

Williamson County
**CAREGIVER
CONFERENCE**

**Resources
and
Additional
Information**

NOTE: Due to COVID-19, be sure to contact these resources in advance to inquire about their adjusted services and availability.

AGE of Central Texas

A regional non-profit that helps older adults and family caregivers thrive

Give Us a Call!
(512) 451-4611

Thrive Social & Wellness Centers

Austin: (512) 458-6305 | Round Rock: (512) 255-4865

- Providing vibrant daytime care for older adults with physical or cognitive needs in the longest-operating licensed, non-residential Day Activity and Health Service Centers in Central Texas.
- Specialized care in secure facilities for individuals with dementia or memory loss.
- Locations in Austin and Round Rock, open Monday through Friday from 7:00 am to 5:30 pm.
- Full-time nurse at each site to assist with medication management and health monitoring.
- All-inclusive: activities, meals and snacks, and transportation options.
- Activities designed to engage mind and body including music, brain boosters, exercise, and more.
- Accepting Medicaid, Veteran's benefits, long-term care insurance, or private pay at \$65 per day.

AGE of Central Texas Is an Equal Opportunity Provider

Caregiver Education and Resources

- Navigation center offering free personalized assistance and guidance by phone, email, or walk-in.
- Free educational seminars, workshops, and conferences, with respite services available.
- Free monthly caregiver support groups in Austin and Round Rock.

Memory Connections

- Brain exercises and emotional support for older adults living with dementia or early memory loss, to improve quality of life through evidence-informed activities and a professionally facilitated support group.
- Five weekly Central Texas community locations with sessions from 9:30 am to 2:30 pm.
- Monthly caregiver support group for family members of Memory Connections participants.

CaregiverU

- Free evidence-based caregiving courses for non-professional, family caregivers.
- Classes offered year-round at convenient locations in Travis, Williamson, Hays, and Bastrop Counties.
- Visit www.CaregiverUcentx.org to find a free caregiver class near you.

Health Equipment Lending Program

- Free loans of gently-used durable medical equipment and free incontinence products available.
- Call (512) 600-9288 or email Help@AGEofCentralTX.org to request and reserve items.

AGE Computer Lab

- Peer-to-peer technology instruction and personal coaching for older adults.
- Low-cost classes and seminars on topics ranging from basic computer skills and brain fitness to advanced software and photo editing. Visit www.AGEcomputer.org for class schedules and more information.



Proud grant partner of

StDavid's
FOUNDATION

(512) 451-4611 | www.AGEofCentralTX.org

Central Office and Austin Thrive Center:
3710 Cedar Street, Box 2; Austin, TX 78705

Williamson County Thrive Social & Wellness Center:
475 Round Rock West Drive, #120; Round Rock, TX 78681

CAREGIVERU

A Program of AGE of Central Texas

CaregiverU is a collaboration of numerous Central Texas non-profit agencies and community organizations, joining together to provide free classes offering support and resources to family members that are caring for an older loved one.

Classes are offered at no cost to participants, and the courses are offered multiple times throughout the year at various locations in Travis, Williamson, Hays, and Bastrop counties.

Class Schedules & More Information: www.CaregiverUcentx.org



This series of six classes is designed to empower family caregivers of older adults to take better care of themselves. The tools learned from **Powerful Tools for Caregivers** benefit caregivers by helping them reduce stress, improve caregiving confidence, establish balance in their lives, communicate their needs, make tough decisions, and locate helpful resources.



According to the Centers for Disease Control, one out of three older adults experience a fall each year. And falls are the leading cause of both nonfatal and fatal injuries in older adults. **A Matter of Balance** is a fun and dynamic course that emphasizes practical strategies to manage falls and maintain an active, healthy lifestyle. Classes are led by certified class leaders, offering practical strategies that work.



Taking care of a person with dementia is a role like no other, and that role requires training. **Savvy Caregiver** classes are led by a pair of trained facilitators to provide proven, professional-level training for the non-professional, family caregiver. The small group discussion format addresses the progressive impact of the illness and the skills needed to manage daily caregiver responsibilities.



