



August 2017 Newsletter

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A Listening Ear for Those Who Need Help



Top: ElderSource ADRC Team, Left: Judy Brackenridge, Right: Clemencia Robertson

Sometimes it's hard to know where to start when looking for answers and resources. This can especially be true for seniors and caregivers. Doing the research to find out what help is available and what resources work best for your situation, can be a daunting task when doing it alone.

ElderSource is the central agency in northeast Florida for assisting seniors and caregivers in finding answers and connecting them to resources so they don't have to feel alone or overwhelmed. The ElderSource Aging and Disability Resource Center (ADRC) HelpLine is often the starting point for many folks looking for resources to help them or a loved one. Customer Service Specialists assist clients Monday through Friday from 8 a.m. to 6 p.m. and answer more than 3,000 calls a month.

"Our slogan, 'Start Here for Help' is very fitting," said Judy Brackenridge, who is the Lead Customer Service Specialist on the ADRC HelpLine. In her six years of working on the HelpLine she has received all kinds of calls. From callers who are looking for medical or health services, to callers in need of financial help, or help with home repairs or housing issues. When employees answer the phones, there's no telling what the story might be on the other end. Prior to calling the HelpLine, many clients have tried various avenues to get help, only to reach a dead end, or not get an answer at all. "Sometimes all they want is for someone to listen," said Clemencia Robertson, who has been a Customer Service Specialist for the HelpLine for almost three years. "Listening to the urgency of the call becomes a key factor. Some people are just glad that we can explain things and provide clarity."

"A simple call back can become meaningful," said Judy. "The HelpLine can provide great relief for families," she said.

"I've had people say to me, 'You're the only one that would answer'," added Clemencia. "It's a good feeling to know that you can explain something to someone and they're better able to understand the process and get the proper help they need."

However, even on their best days the HelpLine employees are not always able to help everyone. "Sometimes the resources are limited, and there's always more needs than funding," said Judy. She, along with other HelpLine employees, try their best to brainstorm with clients other options that may be more feasible for their situation. Through problem solving they try to offer additional assistance. The goal is for the client to have some solution or ideas of what to do next.

Know someone who needs information, support or resources? Have them call:

ADRC HelpLine at 904.391.6699 or 1.888.242.4464.

Save the Date: Grandparents Day Celebration

Join ElderSource for a FREE EVENT to Celebrate Grandparents

Date: Sunday, September 10, 2017

Time: 12 to 4 pm

Location: Historic St. Andrew's Church (317 A. Philip Randolph Blvd.)



It's a great day to celebrate grandparents and grandchildren.

Bring the entire family out to this **FREE EVENT** that includes:

- Food trucks
- Yard & carnival games
- Reading Nook with Jacksonville Public Library
- Face painting
- Arts & crafts with MOCA
- Live, musical entertainment

Thank you to our sponsors: Swisher International, The Bailey Group, WellCare, Sunshine Health, and Tom Bush Motors.

We look forward to seeing you and your family come out to enjoy all that we have to offer! For more information please visit myeldersource.org.

Hambingo Recap

Thanks for Another Round!

A special thank you to everyone who joined ElderSource on Monday, July 31 for another round of Hambingo at Hamburger Mary's Jacksonville. Proceeds help support ElderSource so we can be of assistance to elders and their caregivers.



Disaster Preparedness



ElderSource Wants You to be Prepared When Disaster Strikes!

Are you ready if a disaster strikes? It's always better to plan in advance and be prepared. ElderSource is here to help you do just that! Through our website, we have a list of resources available for you to prepare in case disaster strikes.

These resources include [special needs registrations link](#), [local emergency management website](#) and MORE! Our list is a great place to start to get what you need to be prepared. [Click here to view our available resource listings.](#)

Elder Source Awarded at National Association of Area Agencies on Aging Conference



ElderSource was the recent recipient of the 2017 Innovation and the 2017 Aging Achievement Awards given by the National Association of Area Agencies on Aging (n4a) during their national conference.

