



Preserving health and financial dignity through education and advocacy since 1973.

SPRING 2005

THE ADVOCATE

A Shared Journey

Dr. Lisa Gibbs

Assistant Clinical Professor, Program in Geriatrics
Department of Family Medicine
University of Irvine, California

UCI Medical Center
University of California, Irvine
A Passion for Care. The Power to Care.

Caregivers are our everyday heroes responding to often unplanned life events. Aside from being parents, spouses, and employees, one may find that days are filled with the additional role of caregiver. Whether caring for a child, spouse, significant other, or parent, caregiving brings many rewards as well as challenges. Rewards may include spending quality time with someone after years of minimal contact, or being available to someone during critical times.

Caregiving is being recognized as a significant role in the medical and general community. Caregiving can be both physically and emotionally tiring. The care recipient may need to be bathed, assisted in the restroom or physically transferred. In the case of progressively debilitating diseases such as dementia, the pain of observing the loss of memory and personality may be overwhelming. In these cases, the loss of one's own autonomy, coupled by the loss of a loved one, is very stressful and saddening.

Caregivers often experience added stresses that may adversely affect their own health: less sleep, worsening blood pressure and/or lack of diabetes control as one eats in the hospital cafeteria or nursing home, rather than at home. Many caregivers of elderly parents are in their 50's and 60's, an age in which chronic diseases, such as heart disease, are diagnosed. There is less time for exercise or hobbies, time spent alone or with friends. Caring for oneself in order to remain healthy is very important.



“Caregiver burden,” is a term which is frequently used to impart the understanding that caregiving is challenging. Caregiving decisions vary from family to family. For instance, some caregivers feel strongly that they should keep a disabled family member at home until death, while others see

placement in a nursing home as the wisest choice for the patient and family. Being an effective caregiver includes knowing about these options and using resources and social supports wisely.

Understanding one's own limitations with regard to patience, discipline and perseverance will promote effective use of support services. Lack of understanding of one's own responses to the demands of Caregiving may result in elder mistreatment. The risk for all types of abuse increases as the demands for Caregiving becomes more and more challenging and the care recipient progresses from functioning independently to increasingly dependent states. Conversely, the care recipient may abuse a caregiver, either verbally or physically, due to behavior problems associated with medical conditions such as dementia. Understanding these behaviors and utilizing respite care may prevent one from returning abuse.

Frequently, support services make a significant difference in the day-to-day lives of caregivers and their loved ones.

The Sanders Family

Follow the four-year Caregiving journey of our family and how they used available resources.

Caregivers may feel that Caregiving is a familial responsibility, honor, or an obligation. Sometimes the role falls to one who lives the closest or has the best relationship with the parent

Continued on page 3



Executive Director's Report

by Pamala McGovern
Executive Director

Caregiving can be demanding and overwhelming along with rewarding and inspiring. Like aging, caregiving isn't for sissies! With Mother's Day and Father's Day fast approaching, it seems appropriate that the focus of this issue of *The Advocate* is on caregiving. In this edition, you will read about resources for caregiving along with situations and circumstances that are both heartwarming and heartbreaking.

According to a recent AARP article, passage through the later years is likely to bring moments of bewilderment for those making their way, and for the caregiver helping them down that mysterious path. The specifics may vary, but every adult child taking care of an aging parent faces some version of the question "What is coming next? How do I cope?"

The most vital piece of advice I can give you from both personal and professional experience is **don't try to do it all alone**. There is help for caregivers and the more you take advantage of available resources the healthier and more productive your time of caregiving will be. All of the programs at the Council on Aging have a caregiver component. Look at your family, your neighbors, your church and community-based social service agencies and ASK for assistance. Family members and/or friends included in the caregiver-respite network may show some resistance at first, but eventually will experience a sense of participation reducing feelings of guilt. Ultimately, both the caregiver and care-receiver remain integrated with others.

