

# Division of Aging and Adult Services

## October 2020 Newsletter

### A Message from the Director:

The coronavirus has swept the nation and world bringing increased “social distancing” and isolation of our vulnerable senior population. While these measures will no doubt help in decreasing the spread of the disease, they will also facilitate decreased social interaction and therefore concealment of abuse and neglect.

Recent studies have reported the amount of stress and anxiety within the family unit has increased as members are together for extended periods of time. Vulnerable seniors are often relegated to a position of less importance due to the increased demand for attention by younger children or members of the family. In addition, many distancing recommendations create a greater dependency on others to help with daily living activities increasing the stress on caregivers. Social isolation will undoubtedly increase during the pandemic and social isolation has been an established as a strong predictor of elder abuse.

Even though the pandemic will stretch on for some time there are proactive ways we can better protect vulnerable seniors with creative measures.

Older adults can and should be regularly contacted by advocates or other family members. This can be achieved through phone calls, social distancing visits, or use of technology. Even “old fashioned” means such as letters or cards can be extremely important.

Religious and community organizations can be helpful in developing programs to assist with engaging older adults. Virtual or “drive-by” visits can be made without exposing the older adult to increased harm.

Maintaining healthy habits such as nutritious meals and physical movement can help with effects of isolation. Don’t be afraid of fresh air (with distance of course).

Encourage the older adult to resurrect a hobby or interest and take the time to interact with them. Sometimes just talking and going down memory lane can be energizing for them and enlightening for you.

Remember, this will not last forever, however we can all find a way to diminish the effects of social isolation on vulnerable adults.

Nan Mendenhall,  
Assistant Division Director



### We Need Your Voice!

The Division of Aging and Adult Services is conducting a survey about aging and disability services and resources in your community and knowledge of Adult Protective Services and reporting requirements. The results of the survey will help improve services and increase resources. This survey is open to community members, caregivers, older adults, and adults with disabilities living in Utah. Participants can take the survey by calling 435-797-1981 (English) or 435-797-3690 (Español) or online at <https://cpd.usu.edu/services/aps-needs-assessment>.



## Program Highlight: Utah Caregiver Support Program

Established in 2000, the National Family Caregiver Support Program funds a range of supports that assist family and informal (unpaid) caregivers to care for loved ones at home for as long as possible. Utah's Caregiver Support Program (UCSP) is implemented at the local level through the 12 Area Agencies on Aging. This program is unique from other aging services programs because the caregiver is the client.

The UCSP provides information and resources, support groups, and caregiver education for all family and informal caregivers who care for loved ones across the lifespan. Respite care (in-home services and/or supervision for the care recipient while the caregiver takes a break) as well as supplemental services (e.g. grab bars, emergency response buttons, incontinent supplies) can be accessed by caregivers who meet eligibility requirements based on a caregiver stress index and the frailty or cognitive impairment of their care recipient. There is no low income requirement.

Based on their greatest needs, social work case managers facilitate in-home services and supports for those caregivers who are accessing respite/supplemental services. Clients are educated on all things caregiving over the course of one year with the goal of having them leave the program empowered to continue their caregiving journey.

If you know a caregiver who could use support, please have them contact DAAS at 801-538-3910 to obtain the phone number for their local Area Agency on Aging to learn more about the Caregiver Support Program in their area. Caregivers are also welcome to contact Nancy Madsen, Utah Caregiver Support Program Manager with any questions at [nmadsen@utah.gov](mailto:nmadsen@utah.gov). or by calling (801) 538-3926.

### AAA Recognition

The Area Agencies on Aging are finding new ways to support caregivers, despite the challenges of the ongoing pandemic. For example, the Five County AAA taught their Caregiver Academy virtually, and will be teaching Dealing with Dementia virtually in October. Not only are they providing virtual training, they are also utilizing Zoom for their weekly online support group. Additionally, they are setting up a Facebook support group for caregivers.

<https://www.facebook.com/agingfivecountyutah/>



### DAAS Updates

The Division of Aging and Adult Services, Adult Protective Services was selected as a community implementation site for the Vicarious Trauma Response Initiative. This national initiative was created in response to the growing awareness that law enforcement and victim service providers responding to the needs of victims of crime may experience vicarious trauma. This type of trauma can result from daily, chronic exposure to victims of crime and through response to mass violence incidents. Organizations that address vicarious trauma among their staff are able to respond more effectively to both the needs of victims and to traumatic events in the community.

