

Call Eldersource at  
325-2800.  
We simplify eldercare for you.

# Eldersource

Eldersource simplifies eldercare.



Eldersource is your single source  
for eldercare guidance  
in Monroe County.

# Eldersource

*A service of Lifespan and Catholic Family Center*

[www.eldersource.org](http://www.eldersource.org)

They were always there for you.  
Now you need to be there for them.

**We can help.**

Eldersource simplifies eldercare.



They were always there for you.  
Now you need to be there for them —  
and we can help.

**Eldersource simplifies eldercare.**

**Eldercare can be  
challenging.**

If you find yourself struggling to make the right choices and the right decisions in an eldercare situation, then you are not alone. One quarter of American families are providing care for an elder — whether that is a parent, a spouse or other relative.

Eldersource is a team of more than 20 eldercare professionals. We can help you by providing invaluable information about services, by guiding, by advocating and by being there when you need us.

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*Eldersource is accredited by the Council on  
Accreditation of Services to Families and Children.*

**Your first line of help:**  
Call Eldersource 325-2800.

**We are easy to contact:** We have arranged to have our 325-2800 phone line answered live 24 hours a day, seven days a week by trained counselors who will provide the initial link to our Eldercare specialists.

**Our eldercare phone specialists are experienced social workers.** We know what questions to ask. We can provide information and guidance right over the phone, including information on appropriate community services that can assist you and your family.

**Your second line of help:** If you need more than assistance on the phone, an Eldersource **care manager** will meet with you and/or your family members. A care manager is a social worker who is trained in geriatrics AND the ins and outs of our community's complex eldercare system. A care manager can assess your situation, discuss a care plan, link you to services or assist with a move to a higher level of care.

“Cindy is an asset to your company. She is always very accommodating and never makes you feel like your answers are stupid. She took her time and answered my questions very politely and professionally.”

**Care management through Eldersource includes:**

- An in-home assessment of the older adult's housing, health, and activities of daily living (e.g. the ability to prepare a meal, handle finances, accomplish personal care, etc) by the care manager;
- A written care plan for immediate and long-term needs with recommendations for community/housing options;
- Assistance with implementation of care plan.

**Perhaps you, as a caregiver, would simply like to meet with a care manager for a consultation to learn more about your options. We can do that too.**

**Do you need help with a nursing home placement? We can help you with:**

- An evaluation of the older adult's financial status;
- A Medicaid application;
- Paperwork;
- Advocacy for family/client with the facility;
- Facility tours and recommendations.

**And finally, we can provide assistance with obtaining government and other benefits.**





## When you call Eldersource, you get more!

*Eldersource is part of a larger team — the professionals within Lifespan and Catholic Family Center.*

As a service of Lifespan and Catholic Family Center, our community's two largest providers of services for older adults, the Eldersource team has immediate access to a wide array of supportive services.

Catholic Family Center provides transportation for grocery shopping, medical appointments, prescription pick-up, banking and chores.

Lifespan does minor home modifications geared toward fall prevention.

Catholic Family Center provides services for grandparents raising grandchildren

Lifespan intervenes in elder abuse cases.

Catholic Family Center provides a home repair service.

And, a full financial housecleaning and a monthly bill paying service is available through Lifespan, as well as staff that are able to fully explain Medicare and local health insurance options.

Whether your loved one is a spouse or a parent, they were always there for you. Now Eldersource can help you be there for them.

Eldersource is partially supported by Monroe County and the United Way of Greater Rochester. Phone consultations with the Eldercare Specialists are always at no charge and we ask for, and appreciate, a voluntary contribution for in-home visits if at all possible.

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“The response time, help and information I received was excellent.”

“The care manager who came to my home was kind, considerate, well prepared and knowledgeable.”

“Linda was excellent, she started me thinking. I was at a loss, Thank You.”