO benefits; and long term care insurance policies.

Independent Living Resource Center, Inc

(805) 650-5993

Services

Provides a variety of non-medical rehabilitative services to persons with disabilities. This includes personal assistance referral services.

Long Term Care Services of Ventura County Ombudsman

(805) 656-1986

Services

This agency is responsible for investigating complaints about **residential care** and **skilled nursing facilities**. This includes allegation of abuse in such facilities; abuse issues include physical, financial, emotional and neglect. Long Term Care Services also offers pre-placement counseling services in addition to information about the different facilities and placement options.

Note: Long Term Care Services does not get involved with caregiver complaints situations in one's private home.

See ADULT PROTECTIVE SERVICES.

Hospice Services



VOLUNTEER HOSPICE

1. Camarillo Hospice

(805) 389-6870

Non-profit organization providing services for those who have a life threatening illness, their families, and the bereaved. Trained volunteers are available for respite care, emotional and practical support in the home. Bereavement support groups and individual grief counseling are held weekly for Ventura County residents. Informational, education and referral to other hospice support agencies are available. All services are free of charge.

2. Hospice of the Conejo

(805) 495-2145

A non-profit organization of professional and lay people serving the terminally ill, their families and friends, with physical, psychosocial, emotional and spiritual support. Bereavement groups are available to seeking to restructure their lives after the loss of a loved one. Special support services to children and youth. All services are free.

3. Hospice of Santa Clara Valley

(805) 525-1333

A community based hospice serving Santa Paula, Fillmore and Piru. Team approach to caring for persons with terminal illness and their families, with emphasis on in-home care. Includes patient education, pain control, volunteer placement, and counseling and bereavement follow-up. R.N. on call 24 hours. All services are free.

4. HELP of Ojai

(805) 646-9752

A community based hospice serving the Ojai valley. Trained volunteers offer patient and caregiver education, support groups, counseling, and bereavement support.



MEDICAL HOSPICE

- 1. Assisted Home Hospice**
(805) 677-7405 1(800) 499-6664
Medicare certified hospice serving Ventura County. Provides palliative care to terminally ill people and support services for families and loved ones. Addresses symptom management and comfort care needs. Spiritual care services that are consistent with family beliefs and desires. Social worker available to provide linkages to community resources and to assist family in developing optimal coping strategies.
- 2. Haven Buena Vista Hospice**
(805) 777-1133
Medicare certified hospice serving Los Angeles and Ventura counties. Personal care/homemaker services, skilled nursing care, spiritual and social work support, volunteer support, and stress management are provided. Medications and medical equipment available at no cost to the patient.
- 3. Livingston Memorial Visiting Nurse Association**
(800) 223-4862
Medicare certified hospice serving Ventura County. 24-hour answering service. Ongoing bereavement support group which meets weekly for 8 weeks. Offered several times a year, this group is open to any adult who has lost a spouse, parent, child or sibling.
- 4. ProCare Hospice**
(805) 983-4708 (888) 620-6993
Medicare certified hospice serving Ventura County. Provides pain control and symptom management allowing for the terminally ill person to use his or physical abilities as fully as possible. The interdisciplinary team consisting of skilled nurses, social workers, pastoral counselors and bereavement counselors meets emotional and spiritual needs of the family.
- 5. Tender Loving Care**
(805) 517-1620 (800) TLC-9887
Medicare certified hospice serving Ventura County. Daily visits, 24-hour on call service, pain control management, and bereavement support groups. Full team approach for terminally ill patients with unique care designed for each individual and their families.
- 6. Vitas**
(800) 938-4827
Medicare, MediCal, private insurance and other forms of reimbursement are accepted for services. Serving the nation since 1978, Vitas provides interdisciplinary team hospice professionals to provide intensive palliative care to control pain and reduce anxiety. In addition to medical care, spiritual and emotional comfort are also provided to patients and their families.

In-Home Care Agencies

Private care management agencies provide a wide range of services for Alzheimer's care in the home. The services can include, but are not limited to: health and nursing care, personal care, bathing, cooking and feeding, activities and companionship, household chores, and full care management.

You can use agency services to completely manage the care for a person with Alzheimer's 24 hours a day, 365 days a year.

Or, a family caregiver might use an agency to provide companion care a few times a week-so that he/she can leave the house and go shopping, visit friends, see a doctor or attend to other personal needs.

Many agencies provide their employees with Alzheimer's care training. However, finding the right people for your situation requires that you work closely with the Care Manager to find, train, and manage the caregivers-so that they fit comfortably and perform well with your particular needs.

