

July 2020 Newsletter

Don't Navigate Medicare Alone. SHINE Volunteers Can Help!

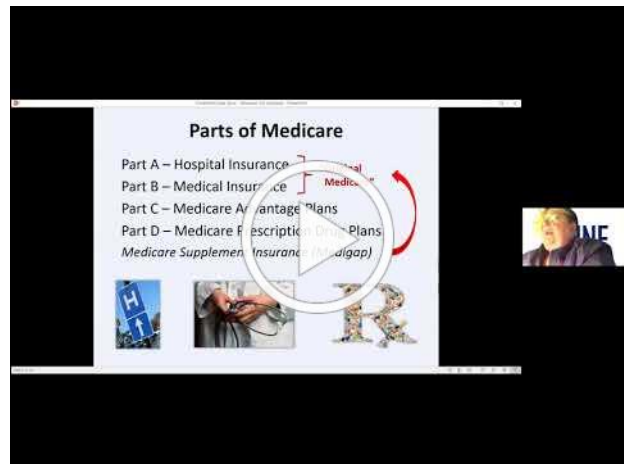


If you're feeling overwhelmed trying to understand your Medicare benefits and coverage, know that you aren't alone. Serving Health Insurance Needs of Elders (SHINE), is a program offering FREE and unbiased counseling to help seniors and caregivers like you better understand your healthcare coverage.

ElderSource SHINE volunteers are trained and knowledgeable in navigating all things Medicare. They are available to help you get the most out of your coverage, assist you with options to save money and protect you from Medicare fraud. SHINE volunteers are available in our seven county service area which includes Baker, Duval, Clay, Flagler, Nassau, St. Johns and Volusia counties.

By calling our **Helpline at 1-888-242-4464** you can schedule an appointment with a SHINE volunteer to get the assistance you need.

[For more information on SHINE click here to visit our website.](#)



SHINE Videos Available on YouTube

Some of our SHINE presentations have been uploaded to the [ElderSource YouTube channel](#) and are available to you as a learning tool. We encourage you to view the [Medicare 101 presentation](#) which will give you an overview on the basics of Medicare coverage. Click the video link above to learn more.

Other SHINE videos available:

- [Medicare 101 Part 2](#)
- [Presentación general del programa de SHINE](#)

[Click here to subscribe to our YouTube Channel for more SHINE videos.](#)

Note: In the current era of physical distancing, face-to-face appointments will not be scheduled. Counseling sessions will be conducted over the phone.

Senior and Caregiver Resources



Preparing for a Crisis During a Crisis: A FREE Virtual Workshop

**Saturday, July 18
10:00am - 11:00am EST**

**Hosted by: Caregiver Coalition of
Northeast Florida**

With hurricane season in full swing, it's important to start preparing for a storm as soon as possible.

Due to COVID-19, the way we prepare on the First Coast is going to look different from years' past. Join us for our next Virtual Caregiver Workshop to find out how you and your loved ones can prepare for a hurricane during the era of COVID-19.

This workshop will cover:

- An overview of the new State program "Know Your Zone, Know Your Home."
- Creating a Disaster Supply Checklist.
- What to expect when evacuating and sheltering.
- The importance of the special needs registry and how to register.

[Click here for more information](#)



Join the Alzheimer's Association Virtual Brain Bus

Travel with dementia experts on the Alzheimer's Association Virtual Brain Bus where there is a special stop every day in honor of our health care heroes and the families that they serve. Join from any computer, tablet or smartphone connected to the internet.

Tuesday, July 14 - The Pillars of the Alzheimer's Association

Register 12 p.m. ET / 11 a.m. CT

Register 4 p.m. ET / 3 p.m. CT

Wednesday, July 15 - Effective Communication Strategies

Register 12 p.m. ET / 11 a.m. CT

Register 4 p.m. ET / 3 p.m. CT

Thursday, July 16 - Understanding & Responding to Dementia Related Behavior

Register 12 p.m. ET / 11 a.m. CT

Register 4 p.m. ET / 3 p.m. CT

[Learn more about the Alzheimer's
Brain Bus and other resources and
tools for caregivers](#)

ElderSource Receives National Grant from Community Care Corps

ElderSource was recently awarded a grant from National Community Care Corps. ElderSource will use the grant to further the initiatives of *Caring Connections* Telephone Reassurance Program. Community Care Corps granted \$2.44 million to 23 innovative programs nationwide.

Caring Connections is a volunteer-based



program offering friendly calls to seniors who live alone or are home bound. The program was launched in 2019.

Volunteers telephone older adults to check in on their well-being while also providing them with an opportunity to socialize and talk about things of common interest. The program's goals are to eliminate or reduce isolation, promote access to additional support services, and support older adults' ability to age in place.

Community Care Corps, in a cooperative agreement with the Administration for Community Living (ACL), is a partnership of four national non-profit organizations: The Oasis Institute, Caregiver Action Network, National Association of Area Agencies on Aging, and Altarum.

Together they have launched a program to foster innovative models in which local volunteers assist family caregivers, older adults, or persons with disabilities with non-medical care in their own homes in order to maintain their independence.

To be a *Caring Connections* volunteer or sign up to receive a friendly call, call (904) 391-6631.

Employee of the Month: June 2020



Congratulations to Carrie Gonzalez, the ElderSource June Employee of the month. Carrie, the SHINE Liaison, has been presented with many challenges and unexpected changes due to COVID-19. While working remotely, Carrie has been very creative in keeping her 50 SHINE volunteers happy and engaged during this critical time.

Before the pandemic SHINE outreaches and counseling sessions with seniors were mostly done face-to-face. Since the pandemic, both volunteers and Carrie have made adjustments in order to meet required benchmarks set by the Department of Elder Affairs.

These adjustments included learning virtual video platforms such as Zoom and Go To Meetings to do recorded online SHINE presentations and counseling sessions with seniors. While many of the volunteers were timid of the virtual world, Carrie has worked diligently to reassure her volunteers in becoming more confident with using virtual platforms.

Despite the obstacles Carrie has taken this time to stay persistent, focused and driven in everything she continues to do for the agency and the volunteers.

We appreciate all you do, Carrie!

Shop Amazon Smile to Support ElderSource



When you shop with Amazon Smile, you not only find good deals for the things you love, but you can help support ElderSource.

A percent of your purchase goes toward programs and services that support our seniors and caregivers.

Click the link to learn more about giving back while you shop on [Amazon Smile](#).

COVID-19 and ElderSource Operation Status



Due to the current COVID19 pandemic restrictions, and out of an abundance of concern for our staff, volunteers, clients and visitors, ElderSource staff remain working remotely until the end of the year. Access to our offices are limited to authorized personnel until further notice.

If you need assistance of any kind, the ElderSource HelpLine is OPEN and staff are taking calls during regular business hours.

If a visit to our office is necessary, visitors will be required to call ahead and follow safety precautions when on site.

HelpLine:
Monday through Friday 8 am to 5 pm
1-888-242-4464



Stay social with ElderSource

**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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