

April 2020 Newsletter



Stay social with ElderSource

Making an Impact During the Pandemic



Thanks to generous grants from the First Coast Relief Fund and the Jim Moran Foundation, ElderSource has been able to assist seniors and caregivers during the pandemic.



Recently, ElderSource partnered with Winn-Dixie Supermarkets; our sister agency in central Florida, Elder Options; the Putnam County Sheriff's Department; and the Crescent City Police Department to shop and deliver groceries to seniors who were not able to get to the store themselves.

Additionally, ElderSource received a donation from Humana and Farm Share to create 1,000 bags of much-needed personal care items for seniors. Seniors received a roll of paper towels, a few rolls of toilet paper, a non-perishable food item, face tissues and an assortment of hygiene products.

Together with Aging True, ElderSource packed the bags which will be delivered to seniors receiving home-delivered meals.

We are so very grateful for the community and corporate support to help so many people.



SHINE Volunteers & ElderSource HelpLine Still Here to Serve!



Despite the current national crisis, people are still turning 65 and becoming eligible for Medicare benefits. And, many older adults are wondering if Medicare has made adjustments to health care plans that help with COVID-19 medical expenses.

Our SHINE volunteers are ready to answer questions about any and all Medicare benefits, especially the changes to coverage because of COVID-19.

Here are the latest updates concerning Medicare and COVID-19:

- Medicare covers the lab tests for COVID-19. You pay no out-of-pocket costs.
- Medicare covers all medically necessary hospitalizations. This includes if you're diagnosed with COVID-19 and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine.
- At this time, there is no vaccine for COVID-19. However, if one becomes available, it will be covered by all Medicare Prescription Drug Plans (Part D).
- If you have a Medicare Advantage Plan, you have access to these same benefits. Medicare allows these plans to waive cost-sharing for COVID-19 lab tests. Many plans offer additional telehealth benefits beyond the ones described below. Check with your plan about your coverage and costs.
- Scammers may use the coronavirus national emergency to take advantage of people while they're distracted. As always, guard your Medicare card like a credit card, check Medicare claims summary forms for errors, and if someone calls asking for your Medicare number, hang up!

Call a SHINE Volunteer Today!
1-888-242-4464

Start here for help. We are here for you! If you are an older adult or caregiver experiencing a hardship due to the current state of affairs, please call our HelpLine

Customer Service Specialists to find out how we might connect you to vital resources and information.

Call us for information about:

- Home-delivered meals
- In-home services
- Respite care
- Adult day care
- Legal assistance
- Long-Term care
- and more...

Our website is also available as a resource tool. Visit MyElderSource.org for more information.

We are here for you!



Our Helpline is available.

1-888-242-4464

Take Care of Your Whole Self

Taking care of your mental health is just as important as your physical health. Here are some useful resources for anyone dealing with stress or anxiety during the pandemic. We encourage you to reach out to get the support that you need to stay healthy both mentally and physically.

COVID-19 Support Line

Are you age 55+ and living in Duval County?

If you are experiencing any stress or anxiety due to the COVID-19 situation, help is just a phone call away! Connect to a mental health professional who can provide immediate support and connections to further resources.

Memorial Hospital Support Line
(904) 702-2552
Monday - Friday | 11am-3pm

Funded in part by the City of Jacksonville and ElderSource

If you are experiencing stress or anxiety related to the COVID-19 pandemic, there are programs to support you! Please reach out to the Memorial Hospital Support Line at **904-702-2552** for assistance.

STRESSED?
CALL THE FLORIDA BLUE EMOTIONAL SUPPORT HELPLINE.
AVAILABLE IN ENGLISH & SPANISH

Florida Blue has a 24 hour, bilingual emotional support helpline to assist Floridians with any stress they may be feeling during the COVID-19 Pandemic. If you're feeling stressed, contact their helpline at **833-848-1762**.

24/7 Helpline
800.272.3900

alzheimer's association®

The Alzheimer's Association also has a 24/7 Helpline for caregivers caring for a loved one with dementia. **Call: 800-272-3900**.

Now more than ever volunteers are important in helping our community stay engaged. Simple acts of kindness have become more meaningful in order to practice physical distancing, but still be socially connected.

ElderSource's **Caring Connections** program has become vital in keeping seniors connected to the community while also being safe at home. Our volunteers continue to make friendly phone calls to seniors letting them know we care about them.



"Everybody needs a friend during the pandemic," said *Caring Connections* volunteer Mary Margaret. While social distancing is important, it can cause seniors to become lonely and even affect their mental health. Many seniors are dealing with worry, fear and anxiety because of the pandemic. Having regular phone calls helps give the seniors hope and reassurance that someone is there for them.