For more information and services, contact:

AGE of Central Texas

(512) 451-4611 | www.AGEofCentralTX.org

CaregiverU funding provided through a generous grant from



@ageofcentraltx

Use your smart device to find a free class near you:



CAREGIVERU

A Program of AGE of Central Texas

PARTNER AGENCIES

Enhancing the Lives of Care Givers and Care Recipients

Alzheimer's Texas

AGE of Central Texas

Austin Public Library

Bastrop YMCA

Bethany United Methodist Church

Christ Lutheran Church of Georgetown

City of Austin/YMCA North Austin

Community Recreation Center

East Communities YMCA

El Buen Samaritano

Faith in Action Georgetown

Foundation Communities

Friendship Bible Church

Hays Communities Family YMCA

Hope Lutheran Church

Hyde Park Baptist Church

Onion Creek Senior Center

Shalom Austin

South Asian International

Volunteer Association

St. Catherine of Siena

Catholic Church

St. James' Episcopal Church

Wellspring United Methodist

Community of Faith

The Worship Place

YMCA of Austin,

Northwest Branch

YMCA of Austin, Town Lake



www.CaregiverUcentx.org

Tips for Caregivers

8 Unselfish Ways to Put Yourself First

1 Eat a well-balanced diet

When you're stressed out, you may tend to overeat. When you're exhausted, it's easy to resort to whatever is handy; quick snack foods, tea and toast, cheese doodles and pop. You need high quality food to perform well.

2 Get regular exercise

Exercise is the original "feel good" tonic. It helps you sleep better and wake up refreshed and ready to face another arduous day. Regular exercise improves both your mental and physical wellbeing, keeping your mind alert and body fine-tuned and energetic.

3 Get enough rest

This may be easier said than done, especially if you're caring for someone who tends to wander at night. Still, most people need six to eight hours of sleep a night to maintain good health. Catch up with cat naps if necessary, early in the day.

4 Look after your own health

When you're preoccupied with someone else's health, it's all too easy to neglect your own. Caregiving can be physically and emotionally exhausting, leaving you at risk for serious illness.

5 Get organized

It is very important to get an early diagnosis of your loved one's illness, and then learn everything you can about it. That way you'll know what to expect, and you can plan for it.

6 Plan for emergencies

Who will take over if you do get sick? How will you cope if your loved one has a medical emergency? Be prepared. Keep a file or notebook with names and phone numbers of people you might need. In a crisis, you'll be less likely to panic if you're organized down to the last detail.

7 Take time out for yourself

Whether you're caring for a parent, spouse, or other relative or friend, you need time for yourself. You need outside interests, other people, and a way to escape from the constant pressure of caregiving. You need to get away from time to time. Keep up your friendships. It's easy to let friendships lag when you have "more important" things to do. But friends can get you through some tough times, just by being there.

8 Consider joining a support group

If you feel alone and isolated in your role as caregiver, talk to other caregivers. They'll know what you're up against; they'll understand where you're coming from. Think of it as therapeutic socializing—while you're not actually escaping from your role as caregiver

From the Saskatchewan Health Wellness and Health Promotions Branch
3475 Albert Street • Regina, Saskatchewan, S48 6X6



AGE of Central Texas

3710 Cedar Street
Austin, TX 78705
(512) 461-4511

For Caregiver Resources, visit:
www.AGEofCentralTX.org



Find a Free Class Near You: www.CaregiverUcenTX.org

AGE Virtual Connections Program

AGE of Central Texas is offering a new program of innovative virtual services for older adults and care partners to help you thrive. The **AGE Virtual Connections Program** is a monthly subscription program offering group and virtual activities designed for different cognitive levels.

In collaboration with you, we create an individualized service plan, then provide tailored services or connect you to vetted service providers in the community to meet your goals and needs.