Studies reveal that the primary abuser of a vulnerable adult is the family caregiver! It is doubtful that neglect, physical, emotional or financial abuse is the original intent when a family member takes on this essential duty. Abuse can be the outcome of isolation and an overwhelmed caregiver. For the health and continuity of this critical relationship, caregivers need to share caregiving responsibilities. Caregiver respite, or time-out, is critical for maintaining a healthy relationship between caregiver and care-receiver.

Please join us for a conference designed for caregivers and the professionals who serve them called *Heart Rhythms* on June 24. A registration form can be found in this newsletter.

Volunteer Recognition Luncheon

On April 21, 2005, the Council hosted our annual Volunteer Recognition Luncheon for over 184 individuals. Attendees participated in honoring our Volunteers of the Year and recipients of the Endurance Awards for five, ten and fifteen years of service to the Council.

2005 Volunteers of the Year

Caring Connections: Gerard Fay
Health Insurance Counseling and Advocacy Program:
Shirley Laskin
Long-Term Care Ombudsman: Carolyn Nethery
SmileMakers Guild: Vicki Craft

Endurance Awards

Five Years

Health Insurance Counseling and Advocacy Program
Peter Christie, Ron Kravitz, Marc Lopez, and Joseph O'Malley

Long-Term Care Ombudsman
Carolyn Nethery

Ten Years

Health Insurance Counseling and Advocacy Program
Jules Massa
Long-Term Care Ombudsman
Elaine Krause and Jerry Sacks

Fifteen Years

Health Insurance Counseling and Advocacy Program
Carl "Red" Bischof, Kiyoshi Ito,
and Margaret Retoske

A definition:

A family **Caregiver** is a person who helps someone who is ill, disabled, or elderly. "Family" includes both relatives and friends. Help may be direct care, household help, financial assistance, management or other services, emotional support, and many other responsibilities.

A Shared Journey *Continued from page 1*

or loved one. Caregiving may be seen as a way to thank or repay the loved one for their life-long support.

Mrs. Sanders lived alone in the Midwest. After her husband passed away 10 years ago, she adjusted to living independently, participating in senior center activities, her church and bridge club. Her daughter, Carol, who lived in California called her once a week.

Initial Event — 2002

Mrs. Sanders is unable to recall details of her daughter's life or maintain the household bills.

Family/Medical Response

Medical evaluation: Early Alzheimer's

Need Mrs. Sanders wants to remain in her home.

Answer The county, Office on Aging, provides the contact information for the agency that provides in-home services for Mrs. Sanders to live independently in her home. (California Program: Linkages)

Need Carol wants to honor her mother's independence and wants to be informed about her daily health, and safety.

Answer The service agency assists the family with hiring a part-time care giver, as well as clinical monitoring of her mother's condition. (Linkages)

Need Carol is concerned about her mother's medical coverage, and medical documentation such as Advanced Health Care Directive.

Answer In California, the daughter contacts the State Health Insurance Counseling and Advocacy Program (HICAP) for Medicare benefit information and the FAST program for explanation and execution of medical documentation. (HICAP, FAST)

Surgery/Recovery - January 2003

Mrs. Sanders falls in her home, breaks her hip and is hospitalized for a hip fracture

Family/Medical Response

Surgery and recovery in Skilled Nursing Facility

Need Mrs. Sanders requires in-patient hospitalization and three months of treatment in a Skilled Nursing facility.

Answer Health Insurance Counseling Advocacy Program (HICAP) assists with benefits explanations and payment resolution. (HICAP)

October 2003

Mrs. Sanders is suffering from delirium, a common condition following prolonged hospitalization in someone with dementia and needs close family support.

Family/Medical Response

Mrs. Sanders moves to California

Need Mrs. Sanders wants a living environment that will provide the greatest amount of independence with full daily support and social interaction.

Answer Carol again contacts, HICAP, and she is referred to the Linkages program for Assisted Living facilities. Linkages also refers the family to the Caring Connections program for the Friendly visitor program. (HICAP, Linkages)

2005

Mrs. Sanders is found wandering outside the facility. Her dementia is now more severe.

