



Supporting Family Caregivers of Older Adults Through Times of Stress and Isolation Resource Guide

This is a supplemental resource guide to the Resources for Integrated Care webinar hosted on April 30, 2020, *Supporting Family Caregivers of Older Adults Through Times of Stress and Isolation* and the follow-up panel discussion hosted on July 16, 2020. A webinar recording, slides, and transcript for the April webinar are available on the Resource for Integrated Care website [here](#) and materials for the July panel discussion are available [here](#).

This resource guide is intended for care managers, care coordinators, providers, and other staff at health plans and provider organizations who are interested in providing resources and supports to family and friend caregivers of older adults, particularly during times of stress and isolation.

National Organizations and Hotlines for Caregiver Support

[Family Caregiver Alliance](#)

The Family Caregiver Alliance provides services, education programs, and resources for caregivers. The FCA website also has COVID-19 caregiving guidance, including information about remaining at home and what to do if a person becomes sick, self-care strategies, and how to manage isolation.

- Caregivers may call this toll-free number for information: **800-445-8106**

[Caregiver Action Network](#)

The Caregiver Action Network provides resources for family caregivers and tips for caregivers during the COVID-19 pandemic.

- The Caregiver Health Desk, staffed by caregiving experts, is available at no-cost to help family caregivers navigate complex caregiving needs: **855-227-3640**

[Eldercare Locator](#)

Older adults and caregivers can use the Eldercare Locator, from the Administration on Aging, to search for resources in their communities.

- Caregivers can also reach an Information Specialist through this phone line: **800-677-1116** (as well through online chat or [email](#))

[AARP](#)

AARP provides resources and guidance for family caregivers on social isolation; in-home care; medical, financial, and legal considerations; and caregiver wellbeing. COVID-19 specific resources are also available.

[National Alliance for Caregiving](#)

The National Alliance for Caregiving (NAC) conducts research and advocacy on behalf of family and friend caregivers, and provides support resources. The NAC website also has caregiving-specific COVID-19 resources for families, including tips for caregivers who also care for minor children, and information on community resources.

[Well Spouse Association](#)

The Well Spouse Association provides peer support and education for spousal caregivers.

- [Telephone Support Groups](#) may be helpful for family caregivers experiencing increased social isolation.

Crisis Support for Caregivers and Older Adults

[Institute on Aging - Friendship Line](#)

This 24-hour, toll-free Friendship Line provides support for older adults and adults with disability who are experiencing loneliness, and operates as both a crisis intervention hotline and a warmline for non-emergency emotional support calls. The Friendship line also offers outreach calls to help monitor physical and mental health concerns.

- **800-971-0016**

[SAMHSA Disaster Distress Helpline](#)

This helpline provides 24/7, 365 days-a-year crisis counseling and support for caregivers and other people experiencing emotional distress related to disasters, including the COVID-19 pandemic.

- **800-985-5990**
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Assessments and Screenings for Caregivers

[AARP Isolation Assessment](#)

This self-assessment from AARP can help caregivers gauge how connected they are, and provides suggestions for helpful resources.

[GAD-7 Anxiety Screening](#)

The Generalized Anxiety Disorder (GAD-7) Screening can assist in assessing the presence and severity of a potential anxiety disorder.

[PHQ-9 Depression Screening](#)

The Patient Health Questionnaire (PHQ-9) can assist in assessing the presence and severity of a potential depressive disorder.

[PHQ-4 Anxiety and Depression Screening](#)

The PHQ-4 combines two items each from the PHQ-9 and GAD-7 screenings into a brief four question tool to assess the presence and severity of potential anxiety and depressive disorders.

COVID-19 Resources for Caregivers

[How to Respond Effectively to the Coronavirus Crisis](#)

This brief video outlines tips for managing fear, anxiety, and worry during the COVID-19 pandemic.

[Social Isolation and Well-Being for Caregivers during COVID-19](#)

This FCA webinar covers tools and tips for caregivers for coping with the isolation, stress, and anxiety of providing care during the COVID-19 pandemic.

[AARP Tele-Town Hall: Coronavirus – Protecting and Caring for Loved Ones](#)

This AARP tele-town hall addresses questions related to creating a care plan, coordinating backup care, staying connected to isolated loved ones, and accessing local resources for additional support.