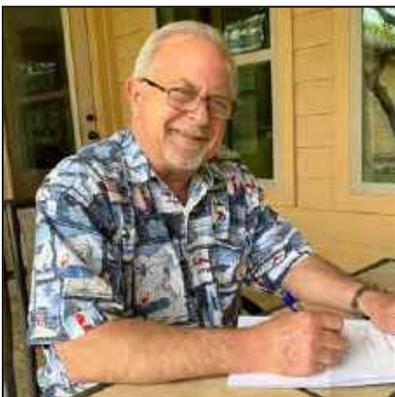
Assessment & Plan of Service:

- Individualized service assessment
- Collaborative goal-setting and customized service plan
- Monthly meeting to review service plan , discuss goals, needs, and feedback



Services:

- Designed to be challenging and engaging for current level of cognitive function
- Group virtual activities offered multiple times a week
- Connection to 1-1 volunteer services to meet goals
- Caregiver support groups
- Information about coping with cognitive changes, community resources, caregiving, and more



Benefits:

- Opportunities for social connection with others facing similar challenges
- Brain exercise
- Try new activities that are designed for you
- A schedule to help create routine and structure in your day
- Participate independently
- Have fun and make new friends!

- Example Schedule of Weekly Group Activities -

MONDAY:	TUESDAY:	WEDNESDAY:	THURSDAY:	FRIDAY:
2:00 pm: Art or Creative Writing	10:30 am: Brain Boosters	10:30 am: Bingo	10:30 am: Discussion & Reminiscence and Physical Exercise	10:30 am: Caregiver Support Group
	2:00 pm: Social Hour	2:00 pm: Live Music or Emotional Support Group	2:00 pm: Music Bingo	2:00 pm: Social Hour

Each meeting lasts 1 to 1½ hours and is held using the Zoom virtual platform, with options to participate via video or audio. AGE staff will provide you with service options that will meet your individualized needs, which may not include all these items.

AGE Virtual Connections Program Subscription Service Options

Program Services and Opportunities	Free:	Basic:
Brief phone assessment for older adult, care partner, or both: <ul style="list-style-type: none"> • Discuss your needs, challenges, technology capabilities and preferences, cognitive challenges, and services and supports that would be beneficial to you • AGE staff provides information about services we offer and next steps 	✓	✓
Connection to one-on-one volunteer services to meet your goals for older adult, care partner, or both: <ul style="list-style-type: none"> • AGE staff recommends service providers that have been vetted • We can introduce you to the service provider and help you get started 	✓	✓
Caregiver support groups – offered weekly or monthly: <ul style="list-style-type: none"> • Caring for people with any level of cognitive challenges 	✓	✓
Individualized service plan for older adult, care partner, or both: <ul style="list-style-type: none"> • Detailed list of services to meet your goals • Connection and assistance in getting started with services 		✓
Monthly service plan review meeting with AGE staff: <ul style="list-style-type: none"> • Discuss goals, needs, feedback on services 		✓
Group video meetings using Zoom platform for older adults: <ul style="list-style-type: none"> • Structured, small group activities offered multiple times a week • Designed to be challenging and engaging for current level of cognitive function • Participate by video or audio • Includes remote support in learning technology skills • Examples include: brain exercise, physical exercise, social connection, discussion and reminiscence, emotional support, bingo, music, art, creative writing, and more! 		✓

Monthly Fee: Free \$100

Sliding scale fee is available for those who qualify. Fees are due at the beginning of each month. Please contact us for more information!



“These video meeting groups have been a life line.”

“It is truly heartwarming to see all the lovely faces and reaction on the virtual visits. Such love and caring is making this isolation easier than it would be otherwise!”

Space is limited - contact us to schedule an initial assessment!

Email (preferred): MemoryInfo@AGEofCentralTX.org

Phone: 512-451-4611 | www.AGEofCentralTX.org



We advocate for and support the health, safety and well being of adults 60 and older.

Information & Referral/Assistance — Helps older adults find and access community resources, programs, and services.

Benefits Counseling — Educates and advises older adults and caregivers about insurance issues, benefits and consumer problems related to Medicare & other public benefits.

Ombudsman Program — Advocates for older adults living in nursing or assisted living facilities.

Health and Wellness — Promotes and assists with healthy aging, such as physical activity and fall prevention, with the goal of supporting the independence of older adults.

Care Coordination — Coordinates short-term services for older adults who are recuperating at home after a health care crisis.

Caregiver Support Services — Provides support to people who care for an older adult or someone with a disability; grandparents or non-parent relatives age 55 or older with formal or informal custody of a child age 18 years or younger.

Nutrition Programs — Provides in-home and group setting meals.