Family/Medical Response

Mrs. Sanders health continues to decline, and experiences multiple hospitalizations. Mrs. Sanders is transferred to multiple facilities of care.

Need The family wants to provide the best medical care for their mother. The family needs information on all types of care facilities and knowledge that their mother will be safe. The family requests Hospice services.

Answer HICAP provides the information on all the insurance programs and benefits. (HICAP) Long-Term Care Ombudsman program assist the family with facility selection and the monitoring of her care. (Long-Term Care Ombudsman)

Most of us may share a similar journey with those that we love. We, however, do not need to be the Caregiving service expert as well as the provider of care. Many support services are available and this issue will help you understand when to access these services and how to make contact.

Families provide 80% of the long-term care in this country.



HICAP – *Health Insurance Counseling and Advocacy Program*. HICAP provides free educational seminars, individual counseling and limited legal assistance with Medicare and related insurance coverage, as well as unbiased information and assistance with original Medicare, HMO's, Medigap Plans, Medi-Cal, COBRA, employer health plans, long-term care insurance and military benefits. Counseling is available in person at more than 40 sites throughout Orange County.



Cheryl Meronk
HICAP Program Manager

What's Covered

The Health Insurance Counseling and Advocacy Program (HICAP) can provide information and help for caregivers as well as Medicare beneficiaries, through education, individual counseling, and consumer advocacy.

The daughter in our cover story, Carol, had attended a HICAP seminar on choosing Long-Term Care Insurance for herself last year, but had not given much thought to HICAP services since then. After her mother, Mrs. Sanders, suffered a recent fall, Carol made plans to move her to California. She called HICAP to inquire about her mother's health insurance coverage, and whether she would be able to keep her coverage in California.

She was relieved to discover that Mrs. Sanders' coverage through her late husband's retirement benefits would continue to cover the portion of her medical services not covered by Medicare. Mrs. Sanders was lucky to have good prescription drug coverage for her Alzheimer's medications through the retiree benefit plan. Medicare and the retiree plan also paid for the skilled nursing care that she needed after her hip surgery.

Since she had attended the HICAP Long-Term Care Insurance seminar last year, Carol knew that her mother's Medicare and retiree coverage would not pay for custodial long-term care services her mother would need when the time came to move her into a nursing facility on a permanent basis due to her dementia. Her mother had not purchased a long-term care insurance policy, and would be unable to do so due to her current Alzheimer's diagnosis.

Mrs. Sanders had enough savings to pay for her care in the assisted living facility for the next two years, until she had to be transferred to a skilled nursing facility due to her declining cognitive

impairment and additional medical complications. After Mrs. Sanders was transferred to the skilled nursing facility, her daughter Carol contacted HICAP again. HICAP provided Carol with information about how to help her mother apply for long-term care Medi-Cal, since Mrs. Sanders' income level was low and she had spent most of her savings by this time. HICAP also provided information about Medicare hospice coverage, which provided the medical services Mrs. Sanders needed to keep her as comfortable as possible until she passed away.

Unlike Carol, many caregivers unfortunately do not understand their loved ones' health insurance coverage and rights. HICAP is here to assist you. Community Education seminars are scheduled regularly throughout Orange County, and state-registered counselors are available for individual counseling on Medicare, supplemental insurance, long-term care insurance and related issues.

HICAP can be reached at 1-800-434-0222, Monday through Friday, 8:00 a.m. to 4:00 p.m.



Cheryl Meronk, *HICAP Program Director*, presents the Marilyn Lozis Award to Shirley Laskin, *HICAP, 2005 Volunteer of the Year*.

Our Mission...

Promote adult empowerment, prevent abuse and advocate for the rights and dignity of those experiencing health and aging challenges.



Long-Term Care Ombudsman Services. State Certified Long-Term Care Ombudsmen protect the rights of 26,000 older adults living in nursing and board and care homes located throughout Orange County.