During her calls, Mary Margaret focuses on positively reassuring seniors through uncertain times and providing encouragement in their life. "We're all in this together," she said. Mary Margaret encourages the seniors to engage in activities that will provide mental and emotional relief from stress of dealing with the COVID-19 outbreak.

Many seniors find the friendly calls with volunteers to be the highlight of their day. It is a time they look forward to knowing they have developed a meaningful connection. "Seniors are really expressing their appreciation during this time of having someone call and check on them," said Mary Margaret.

She also encourages others to become volunteers for the *Caring Connections* program. Virtual volunteer training sessions are currently being offered. "Volunteering in this program will help you become a source of inspiration during a tough time for seniors," she said. "It's empowering as a volunteer to know I'm making a difference in someone's life."

Photo credit: *Caring Connections* Volunteer Mary Margaret training to make friendly phone calls to seniors.

For more information on how to become a volunteer, please contact Vanessa Boyer at Volunteers@MyElderSource.org.

Virtual Support During the Era of Coronavirus

Virtual connections are playing a large role in caregivers getting the support they need.

Our **Virtual Caregiver Support Group** is free to join and available for caregivers looking to connect and get the resources they need. Through the use of today's technology caregivers can meet face-to-face in real time, virtually. The group allows for caregivers to have a safe space to share about their caregiving experiences while also making meaningful connections with others who understand and can provide relatable insight.



Interested in joining the group and connecting with other caregivers?

Sign-up and learn more information [here](#).

April is National Volunteer Appreciation Month!

Volunteer with ElderSource!



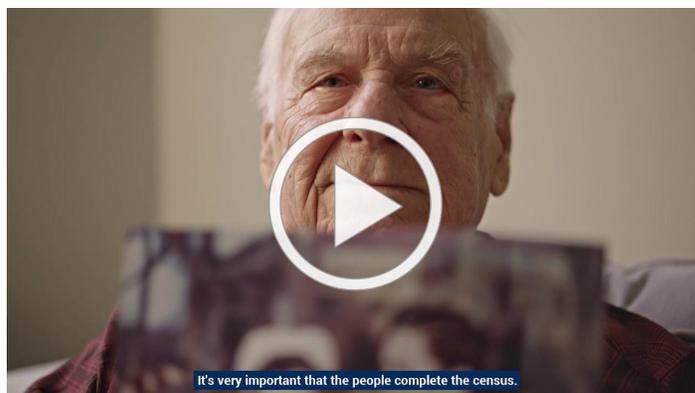
Across the country volunteers are being thanked and touted this month as important assets during this critical time. We encourage people to be engaged with our agency and invite you to check out our volunteer opportunities.

SHINE Volunteers: Join this amazing team of people who help seniors understand their Medicare benefits. SHINE (Serving Health Insurance Needs of Elders) volunteers are trained to provide free, one-on-one counseling that guides seniors through any questions or concerns they have about their Medicare coverage. [Click here for more information on becoming a SHINE volunteer.](#)

Caring Connections: If you choose to volunteer with the *Caring Connections* Telephone Reassurance Program know that you are helping to fight social isolation and loneliness often experienced by home bound seniors. Volunteers make regular phone calls to seniors living alone, resulting in a friendly connection for both the senior and the volunteer. [Click here for more information on *Caring Connections*.](#)

Census 2020: Your Response Counts

**Calling all seniors and caregivers!
Make sure you complete the online census.
[Click here to take the census online.](#)**



Why the Census Matters for Seniors & Caregivers

- Census counts directly impact the funding provided to seniors and caregivers in the community through the Older Americans Act. Without a proper count of older adults, we will continue to see an increase in wait lists for crucial programs that serve both seniors and caregivers in the community.
- Participating in the 2020 Census will allow for an updated count on the country's shifting population demographic and age structure. Knowing the number of older adults (65 and up) will be important for lawmakers. Tribal, local, state, and federal lawmakers can use the updated count to help allocate funds to better serve the changing population demographic (U.S. Census Bureau, 2019).
- With the participation in the census comes more information; more information means more funding. The data collected through the census will help lawmakers

[Click here to learn more about the 2020 Census](#)

Employee of the Month: March 2020



Congratulations to Kandise Chrestensen for receiving the March Employee of the Month award.

As the Caregiver Coalition Coordinator, Kandise works with partner agencies to create resources and plan community events that help advocate and educate caregivers in Northeast Florida.

Kandise is kind-hearted and always willing to assist her coworkers as needed. With a listening ear she seeks to understand others and supports them accordingly.

We appreciate all you do Kandise!

[Make a Donation to ElderSource](#)

[Visit our website](#)

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.

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