Medication Screening — Reviews prescribed or over the counter medications, supplements, and ointments; summarizing their purpose to inform about potential negative interactions and give tips for safe medication management.

Aging and Disability Resource Center — Assists with finding resources for housing, transportation, and long-term care services and supports for older adults, people with disabilities and their caregivers.

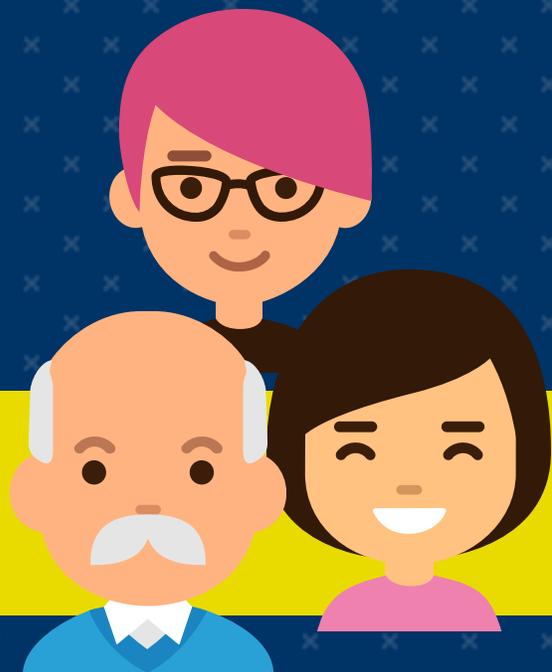
Area Agency of the Capital Area

1-888-622-9111 or 512-916-6062

Aging and Disability Resource Center of the Capital Area

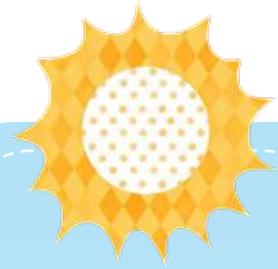
1-855-YES-ADRC or 1-855-937-2372

AAACAP.ORG and ADRCCAP.ORG



Serving Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson counties

Funded in part by Texas Health and Human Services



Struggling to pay your utility bill & other expenses?

You may be eligible for financial assistance through the Area Agency on Aging (AAACAP) or Aging and Disability Resource Center (ADRC) of the Capital Area.



The ADRC has partnered with the Austin Energy Financial Support Plus 1 Program to help!

The program provides temporary, emergency financial aid to customers in need who may have suffered from serious illness, a recent job loss, or other emergencies that can make pay utility bills difficult.

Program requirements include:

- City of Austin utility customer
- Client assistance is for residential accounts only (at home of residence)
- Plus 1 funds cannot be used for utility deposits

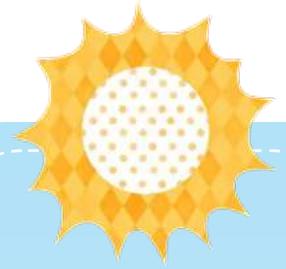
ONE or more of the following criteria must also be met to get Plus 1 financial support through AAACAP or the ADRC:

- 60 years old or older
- A primary caregiver for an adult 60 years old or older
- A primary caregiver for an person of any age with Alzheimer's or dementia
- Non-parental caregiver, who's 55 or older, for an adult with severe disabilities
- Kinship – Grandparents or other non-parent relatives age 55 with custody of a relative child who is 18 years old or younger
- Older relatives who's 60 or older providing care to adults who are 18-59 with disabilities
- Medicare-eligible
- Have a disability
- Caregivers for a person of any age with a disability



Contact the ADRC at adrccap@capcog.com or 855-937-2372 for more information.





¿Le cuesta pagar los servicios públicos Y los demás gastos?

Quizás pueda acceder a una ayuda económica a través de Area Agency on Aging/Aging and Disability Resource Center of the Capital Area:



¡La asociación entre el ADRC-CAP y el programa Plus 1 de apoyo económico de Austin Energy está aquí para ayudar!

Ayuda económica de emergencia para clientes necesitados: Una enfermedad grave, la pérdida reciente de un trabajo y otras emergencias pueden dificultar el pago de los servicios públicos.

El fondo Plus 1 brinda ayuda económica de emergencia a los clientes que estén atravesando problemas temporales para pagar los servicios públicos.