The International Association of Chiefs of Police (IACP), supported by the Department of Justice, Office for Victims of Crime (OVC), and a team of subject matter experts will carry out the Vicarious Trauma Response Initiative with the Division of Aging and Adult Services, Adult Protective Services and eleven other U.S. sites that respond to victims of crime. This national initiative will provide dedicated resources, training, and technical assistance to these communities as they build interdisciplinary, cross-agency collaborations, and develop skills and sustainable approaches that buffer and mitigate the negative effects of vicarious trauma on their staff.



## Resources for Caregivers

### AARP's Utah Caregiver Resource Guide

AARP developed this resource guide to help caregivers find the services and supports they need and to connect them with other caregivers and supporters.

<https://www.aarp.org/content/dam/aarp/home-and-family/caregiving/2016/2016-03/ut-caregivers-resource-guide-web.pdf>

### Alzheimer's Association Caregiving Page

Caring for a person with Alzheimer's or dementia often involves a team of people. Whether you provide daily caregiving, participate in decision making, or simply care about a person with the disease — the Alzheimer's Association has resources to help.

<https://www.alz.org/help-support/caregiving>

### Arch Respite Network

This network provides information on Utah respite providers and programs, funding eligibility, and other caregiver resources.

<https://archrespite.org/respite-locator-service-state-information/177-utah-info>

### Caregiver Support Network

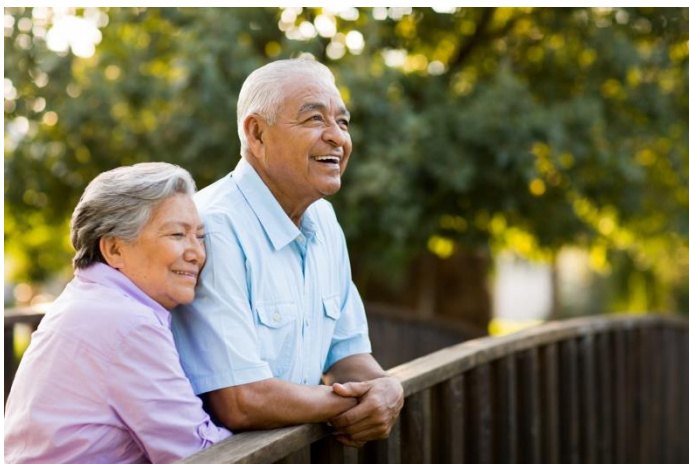
Caregiver Support Network is a locally and clinician-owned, full-service home health, hospice and private duty agency.

<http://www.caregiversupportnetwork.com/>

### Family Caregiver Alliance-Utah Resources

The services, education programs, and resources from FCA are designed to offer support, tailored information, and tools to manage the complex demands of caregiving.

<https://www.caregiver.org/taxonomy/term/103>



### Help Guide's Tips for Alzheimer's and Dementia Caregivers

Dealing with a diagnosis of Dementia or Alzheimer's in your family? This guide will help you prepare for the caregiving road ahead and get the help you need.

<https://www.helpguide.org/articles/alzheimers-dementia-aging/tips-for-alzheimers-caregivers.htm>

### Managing Care: Salt Lake County Aging & Adult Services Caregiver Guide

The Managing Care Guide is a set of tools and resources designed to help individuals better manage their care environment—allowing caregivers time to re-energize and add quality to their lives.

<https://slco.org/globalassets/1-site-files/aging--adult-services/caregiverguide.pdf>

### Salt Lake County Aging & Adult Services Social Media Pages

Social media and website content was created to give caregivers flexible, 24/7 support. If a caregiver needs an answer at 2:00 am, a 24/7 access point is invaluable—and may provide a solution or answer, so the caregiver can get back to sleep and rebuild energy for the next day.

[Pinterest: https://www.pinterest.com/slcoaging/](https://www.pinterest.com/slcoaging/)

[Facebook: https://www.facebook.com/slcoaging/](https://www.facebook.com/slcoaging/)

[Twitter: https://twitter.com/slcoaging/](https://twitter.com/slcoaging/)

[Website: slco.org/caregiver](http://slco.org/caregiver)

### UGEC's Fireside Chats

The Utah Geriatric Education Consortium's "Fireside Chats" are specifically designed to address two main themes: Creating Age-Friendly Health Care Systems and Creating a Dementia-Friendly America. These sessions are held live as a webinar, but are also recorded and posted online at [utahgwep.org/trainings/fireside-chats](http://utahgwep.org/trainings/fireside-chats) for you to watch at your convenience. We hope these presentations, provided by community experts and university faculty, provide useful information for you as individuals and as caregivers.