[SAMHSA - Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak](#)

This SAMHSA tip sheet provides strategies to help caregivers identify and combat isolation when social distancing and caregiving during the COVID-19 pandemic.

[Improving Sleep and Mood during COVID-19](#)


This tip sheet offers approaches and resources to help caregivers improve their sleep and mood during the COVID-19 pandemic.

[Tips for Communicating while Wearing a Mask in a Health Care Setting](#)

This tip sheet, developed by the University of North Carolina Hearing and Communication Center, offers communication tips individuals can use while wearing a face mask in an in-person setting, as well as tips for telehealth appointments.

[Coping with COVID-19](#)

The Rush University Center for Excellence in Aging offers numerous resources about COVID-19 for older adults and caregivers, including information about coping with COVID-19 and the Tasks of Grieving.

-  [Grieving the Loss of a Normal Life in the Face of Pandemic](#): In this video, Dr. Erin Emery-Tiburcio discusses ways to implement the Tasks of Grieving for caregivers coping with the loss of a normal life as a result of the COVID-19 pandemic.

Self-Care Resources for Caregivers

[Relaxation for Caregivers Series](#)

This series of brief videos from Family Caregiver Alliance provides relaxation exercises caregivers can use to reduce stress.

[Taking Care of YOU: Self-Care for Family Caregivers](#)

This Family Caregiver Alliance resource provides eight key self-care tools for caregivers, as well as information on the effects of caregiving on one's health and well-being.

Dementia-Specific Resources for Caregivers

[Alzheimer's Association](#)

The Alzheimer's Association provides information and support for people with Alzheimer's disease and their caregivers.

- The Alzheimer's Association operates a 24-hour helpline for confidential support and information for those living with Alzheimer's disease, caregivers, families, and the public:
800-272-3900

[COVID-19: Tips for Dementia Caregivers](#)

This resource from the Alzheimer's Association provides tips for caregivers of individuals with dementia during the COVID-19 pandemic.

[UCLA Alzheimer's and Dementia Care Program – Caregiver Training Videos](#)

This video series from the UCLA Alzheimer's and Dementia Care program helps caregivers understand how to care for a person with dementia; videos include specific guidance on home safety, agitation, and repetitive behaviors, among others.

[Navigating COVID-19: Supporting Individuals With Dementia And Their Caregivers](#)

This Resources for Integrated Care webinar provides information on how COVID-19 affects and presents in people with Alzheimer's disease and related dementia (ADRD), strategies for family and friend caregivers for supporting those with ADRD living at home during COVID-19, and opportunities for health care systems to meet the needs of people with ADRD diagnosed with COVID-19.

Resources for First-Time Caregivers and Caregiving Skills

[Caregiving 101: On Being a Caregiver](#)

This Family Caregiver Alliance fact sheet describe the role of a caregiver and provides first steps caregivers can follow in their new roles. The fact sheet also offers self-care tips and links to additional resources.

[Family Caregiver Alliance YouTube Page](#)

The Family Caregiver Alliance YouTube page offers viewers numerous videos on topics affecting caregivers, including a seven-part *Caregiver College* video series. The webpage also includes videos with Spanish, Cantonese, and Vietnamese translations.

[Family Caregiving How-To Video Series](#)

AARP created a series of videos and resource guides for family caregivers on specific medical/nursing tasks – including preparing special diets, managing incontinence, wound care, mobility, and managing medications. These free of charge materials are available in both English and Spanish.

[Six Tips for Long-Distance Caregiving](#)

This NIH National Institute on Aging tip sheet provides six tips for caregivers who live an hour or more away from the person they are caring for.

Technology Resources

[Internet Services for Low-Income Adults](#)

This Family Caregiver Alliance resources outlines discounted internet services low-income adults can access in their communities.

[Low-Cost Equipment for Seniors](#)

This Family Caregiver Alliance tip sheet describes low-cost equipment options older adults can use to access online services.

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The list of resources in this guide is not exhaustive. Please submit resources or feedback to RIC@lewin.com. The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource guide is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>.