Criterios del programa:

- Clientes de servicios públicos de la ciudad de Austin
- La ayuda al cliente es sólo para cuentas residenciales (vivienda de residencia)
- Los fondos Plus 1 no pueden utilizarse como depósitos de garantía para los servicios públicos

Debe cumplir con UNO de los siguientes criterios para recibir el apoyo económico de Plus 1 a través de Area Agency on Aging/Aging and Disability Resource Center:

- Personas mayores de 60 años
- Principal cuidador de un adulto mayor de 60 años
- Principal cuidador de una persona de cualquier edad con diagnóstico de Alzheimer o de demencia por enfermedad
- Cuidador de 55 años o más, distinto de los padres, de un adulto con discapacidad grave
- Parentesco: abuelos u otros familiares de 55 años, distintos de los padres, que tengan la custodia formal o informal de un familiar menor de 18 años
- Parientes mayores de 60 años que cuiden a adultos de entre 18 y 59 años con discapacidad
- Personas elegibles para Medicare
- Personas de cualquier edad con discapacidad
- Cuidadores de personas de cualquier edad con discapacidad



Para obtener más información, envíe un correo electrónico a

adrccap@capcog.com o llame al 855-937-2372

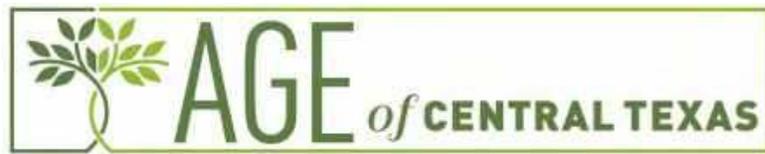


Self-Care for the Caregiver

1. Create a [routine](#) (rest when your care recipient rests)
2. Give yourself 15-minute breaks to do something you enjoy by utilizing the time your care recipient is sleeping or otherwise engaged. That engagement can include setting up an activity for the person, or by asking someone to be on the phone with the person for that time. To provide an activity that will engage the person for 15-minutes, consider what the person is capable of doing and the person's interests. AGE of Central Texas has created a list of activities and resources that are available on the AGE website at <http://www.AGEofCentralTX.org>

Tips for creating an activity for a person with dementia:

- Consider what the person is capable of doing
 - Decide if the task will fit their current interests or in the past
 - Set up the activity and use support to get them started
3. Use guided meditation videos: <https://www.caregiver.org/relaxation-caregivers-series-english>
 4. Do a 10-minute exercise break: [Tai Chi for Beginners](#) [Chair Exercises](#)
 5. Think of 3 things that you are thankful for, no matter how small.
 6. Schedule a coffee date with someone, either via the phone or virtually.
 7. Do a 10-minute unplug without phones or screens. Sit outside, listen to soft music, or light a candle and relax.
 8. At mealtimes, sit down, and really enjoy your meal. Stay hydrated.
 9. Take care of chronic conditions by taking medications exactly how prescribed, monitoring blood pressure if necessary and getting the sleep you need.
 10. Use positive affirmations. We really do believe what we say to ourselves. Be kind to yourself as you would to a much-loved friend.
 11. Sharing your feelings is an important part of caring for yourself. If you need to talk, call a trusted friend or family member with whom you feel comfortable sharing your feelings. If needed, there are also hotlines available for caregivers to call with questions or concerns:
 - Caregiver SOS www.caregiversos.org; Phone: 1-866-960-649
 - [Caregiver Action Network Help Desk](#); 855- 227-3640 Monday through Friday from 7 a.m. to 6 p.m. CST
 - Alzheimer's Foundation of America at 866-232-8484 or the Alzheimer's Association of America at 800- 272-3900



Dementia Respite Programs

These community-based programs serve both memory-impaired individuals and their caregivers. Respite participants enjoy socially-enriching and fun activities while their caregivers take a break from caregiving responsibilities. Program activities can include music, exercise, games, dancing, arts and crafts, and a meal. Some sites offer concurrent caregiver support groups.

Respite programs are generally offered free of charge or for a nominal fee. Expenses are covered by in-kind and monetary donations from area businesses and individuals. Programs are staffed by volunteers.