Rochelle Woolery
Ombudsman Coordinator

When Home is Not an Option

What to do? Panic has set in, my Mother has gotten so disoriented and frail that there is no way she can continue to live alone in her apartment. No one seems to know what to do, my brother is 2000 miles away, my sister is being treated for breast cancer and I work full time. How can I find some help *and* trust what I'm being told?

I start calling my friends, several of whom have been down a similar path and finally, one of them gives me a pearl of advice; "call the Ombudsman, they saved my life."

The call I made the next day was the beginning of quite a journey. At first, I was somewhat leery, so many intrusive questions, albeit, asked with tact and professionalism.

The Ombudsman who was responsible for cities in north Orange County wanted to know about income, insurance, medical and social needs, special interests, and numerous other queries. This seemed like much more information than necessary for a total stranger to know, but then when she started explaining the various types of facilities and what might be appropriate for my Mother I realized we had only just begun!

Nursing vs. residential, what? I had no clue, but was soon to find out.

Mother had no real medical needs, but she definitely required assistance with many tasks (activities of daily living, also known as ADL's) throughout the day. Things like bathing, getting dressed, being reminded to take medications, meals had all become too much for her to handle on her own.

The next step was equally as daunting, starting to visit facilities and determine if Mother would fit somewhere (then there would be convincing her!). Fortunately, the Ombudsman armed me with a list of

residential care facilities in the area and a checklist of things to look for, which was invaluable. The choices were wide and varied, everything from what appeared to be a luxurious hotel-like atmosphere to a small cozy home for six people and as many prices to match.

The search was narrowed and it was time to involve Mother and have her become an active participant in the choice. I had, at the suggestion of the Ombudsman, contacted the appropriate licensing agency and reviewed the public records for any deficiencies or citations. Luckily, their records were pretty clean, with only minor deficiencies involving maintenance. The visits were made, to one large "assisted living" and two smaller residential facilities.

Of course, the question was the same wherever we went, how could I afford this? Fortunately, there was enough monthly income and some savings to start off, and the sale of the house would allow for comfortable living for some time (after all Mother is 84).

Life is strange, we walk into one of the small homes (my personal favorite), and a quavering voice softly says, "Geraldine? Is that you?" "Hortense, is that you?" Neighbors some 50 years earlier, these two were reunited and Mother had found a new home.

The admission agreement was taken home and read thoroughly, a copy sent to each of the siblings, and after a few minor negotiations and one more *unannounced* visit, we were ready to sign on the dotted line. A copy of the signed agreement was put with Mother's other important papers.

Granted, not every journey has such a wonderful ending (or beginning), but the first step could have never been taken had it not been for the wonderful guidance of the Ombudsman service. I also gathered information on what might be needed in the future, should Mother need to go to a skilled nursing facility (i.e., do they accept Medicare HMO's), next time I would be better prepared.

It occurred to me that many of my friends needed this information and I was quite surprised that the agency housing the Ombudsman services also offers many educational opportunities in the community: everything from health insurance, staying in your own home, a visitor for a lonely neighbor and even how to avoid being scammed by a con artist! The Council on Aging-Orange County is a hidden treasure waiting to be discovered.



FAST – *Financial Abuse Specialist Team*. FAST provides educational awareness of financial elder abuse issues on a national and community level while providing recommendations to appropriate agencies for the investigation of financial abuse cases that are reviewed by our volunteer partnership consisting of multidisciplinary public and private professionals.



Kim R. Hubbard
FAST Program Manager

Angels and Demons

I think we are all aware that care giving for an elder or dependent adult is one of the most difficult jobs that an individual can undertake. It is physically and emotionally exhausting, often unrewarding financially and, in many instances, seemingly thankless. And yet so many in our society assume care giving responsibilities without complaint, with quiet capability and with endless compassion. They don't play the martyr, even when perhaps they could, and they don't play the hero, even when they undoubtedly are. They are angels among us.

But...there is also a dark side. For care givers, whether outsiders or family members, are also the largest class of vulnerable adult abusers, physically, emotionally, mentally and/or financially.