ElderSource was recognized for both its Coalition to Stop Senior Hunger as well as its corporate structure that increases the agency's ability to be more creative, innovative and proactive. Both the corporate structure and the

Coalition to Stop Senior Hunger have helped ElderSource take an innovative approach in tackling issues that matter most to seniors in the community. Featured ElderSource employees in the photo include: Nancy Tufts (second from left), ElderSource Planner; Linda Levin (center), Executive Director; and Bryan Hensley (second from right), Director of Planning Programs.

Help A Senior Today!

Meet Lucy a 71-year-old Duval County resident. She is among many seniors we have helped through our Senior to Senior program. Lucy needed a porch and stair repair for the entry of her house.

Because the porch and stairs were falling apart, it had become difficult and unsafe for her to enter and leave her home, resulting her to having use a ladder in order to come and go.

Through the Senior to Senior program, ElderSource was able to provide the funding for materials, while volunteers from a church supplied the labor.

The Senior to Senior program was created by Delores Barr Weaver in 2007 to address the needs of seniors facing unexpected financial crisis. Through the ADRC HelpLine, seniors are identified and they are required to complete a form for financial assistance.

"Our goal with this program so generously supported by Mr. and Mrs. Weaver and The Community Foundation, is to help resolve the presenting crisis and see if we can also resolve the underlying cause of the crisis so it doesn't happen again." said Linda Levin, Executive Director.

These funds are essential in being able to respond to senior financial crisis that can range from small home repairs to electrical bills.

Although this fund has made an impact on many seniors in the community, resources are limited while needs continue to grow. This is where we need the help from friends and families in the community to donate. Your donation to the Senior to Senior program can help ElderSource respond to more seniors in financial crisis.



[Interested in making a donation? CLICK HERE!](#)

Save the Date for Northeast Florida Senior Events



**THE 5th ANNUAL • 2017
SENIOR EXPO
& HEALTH FAIR**

**Friday • August 25th
9 a.m. to 2 p.m.**

Atlantic Recreation Center
2500 Atlantic Avenue • Fernandina Beach, FL 32034
For info call: 904-261-0701

Over Fifty Exhibitors!
Agency Representatives Onsite
to Answer Your Questions

Free Health Screens!
By Baptist Health

- Blood Glucose
- Bone Density
- Cholesterol
- Blood Pressure
- Body Mass Index
- Prostate Specific Antigen

Free Hearing Tests
By Jacksonville Speech & Hearing Center

Free Skin Cancer Screens
By Advanced Dermatology

Blood Drive with Special Promotions
By QuestDial

FREE GIVE-AWAYS!

**FREE EVENT
OPEN TO THE PUBLIC!**

INVEST IN YOUR HEALTH!

Nassau County Health Fair

Date: Friday, August 25, 2017

Time: 9 am to 2 pm

Location: Atlantic Recreation Center
2500 Atlantic Avenue, Fernandina Beach,
FL 32034

A FREE EVENT. Open to the public. Over 50 exhibitors, free health screenings, free giveaways and MORE!

Call 904-261-0701 for more information.

[Click here for more information](#)

Hosted by:
Baptist Health and Nassau County
Council on Aging



Age Sensitivity Training

Date: August 30, 2017

Time: Noon-1:30 pm

Location: ElderSource office at 10688
Old St. Augustine Rd.

Cost: \$15 for the course, additional
cost for 2 CEUs is \$20

The ElderSource Institute Age Sensitivity Training is an interactive training program for individuals who are interested in learning about the specific needs and challenges of older adults in the community. During this workshop, participants will experience sensory changes associated with aging through simulation. Age Sensitivity training will provide participants with valuable tools and information for working and interacting with older adults

[Click here to register today!](#)

ElderSource values all people – including but not limited to all nationalities, socio-economic backgrounds, abilities, races, genders, religious perspectives, sexual orientations and gender identities – in everything we do. We welcome the unique insights and perspectives of all persons in our quest to fulfill our mission.

myeldersource.org | info@myeldersource.org | 904-391-6600

[Visit our website](#)