Admission to each respite program is at the discretion of its program director, based upon the stage of dementia and the care needs of the participant. All persons are considered without regard to race, religion, sex, nationality, or place of residence.

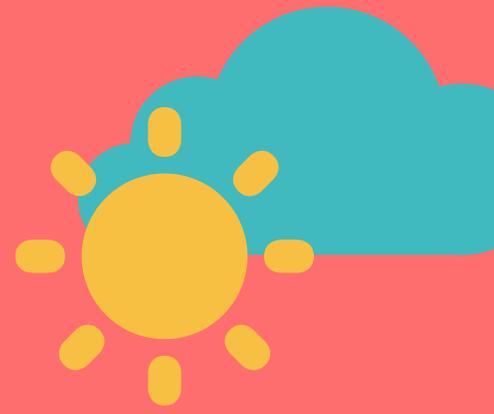
	Name/Contact Information	Days/Times	Location
Greater Austin	Bright Horizons Pat Thompson 512-261-8500 Pat.thompson@emmauslakeway.com	Mondays 10 a.m. – 2 p.m.	Emmaus Catholic Church 1718 Lohmans Crossing Road Lakeway, TX 78734
	Circle of Friends Theresa Lyons 512-845-5374	Thursdays 9:30 a.m. – 1:30 p.m.	Congregation Beth Israel 3901 Shoal Creek Austin, TX 78756
	The Gathering www.TheGatheringAtWHPC.org Debbie Wilder: 512-327-1116 debbie@thegatheringatwhpc.org	Wednesdays 9:30 a.m. – 1:30 p.m.	Westlake Hills Presbyterian Church 7127 Bee Cave Road Austin, TX 78746
	House of Friends Susie Peterson David Lutz 512-258-6017	Thursdays 9:30 a.m. – 1:30 p.m.	Bethany United Methodist Church 10010 Anderson Mill Rd. Austin, TX 78750
	Mike's Place Marjorie Murphey-Camacho 512-476-6325 x138	Wednesdays 9:30 a.m. – 1:30 p.m. -- or -- 1 st Tuesday 9:30 a.m. – 1:30 p.m.	Meals on Wheels and More 3227 E. 5 th Street Austin, TX 78702
	MPAC (Memory Powered by Active Connections) Martha Galie 512-345-8314	Tuesdays 10:00 a.m. – 2:00 p.m.	St. Matthew's Episcopal Church 8134 Mesa Drive Austin, TX 78759

Greater Austin	New Adventures John Bubel 512-258-9079	Wednesdays 10:00 a.m. – 2:00 p.m.	St. Thomas Moore Catholic Church 10205 RR 620 North Austin, TX 78726
	Pat's Bunch Pat McCright Marcie Pittman 512-282-0875	Wednesdays 9:30 a.m. – 1:30 p.m.	Manchaca Baptist Church 1215 W. FM 1626 Manchaca, TX 78652
	Radiant Friends Barbara Cross 512-250-0826	Tuesdays 9:30 a.m. – 1:30 p.m.	Great Hills Baptist Church 10500 Jollyville Road Austin, TX 78759
	The Sanctuary 512-444-6781	Thursdays 9:30 a.m. – 1:30 p.m.	Faith United Methodist Church 2701 S. Lamar Blvd. Austin, TX 78704
	The Senior Retreat Gege Cordeiro 512-542-9622	Fridays 11:00 a.m. – 2:00 p.m.	Town Lake YMCA 1100 W. Cesar Chavez Austin, TX 78703
Hill Country	Highland Lakes Respite Center Diane Caruthers 512-793-6958 Mary Jane Shanes 512-756-9329	Tuesdays 9:30 a.m. – 1:30 p.m.	First United Methodist Church 301 East Graves Burnet, TX 78611
	Kendall Respite Center Gay Bergman 830-385-4244	Thursdays 9:30 a.m. – 1:30 p.m.	Fellowship Baptist Church 2702 Mormon Mill Road Marble Falls, TX 78654
	Caregivers' Day Out Melinda Wheeler 325-247-4222	Mondays 10 a.m. – 2 p.m.	Pittsburg Avenue Baptist Church 709 Pittsburg Avenue Llano, TX 78643
Georgetown/Sun City	Close Friends Ministry Jim and Mary Thompson 512-868-1349	Fridays 10 a.m. – 2 p.m.	Wellspring United Methodist Church 6200 Williams Drive Georgetown, TX 78633
	PALS Place 512-863-2370	Mondays 10 a.m. – 2 p.m.	First United Methodist Church 410 E. University Georgetown, TX 78626
	Special Friends Cheryl White 512-864-1380	Thursdays 10 a.m. – 2 p.m.	The Worship Place 811 Sun City Blvd. Sun City, TX 78328