*A list of private care management agencies
begins on the next page.*

*For further information on this topic see
Working with an Agency in Section 5 of this manual.*

Agency Reference Chart

(see chart on next page)

This chart is designed to help you understand how to explore the types of services different agencies provide.

If you hire independent professional caregivers through the referral services, the hourly rates can be significantly lower than hiring through private agencies. However, you become the employer/manager and do not receive any of the other agency services. The Real Help agency offers lower fees, *but only for low income seniors.*

Chart Key

*Information gathered in June, 2006.
Services offered may change at any time.*

- (1) Services may include bathing, dressing, feeding, meal preparation, light housekeeping, errands and companionship.
- (2) Clinical supervision over every case includes care plan and follow-up.
- (3) The agency can evaluate the needs of the person and home, and bring together the necessary resources.
- (4) The agency sends screened applicants. The family is responsible for the professional caregiver's supervision, payroll, taxes, and employee insurance.
- (5) The employee's payroll, taxes, and employee insurance are included in the agency's fee.

In-Home Agencies in Ventura County

Agency Name	Phone Number	Personal and Domestic Services (1)	RN Case Mgmt (2)	Complete Care Mgmt. (3)	Bath visits	Referral Service (4)	Payroll in-house (5)
American Companion & Homemaker Services, Inc.	642-8988	Yes	No	No	Yes	No	Yes
Apria Healthcare	983-0926		Respiratory Care only				
Assisted Health Care Services	677-7400	Yes	Yes	Yes	Yes	Limited	Yes
California Medical Nursing Services, Inc	(800) 250-2875	Yes	No	Yes	Yes	Yes	No
ComforCare	988-2145	Yes	No	Yes	Yes	No	Yes
Comfort Keepers	493-2500	Yes	No	Yes	Yes	No	Yes
Compassionate Home Care	582-0650	Yes	No	Yes	Yes	Yes	Yes
Darancare Inc.	553-0870	Yes	Yes	Yes	Yes	Limited	Yes
Dignity Home Care	584-0890	Yes	Yes	Yes	Yes	No	Yes
Elder Home Companion Services	278-0138	Yes	No	Yes	No	Yes	Yes
Gold Coast Caregivers	278-2128	Yes	No	No	Yes	No	Yes

In-Home Agencies in Ventura County (cont.)

Agency Name	Phone Number	Personal and Domestic Services (1)	RN Case Mgmt (2)	Complete Care Mgmt. (3)	Bath visits	Referral Service (4)	Payroll in-house (5)
Hanson Home Care Services Inc.	306-1804	Yes	No	No	No	Yes	Limited
Health Quest Homecare	370-3139	Yes	No	Yes	Yes	No	Yes
HealthWise Homecare	983-0086	Nursing and Physical Therapy only					
Heart & Soul	850-5705	Yes	No	No: 1-4 hr service only	Yes	Yes	No
Help Unlimited	654-6990	Yes	No	Yes	Yes	Yes	Yes
Home Care-Giver Services	(800) 707-4855	Yes	No	Yes	No	Limited	Yes
Home Helpers	981-3953	Yes	No	No	Yes	No	Yes
Home Instead Senior Care	577-0926	Yes	No	Yes	Yes	No	Yes
In Home Assistance	658-2785	Yes	No	No	Yes	Yes	No
Interim Healthcare	384-4004	Yes	No	Yes	Yes	No	Yes
LivHome	687-8766	Yes	Yes	Yes	Yes	No	Yes
Livingston Memorial Visiting Nurses	642-0239	Yes	Yes	Yes	Yes	Limited	Limited
Loving Touch Personnel Service	375-8474	Yes	No	No	Yes	Yes	No
Meditech Health Services	644-0800	Yes	Yes	Yes	Yes	Yes	Yes

In-Home Agencies in Ventura County (cont.)

Agency Name	Phone Number	Personal and Domestic Services (1)	RN Case Mgmt (2)	Complete Care Mgmt. (3)	Bath visits	Referral Service (4)	Payroll Service (5)
Nursing Care Plus Services	486-5933	Yes	Yes	Yes	Yes	Yes	Yes
Personal Care Services	987-2677	Yes	No	Yes	Yes	Yes	Yes
Personal Parent Care	389-0997	Yes	No	Yes	Yes	Yes	No
Senior Independence Service	987-8839	Yes	Yes	No	Yes	Yes	No
Silverado Home Care	(818) 222-0955	Yes	Yes	Yes	Yes	Yes	Yes
Visiting Angels	492-0526	Yes	Yes	Yes	Yes	No	Yes
West Healthcare Home Care Services	955-8190	No	Yes	Yes	Short Term	No	No

Government Service Agencies

Ventura County Public Health

(805) 652-5916 General Information

(805) 652-5913

Programs and Services

Adult Protective Services

(805) 654-3200

Investigates reports of alleged abuse, neglect and financial exploitation of adults in the person's mown home.