For some, it does not start out that way. It starts with the caregiver having only the very best of intentions. But the sheer stress of the situation gets to them over time. The endless responsibility, the physical wear and tear, perhaps caring for the vulnerable adult and children in the same household ~ combined with never getting a break ~ leads to behavior they would not have believed themselves capable of...in short, they "snap". And the vulnerable adult is screamed at, slapped, punched, kicked, pinched, left without food or water, left in their own waste, or left alone for hours on end to "think things over". Most regrettably, human beings are masters at devising "fitting punishment".

Or, when we talk about financial abuse, temptation does them in. After all, they convince themselves, caring for mom or dad or grandmother or grandfather is a full-time job. They **should** be entitled to compensation and there's no need to really **ask** for payment because the vulnerable adult would surely agree if they did ask, so why **worry** them? And they'll only take what is **reasonable**...they're not looking to make a **profit**. That's another version of the "slippery slope", because the minute that first step is taken their feet slide out from under them and they're on their way down the hill. Next they convince themselves that they should have a bigger share of the estate because of all their work and finally that they should have **all** the estate because, after all, what did the rest of the family ever do to help? Forget that they insisted on taking on the responsibility and refused to let other family members assist. And, let's not forget, Lucifer started out as an Archangel.

Worst of all, of course, are the abusers who set out to do exactly that...abuse. Whether mentally ill, sociopathic, psychopathic, substance abusing or just plain greedy, their actions are deliberate. And far too often we are not aware of what is happening until it is much too late to rescue the elder or dependent adult. The demon has been in charge too long.

So while we laud the angels among us, we cannot forget vigilance against the demons.

Long-Term Care Ombudsman program staff and volunteers say, "Congratulations, Carolyn Nethery". The Ombudsman Volunteer of the Year.





Linkages. Provides case management for disabled adults ages 18 and older, functionally impaired, and frail elderly. Our case managers perform a comprehensive in-home daily living needs assessment to develop and monitor individual care plans that link clients to appropriate community service providers.



Maria Nin Swonk, LCSW
Linkages Clinical Supervisor

You Are Not Alone

On any given day, overwhelmed, tired and anxious caregivers are in search of answers on how to provide in-home care for their loved one. Like many caregivers faced with this dilemma, they are anxious about making the right decisions while at the same time, wanting to honor their loved ones wish to stay home and be independent.

Being a long-distance caregiver, as in the case of Carol, in our cover story it is often more challenging to accept the care recipient decision to continue to live in the home. However, whether the caregiver is close or long-distance, the questions are always very similar:

- “What kind of help is available?”
- “How much will it cost?”
- “How will I know if she is safe?”
- “If we get a caregiver, how do we know they won’t take advantage of her?”
- “How do we protect her assets?”
- “What will Medicare cover?”
- “What are the housing options and are they safe?”

The State of California, Department of Aging, has sponsored the Linkages program for more than fifteen years. In Orange County, the program was established in 1999. The goal of this program is to assist frail, elderly adults and adults with disabilities, age 18 years and older, to remain safe and independent in their homes.

This program is based on an individual evaluation that is conducted by a degreed case manager who assesses the care recipient’s physical and mental functions, emotional status, social support and living conditions. This evaluation and assessment technique is known as, ‘Case Management’. Upon completion of the case management assessment process, the case

manager develops an individual care plan that may include the following services:

- Meals on Wheels: Meals delivered to the homes of older and disabled persons who are unable to cook for themselves.
- Personal Emergency Response System: Trained operators answer your call 24 hours a day and send emergency help when needed. Provides peace of mind for loved one and family.
- Housekeeping/Homemaking: Help at home with light cleaning, laundry, meal preparations and clean-up, and other household chores.
- Transportation: Public transportation, local Dial-A-Ride, Medical and Community Center transportation and other local services.
- Friendly Visitor: Trained, law enforcement screened and fingerprinted volunteer visit homebound persons on a regular basis.
- Financial Planning: Referrals given to elder law attorneys and to free workshops on Long-Term Care legal planning.
- Long Term Care Planning: Resources given for alternative living options in the event that the older or disabled adult can no longer safely remain at home.
- Health Insurance Counseling: Referral made to Health Insurance Counseling and Advocacy Program for free individual counseling and limited legal assistance with Medicare and related insurance coverage issues such as:

As the daily living services begin to be implemented, the care recipient and the caregiver become more confident in their decision to remain in the home and life begins again for both individuals.