4.22.20



Information Courtesy of AGE of Central Texas
512.451.4611 | Email: info@ageofcentraltx.org
www.AGEofCentralTX.org



ARE YOU A GRANDPARENT RAISING A GRANDCHILD?

If you're 55 or older and have custody (formal or informal) of a grandchild, niece/nephew, or other related child, you may be eligible for assistance.

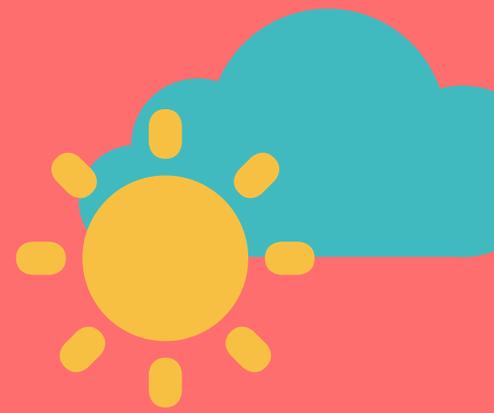
The Area Agency on Aging of the Capital Area provides services to support the health, safety, and wellbeing of you and your children.

Call today to discuss your needs.



aaacap.org
512-916-6062
1-888-622-9111 (toll free)





¿ES USTED UN ABUELO CRIANDO A UN NIETO?

Si tiene 55 o mas años y tiene custodia
(formal o informal) de un nieto,
sobrino, u otro niño relacionado,
puede ser elegible para apoyo.

La Agencia para Adultos Mayores de la Area de la
Capital proporciona servicios en apoyo de la salud,
seguridad, y bienestar de usted y sus niños.

Contáctenos hoy mismo para hablar sobre sus
necesidades.



aaacap.org
512-916-6062
1-888-622-9111 (gratuito)



1-855-YES-ADRC
1-855-937-2372 LLAMADA GRATUITA

¿Necesita ayuda para pagar sus costos de Medicare? Usted podría ser elegible para:

- Ayuda adicional de la Parte D de Medicare/Subsidio por bajos ingresos (LIS)
- El Programa de Ahorros de Medicare (MSP) puede ayudarlo a pagar la prima de la Parte B de Medicare.

¿HA ESCUCHADO SOBRE LA INSCRIPCIÓN ABIERTA DE MEDICARE?
15 DE OCTUBRE AL 7 DE DICIEMBRE

¡Encuentre el plan de medicamentos recetados de costo bajo de la Parte D adecuado para usted!

¡COMUNÍQUESE HOY MISMO CON UN ASESOR DE BENEFICIOS!

1-888-622-9111
LLAMADA GRATUITA



WWW.ADRCCAP.ORG
adrccap@capcog.org



WWW.AAACAP.ORG
aaacap@capcog.org

Se proporcionan servicios a los condados de Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis y Williamson.

Esta publicación fue desarrollada por el Área de la Capital, la Agencia del Área para Adultos Mayores (Area Agency on Aging) y el Centro de Recursos para Adultos Mayores y Personas Discapacitadas (Aging and Disabilities Resource Center of the Capital Area). Financiado por la Administración para la Vida Comunitaria (Administration for Community Living).

1-855-YES-ADRC
1-855-937-2372 TOLL FREE

Do you need help paying for your Medicare costs? You may be eligible for:

- Medicare Part D Extra Help / Low Income Subsidy (LIS)
- The Medicare Savings Program (MSP) can help pay for your Medicare Part B premium.

**HAVE YOU HEARD ABOUT
MEDICARE OPEN ENROLLMENT?**
OCTOBER 15 THROUGH DECEMBER 7

Find the low-cost Part D Prescription Plan for you!