*(Adult Protective Services does not get involved with issues in skilled nursing and residential care facilities. See **Long Term Care Services Ombudsman Program** for facility related investigations)*

In-Home Supportive services (IHHS)

(805) 654-3260 Ventura (805) 240-2800 Oxnard

(805) 582-8062 Simi Valley

A program of the County of Ventura Human Services Agency which provides in-home assistance to eligible SSI or Medi-Cal qualified individuals only.

For other programs and services available through Ventura County Public Health, call for information.

Adult Day Care

Adult Day Care is a social model program for people with special needs. These programs offer recreational, social, and intellectual stimulation within a supervised environment, and serve as respite for caregivers. Some meals and snacks are provided.

Calabasas

Silverado Adult Day Center
25100 Calabasas Road
(818) 222-1000
7:00 am – 6:00 pm, M-F

Camarillo

Club Camarillo
3639 E. Las Posas Road, Suite 117
(805) 388-1952
9:00 am – 3:00 pm, M, T, Th, Fri

Ojai

Oak Tree House
111 West Santa Ana St.
(805) 646-0161
9:00 am – 3:00 pm, Mon-Fri

Oxnard

Helen Kelly Adult Day Care Center
855 South F Street
(805) 486-5540
10:00 am – 3:00 pm, M, T, F

Port Hueneme

Ocean View Recreation Center
575 East Surfside Drive
(805) 986-4818
8:00 am – 2:00 pm, Mon-Friday
(transportation available)

Simi Valley

The Lunch Bunch
1255 Patricia Ave.
(805) 522-5803
8:30 am – 1:30 pm, Wed, Fri
No walk-ins, please; call for info

Santa Paula

River Valley Club
El Buen Pastor Church
1029 East Santa Paula Street
(805) 525-5808
9:00 am – 3:00 pm, M, W, Friday

Thousand Oaks

Senior Concerns Day Support Center
401 Hodencamp Road
(805) 497-0159
9:00 am – 3:00 pm, Mon-Friday

Ventura

Moran Senior Day Center
1690 East Main St.
(805) 643-5000; 7:00 am – 5:00
pm, Monday-Friday

Adult Day Health Care

Adult Day Health Care offers a stimulating social environment that is enhanced with rehabilitative services and respite care for caregivers. Services include: nursing care; physical, occupational, psychological/psychiatric, and speech therapy; nutritional meal programs; social services; and transportation to and from the centers within limited areas. Costs are covered for people who are MediCal eligible.

Oxnard

Among Friends
851 S. A Street
(805) 385-7244

Oxnard Family Circle
5000 S. C St.
(805) 385-4180

Ventura County Adult Day Health Care
1700 N. Lombard St.
(805) 278-4321

Simi Valley

Advanced Adult Day Health Care Center
2315 Kuehner Dr.
(805) 526-7629

Millennium Adult Day Health Care Center
2150 Winifred St.
(805) 583-0859

Ventura

Coastal Adult Day Health Care Center
4221 East Main St. Unit C
(805) 650-1190

RCFE's / California Nursing Homes / Attorneys / Physicians

*For the current listings on the following
call the Alzheimer's Association at (805) 485-5597*

- ✓ **Residential Care Facilities for the Elderly**
- ✓ **California Nursing Home Search:**
www.calnhs.org
www.calnhr.org
*Note that information may not be current. For up to
date information, call the Long Term Care Ombudsman
in Ventura County (see page 129)*
- ✓ **Attorneys Practicing Elder Law: Ventura County**
*Search for the nearest elderlaw attorney through the
National Academy of Elderlaw Attorneys
On line: www.naela.com*
- ✓ **Physicians: Family, Internist, Neurologist, Psychiatrist**

Additional National Services

Alzheimer's Disease Education and Referral	(800) 438-4380
Community Information and Referral	(800) 352-3792
Elder Law Hotline	(800) 231-5441
Medi-Cal Information	(800) 952-5294
Medicare and Medicaid information	(800) 633-4227
Eldercare Locator	(800) 677-1116
National Caregiving Foundation	(800) 930-1357
National Institute of Neurological Disorders	(800) 352-9424
National Stroke Association	(800) 787-6587
The National Council on Aging	(800) 375-1014
Veterans Administration	(800) 827-1000

A web site for comparison of nursing homes: www.medicare.gov

Click on *Nursing Home Compare*

Some inaccuracies have been reported with information presented, so use this as a starting point and then go out to get to know the facilities first hand.