*The quality of life is determined by
it’s activities.*

Aristotle





Heart Rhythms: A Caregiver's Journey of Love, Loss and Renewal

A Conference for Caregivers and Professionals Who Serve Them

Friday, June 24, 2005

Hilton Irvine/Orange County Airport
18800 MacArthur Boulevard, Irvine, CA 92612

8:00 a.m. – 4:00 p.m.

Agenda

7:30 a.m. – 8:15 a.m.	Registration/Networking
8:15 a.m. – 8:30 a.m.	Welcome and Introductions Course Objective Review
8:30 a.m. – 8:45 a.m.	Heart Rhythms
8:45 a.m. – 9:15 a.m.	Empowering the Caregiver
9:10 a.m. – 10:10 a.m.	The Spiritual Journey of Love, Loss and Renewal
10:10 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:30 a.m.	Laughing Caregivers
11:35 a.m. – 12:15 p.m.	Box Lunch (provided)
12:30 p.m. – 1:20 p.m.	Session One Workshop*
1:30 p.m. – 2:20 p.m.	Session Two Workshop*
	*Workshop Options ~ Select one for each hour
	A. Joy Through Movement: T'ai Chi Chih®
	B. A Healing Journey: Guided Imagery
	C. Self-Care: Coming to Our Senses About Energy Management
	D. Creating Respite and Pleasurable Events for Caregivers
	E. Creating Healing and Nurturing Environments: Feng Shui & Aroma Therapy Workshop
2:40 p.m. – 3:20 p.m.	Healing Rhythms: Drumming Circle
3:20 p.m. – 3:45 p.m.	Closing Discussion/Wrap Up

♥ Heart Rhythms: A Caregiver's Journey of Love, Loss and Renewal

Sponsored by Orange Caregiver Resource Center, AARP,
Office on Aging, Council on Aging and Hilton



Orange Caregiver
Resource Center
Your partner in caregiving





Heart Rhythms: A Caregiver's Journey of Love, Loss and Renewal

A Conference for Caregivers and Professionals Who Serve Them

Registration

Friday, June 24, 2005
Hilton Irvine/Orange County Airport
18800 MacArthur Boulevard, Irvine, CA 92612
8:00 a.m. – 4:00 p.m.

Cost of the seminar:

Caregivers – no credit
\$10 Early Registration by June 1st
\$15 by June 15th

Professionals for 6.0 CEU Credits
\$60 Early Registration by June 1st
\$75 by June 15th

I am requesting 6.0 Continuing Education Units applicable to:

(Please circle one) LCSW, MFT, MCLE, RN, CPA, (Approval Pending NHAP, RCFE)

Name _____

Title _____

Affiliation _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Check here for vegetarian lunch

Circle one workshop in each time slot:

Session One: 12: 30 p.m. – 1:20 p.m. A B C D E

Session Two: 1:30 p.m. – 2:20 p.m. A B C D E

Enclosed is my check for \$_____ -or-

Charge \$_____ to my: Visa MasterCard

Acct. No. _____ Exp. Date _____

Card Holder's Name _____

Signature _____

Mail completed form & check, or fax with credit card info to:

Council on Aging–Orange County

1971 East Fourth Street, Suite 200

Santa Ana, CA 92705 Phone: (714) 479-0107 Fax: (714) 479-0234 www.coaoc.org

Rooms available at the Hilton. For reservations, please call 1-800-445-8667 and ask for the Caregiver Conference rate of \$69.00.