### Utah Parent Center

The Utah Parent Center provides accurate information, empathetic peer support, valuable training and effective advocacy based on the concept of parents helping parents.

<https://utahparentcenter.org/>

## Community Partner Spotlight

The Alzheimer’s Association Utah Chapter is a proud partner of DAAS and the Area Agencies on Aging. Executive Director Ronnie Daniel is a champion for the Area Agencies on Aging at the Utah legislature and has successfully advocated for increased funding for programs serving older adults and family caregivers. The Utah Chapter has two main offices; one in Draper along the Wasatch front and another in St. George serving more rural areas. Staff is also available regionally to all areas of the state. The Association is available to serve the more than 34,000 people in Utah who are affected by Alzheimer’s disease and other dementias or memory loss issues, as well as their 159,000+ care partners.

Information and referral services are available through the Alzheimer’s Association national 24/7 Helpline in more than 200 languages and dialects. Complimentary family care consultations help care partners navigate through the difficult challenges associated with memory loss issues. Free online community education and training modules available through monthly webinars or self-guided learning provide vital information for people living with dementia and their care partners on a variety of topics including early, mid, and late stages of memory loss; communication and behaviors; legal, financial, end of life planning; and much more. The website has dozens of tip sheets on how to best care for a person with dementia including bathing, dressing, activities, self-care for the caregiver, etc. Caregiver support groups and early stage engagement opportunities provide people dealing with memory loss a place to discuss their challenges with others who are going through similar experiences. During the COVID pandemic, all of their resources are offered virtually to help protect the most vulnerable population they serve.

The Utah Chapter takes very seriously their mission of supporting communities affected by Alzheimer’s disease, other dementias, and memory loss issues. Take advantage of their resources by visiting: [www.alz.org/utah](http://www.alz.org/utah) or calling the 24/7 Helpline at 1-800-272-3900.

## Upcoming Events

- Senior Medicare Patrol Shred Events: Monticello Oct. 15, Moab Oct. 16 from 11 a.m. - 1 p.m.
- 2020 NAPSA Conference (virtual): Nov. 16-19; register at [napsa-now.org](http://napsa-now.org)
- Medicare Open Enrollment: Oct. 15 - Dec. 7. Local Senior Health Insurance Information Program counselors are available to help - call 800-541-7735.

Medicare Enrollment Events		
Green River Oct. 12 <sup>th</sup>	Huntington Oct. 26 <sup>th</sup>	Long Valley Nov. 5 <sup>th</sup>
Blanding Oct. 14 <sup>th</sup>	Price Oct. 27 <sup>th</sup>	St George Nov. 6 <sup>th</sup>
Monticello Oct. 15 <sup>th</sup>	La Sal Oct. 28 <sup>th</sup>	Price Nov. 9 <sup>th</sup>
Moab Oct. 16 <sup>th</sup>	Bluff Oct. 29 <sup>th</sup>	Castle Dale Nov. 10 <sup>th</sup>
Duchesne Oct. 19 <sup>th</sup>	Beaver Nov. 2 <sup>nd</sup>	Vernal Nov. 11 <sup>th</sup>
Roosevelt Oct. 20 <sup>th</sup>	Panguitch/Milford Nov. 3 <sup>rd</sup>	Ferron Nov. 23 <sup>rd</sup>
Vernal Oct. 21 <sup>st</sup>	Henrieville/Escalante Nov. 4 <sup>th</sup>	Price Nov. 24 <sup>th</sup>

### Division Director

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### Older Americans Act

Jacob Murakami  
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801.538.4641

### APS

Nan Mendenhall  
[nmendenh@utah.gov](mailto:nmendenh@utah.gov)  
801.538.4591

### DAAS Public Information

Debbie Booth  
[debooth@utah.gov](mailto:debooth@utah.gov)  
801.538.4339

### Caregiver Support

Nancy Madsen  
[nmadsen@utah.gov](mailto:nmadsen@utah.gov)  
801.538.3926

### DAAS Main Line

801.538.3910

### Toll Free

1.877.424.4640

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To report abuse, neglect, or exploitation of a vulnerable adult:

### Report by Telephone

Monday - Friday  
8:00 am - 5:00 pm  
1-800-371-7897

### Report Online 24/7

[daas.utah.gov](http://daas.utah.gov)