Navigating the New Normal

Keeping older adults healthy and safe during COVID-19 and Massachusetts Re-opening

Meg Hogan, CEO
What is an Aging Services Access Point? (ASAPs)

Information and Referral

Home Care
- Case Management
- Care Plan Development and Coordination
- In-home Assessments
- Authorization and Referrals

Older Adult Protective Services
ASAP Service Areas

Color Key

- Baypath Elder Services, Inc.
- Boston Senior Home Care
- Bristol Elder Services, Inc.
- Central Boston Elder Services
- Coastline Elderly Services, Inc.
- Elder Services of Berkshire County, Inc.
- Elder Services of Cape Cod and the Islands
- Elder Services of the Merrimack Valley/North Shore Elder Services
- Elder Services of Worcester Area, Inc.
- Ethos
- Greater Lynn Senior Services, Inc.
- Greater Springfield Senior Services
- HESSCO Elder Services
- Highland Valley Elder Services
- LifePath, Inc.
- Minuteman Senior Services
- Montachusett Home Care Corporation
- Mystic Valley Elder Services
- Elder Services of the Merrimack Valley/North Shore Elder Services
- Old Colony Elder Services
- SeniorCare, Inc.
- Somerville/Cambridge Elder Services, Inc.
- South Shore Elder Services, Inc.
- Springwell
- Tri-Valley, Inc.
- WestMass ElderCare, Inc.
Elder Care Alliance

Boston ElderINFO
617-292-6211
www.elderinfo.org
Safer At Home Advisory

• People 65+ & people w/ underlying health conditions—stay home except for essential errands

• All residents advised – leave home only for healthcare, worship, permitted work, shopping, and outdoor activities

▪ So what can you do?
Tips on Re-opening for Older Adults & Caregivers

- Grocery and medication deliveries

- Some stores will continue with curbside pick-up options
  ✓ Pay in advance
  ✓ Call ahead
  ✓ Order online

- Online appointments vs. in-person visits
  ✓ Telehealth - doctor visits/home health care

- Continue working from home, if possible

- If going outside, take precautions
  ✓ Wear a cloth mask
  ✓ Choose non-peak hours for shopping and transportation
  ✓ Go for a walk or sit outside – avoid large crowds
  ✓ Chat with your friends and neighbors - remain 6 ft. apart
  ✓ Avoid touching your face, nose and eyes
  ✓ Use hand sanitizer and/or wash your hands as often as possible
Caregivers in Massachusetts

844,000 Family Caregivers in Massachusetts

786 Million Hours Unpaid Family Care $14.75 economic value per hour

total economic value $11.6 billion

AARP Real Possibilities aarp.org/valuing 2013
Caregiver Stress Factors During COVID-19

- Increased social isolation

- Potential burnout from suspended supports
  - Respite care
  - Friends and family

- Lack of access to, or comfort with, technology
  - Technology keeps people connected – barrier to isolation
Caregiver Support Program - BSHC

- Provides caregivers with access to services & resources
- Respite care
  - Temporary relief from the demands of providing constant care
- Supplemental services
  - Complements the care provided by caregivers
- Education and training offered throughout the year
Addressing Caregiver & Older Adult Isolation

Weekly Caregiver Support group
Mondays 10-11AM
1-866-899-4679 Access Code 177-930-949
Join via GoToMeeting
https://global.gotomeeting.com/join/177930949

Matches volunteers with older adults
www/fw4elders.org  617-482-1510
Connecting to Resources

MassOptions  800-243-4636  
www.massoptions.org

Boston ElderINFO  617-292-6211  
www.elderinfo.org

Mass 211  Dial 2-1-1  
https://mass211.org

Eater Boston (Food Delivery)  

Elder Abuse Hotline  800-922-2275  
www.mass.gov/reporting-elder-abuse-neglect

Network of Care (Mental Health)  
massachusetts.networkofcare.org/mh

MassLegalHelp  
www.masslegalhelp.org/covid-19/housing

City of Boston (Food Resources)  
www.boston.gov/departments/food-access/map-covid19-food-resources