Caring Connections Friendly Visitor Program. Caring Connections provides free Friendly Visitor training to individuals who volunteer to visit older and disabled adults 18 years and older. We also offer training to faith-based organizations to aide in the development and expansion of existing visitor programs.



Sandy Hester
Caring Connections Program Director

One Hour

A caregiver is not just a family member or loved one, they can also be a neighbor who takes the time to volunteer to visit and provide social interaction. One of our most basic human needs is to be connected with others, such as family or friends. It is no wonder that the most successful commercials are those that depict the theme of 'staying in touch'. The Caring Connections program understands that caregiving involves assistance from **Friends**, who help to support the care recipient maintain a healthy level of social and emotional connection. Each Caring Connection **Friend**, keeps in touch with their care recipient by sharing their time, talent, and understanding through a commitment of one hour per week. As Mrs. Sanders said to her daughter, "It is hard to put into words, but my doctor didn't need to tell me that the weekly visits have been good for my health." "Making new friends is so important when you move and leave others behind."

Caring Connections interfaces with all the Council's programs to ensure that all the health and social service needs of each client are being met. The Caring Connections program, like all Council on Aging programs, requires that all volunteers be fingerprinted by the Orange County Sheriff department before being accepted into the Program. If you are interested in becoming a Friendly visitor volunteer, please call (714) 479-0107 and ask for Sandy Hester, Program Director, extension 236, or Patricia Moran-Johnson, Coordinator of Volunteers, extension 273.



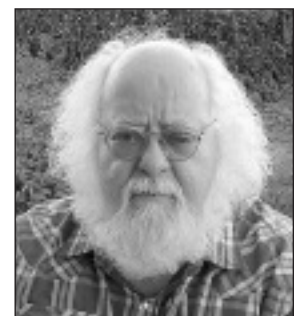
Our Caring Connections volunteers make a difference by sharing one hour a week, won't you? Gerard Fay, is the Caring Connections, Volunteer of the Year. Thank you, Gerard!



"My Experience with the friendly visitor program has been exceptional! My visitor is kind and gentle and we speak beauty from within."
Sylvia, Caring Connections Friend

"It's a nice feeling to know I can help someone."

Bob, Friendly Visitor



"It is hard to put into words, but my doctor has said the weekly visits have been good for my health."
Gray, Caring Connections Friend

A Special Thank You to our 2005 Donors for your generosity

Associate \$1,000-\$9,999

Dick Aaron, *SmileMaker*
 Vicki and Richard Craft,
SmileMaker
 Financial Freedom, *SmileMaker*
 Fremont Investment & Loan,
SmileMaker
 Steven Gabriel, *SmileMaker*
 Ann Maness, *SmileMaker*
 Pam McGovern, *SmileMaker*
 Angeline and Paul Oddo,
SmileMaker
 Residential Care Placement
 Specialists
 Michael Ross, DDS, *SmileMaker*
 Eric Ross, MD, *SmileMaker*
 Michael and Mary Tasker
 Nancy Weiford

Advocate \$500-\$999

Michael Bader, *SmileMaker*
 Ross Bouchard, *SmileMaker*
 Gardenia Elderly Care, Inc.,
SmileMaker
 Bud and Patricia Heilig, *Linkages*
 Noreen Lips, *SmileMaker*
 Midori Mits, HICAP
 RBF Consulting, *SmileMaker*
 Don & Zoe Solsby
 Johanna Townsend, *SmileMaker*
 Traditional Jewelers, *SmileMaker*
 United Printing & Mailing,
SmileMaker
 Dillard & Kathy Williams,
SmileMaker
 Kathleen Williams, *SmileMaker*