**CONTACT A BENEFITS
COUNSELOR TODAY!**

1-888-622-9111 TOLL FREE



WWW.ADRCCAP.ORG
adrccap@capcog.org



WWW.AAACAP.ORG
aaacap@capcog.org

Serving Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson counties.

This publication was developed by the Area Agency on Aging of the Capital Area and the Aging and Disability Resource Center of the Capital Area.
Funded in part by the Administration for Community Living.

tips

for getting good care

Residents and families can:

- Get to know staff – their names and duties
- Educate staff about the resident's likes and dislikes, daily routines and interests
- Attend care plan or service plan meetings
- Talk to staff about concerns
- Keep a log of concerns and actions taken
- Join or organize a resident or family council
- Seek help from the Texas Long-Term Care Ombudsman Program



For help, contact a Texas Long-Term Care Ombudsman at
800-252-2412

Protecting Resident Rights



The Office of the State Long-term Care Ombudsman is independent within the Texas Health and Human Services system.

P. O. Box 149030 • MC-W250
Austin, TX 78714-9030
apps.hhs.texas.gov/news_info/ombudsman

Texas Long-Term Care Ombudsman Program

An ombudsman advocates for quality of life and care for people living in nursing homes and assisted living facilities.



helping residents

After moving into a nursing home or assisted living facility, a resident may need help to continue a life of dignity, respect, choice and as much independence as possible.

An ombudsman can help ensure that residents get the care they want and are treated with the dignity they deserve. Ombudsmen support and promote the health, safety and rights of residents.

To be an ombudsman, a person completes state-approved training and is certified by the State Long-Term Care Ombudsman.

A long-term care ombudsman:

- Listens
- Visits residents
- Offers ideas and options
- Helps resolve concerns that affect residents
- Supports resident and family councils
- Respects resident choices and independence
- Promotes resident-directed care
- Protects resident rights
- Informs government agencies and the public about the interests and needs of residents
- Advocates for resident-focused laws and regulations
- Helps residents when a facility plans to discharge them



Rights of Residents

A person living in a nursing home or assisted living facility has the same rights as any other resident of Texas and the United States under federal and state laws.

These include the right to:

- Privacy
- Confidentiality of records
- Vote
- Know about services and costs
- Control personal finances
- Participate in planning care and treatment
- Refuse treatment
- Be free from chemical and physical restraints
- Be free from abuse, neglect and exploitation
- Complain without fear of retaliation
- Communicate freely with anyone
- Rights related to admission, transfer and discharge, including the right to appeal a discharge

Contact a long-term care ombudsman for a complete list of resident rights.

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Ombudsman services are confidential and free.

Protecting Resident Rights

Texas Long-Term Care Ombudsman Program

An ombudsman advocates for quality of life and care for people living in nursing homes and assisted living facilities.

Helping residents

After moving into a nursing home or assisted living facility, a resident may need help to continue a life of dignity, respect, choice and as much independence as possible.

An ombudsman can help ensure that residents get the care they want and are treated with the dignity they deserve. Ombudsmen support and promote the health, safety and rights of residents.

To be an ombudsman, a person completes state-approved training and is certified by the State Long-Term Care Ombudsman.

A long-term care ombudsman:

- Listens
- Visits residents
- Offers ideas and options
- Helps resolve concerns that affect residents
- Supports resident and family councils
- Respects resident choices and independence
- Promotes resident-directed care
- Protects resident rights
- Informs government agencies and the public about the interests and needs of residents
- Advocates for resident-focused laws and regulations
- Helps residents when a facility plans to discharge them

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Tips for getting good care

Residents and families can:

- Get to know staff – their names and duties
- Educate staff about the resident's likes and dislikes, daily routines and interests
- Attend care plan or service plan meetings
- Talk to staff about concerns
- Keep a log of concerns and actions taken
- Join or organize a resident or family council
- Seek help from the Texas Long-Term Care Ombudsman Program

For help, contact a Texas Long-Term Care Ombudsman at 800-252-2412

The Office of the State Long-term Care Ombudsman is independent within the Texas Health and Human Services system.

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apps.hhs.texas.gov/news_info/ombudsman

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