Friend to \$499

Academy of Motion Pictures Arts,
SmileMaker
 Ace Hardware Store, *SmileMaker*
 Albertsons, Inc., *SmileMaker*
 Dick and Mary Allen, *SmileMaker*
 Anaheim Arrowhead Pond,
SmileMaker
 Harriett and Derrick Anderson,
SmileMaker
 Sharon Anderson
 Antonello Ristorante, *SmileMaker*
 Aquarium Of The Pacific,
SmileMaker
 Back Bay Rowing & Running
 Club Restaurant, *SmileMaker*
 Martin and Norma Bader,
SmileMaker
 Balboa Boat Rentals, *SmileMaker*
 Bed Bath & Beyond Corporate
 Office, *SmileMaker*
 Kathryn M. Bissonnette, CCFV
 Marilyn Blackwood, Ombudsman
 Mary C. Blum, *SmileMaker*

Boomers Irvine Management
 Team, *SmileMaker*
 Boomers!, *SmileMaker*
 Diane Braman
 Buena Park Downtown,
SmileMaker
 Build A Bear Workshop
 Jim and Donna Burgard
 Stephanie Burt, *SmileMaker*
 Joyce Capelle, *SmileMaker*
 Betty E. Carter, HICAP
 Dr. Diane Casey, *SmileMaker*
 Center Theatre Group, *SmileMaker*
 Citrus City Grille, *SmileMaker*
 Andrea Clasen-Gunn, *SmileMaker*
 Cottage Restaurant, *SmileMaker*
 Cox Communications, *SmileMaker*
 Robert Cullen, *SmileMaker*
 Don McCoy Corporation,
SmileMaker
 Doubletree Club Hotel,
SmileMaker
 Dr. Phil Show, *SmileMaker*
 Hazel Dunham, *SmileMaker*
 Sheryl A. Dye
 Jean Emeott
 Everything But Water, *SmileMaker*
 Farmers Insurance Group,
SmileMaker
 FASTFRAME, *SmileMaker*
 Festival of Arts Laguna Beach,
SmileMaker
 William A. Fife
 Paul and Maria Fitzpatrick,
SmileMaker
 Sue Foster, *SmileMaker*
 Peter and Silvia Galluch,
SmileMaker
 Elisabeth P. Gerlach
 "Skip" Gill, *SmileMaker*
 Goffin Public Relations,
SmileMaker
 Gold Dust West Casino Inn,
SmileMaker
 Golden Nugget Laughlin,
SmileMaker
 Gondola Getaway, Inc, *SmileMaker*
 Green River Golf Club,
SmileMaker
 Bill and Sandy Gresher,
SmileMaker
 Russel and Lucia Gunn,
SmileMaker
 Teresita and Noel Gutierrez,
SmileMaker
 Clarence Hanna
 Harrah's Rincon Casino & Resort,
SmileMaker

Heaven Spa and Salon,
SmileMaker
 Helen Grace Chocolates,
SmileMaker
 Marlene Henry
 Hilton Irvine/Orange County
 Airport, *SmileMaker*
 Linda Hobson, Ombudsman
 Cheryl Howard, *SmileMaker*
 Mai Huynh, *SmileMaker*
 Hyatt Regency Huntington Beach
 Resort & Spa, *SmileMaker*
 IN-N-OUT Burger, *SmileMaker*
 Irvine Lanes, *SmileMaker*
 Mary Joyce, *SmileMaker*
 KAO ~ Jergens, *SmileMaker*
 Kazuo and Memito Kato,
SmileMaker
 Robert Kin, *SmileMaker*
 Hedy Kirsh, *SmileMaker*
 Eloise Klein
 William Klein, *SmileMaker*
 KOCE, *SmileMaker*
 Eric & Judith Kroesche,
SmileMaker
 Robert and Maureen La Bonte
 LA Fitness, *SmileMaker*
 Laguna Playhouse, *SmileMaker*
 Joan Lear, *SmileMaker*
 Eva Lennon, *SmileMaker*
 LivHOME, *SmileMaker*
 Lorie MacKenzie, *SmileMaker*
 Making Faces, *SmileMaker*
 Pearl Mann, *SmileMaker*
 Alice B. Marshall, *SmileMaker*
 Judith A. Martin
 Amy Martinez, *SmileMaker*
 Jessica Mayne, *SmileMaker*
 Ann McClellan, *SmileMaker*
 James McDaniel, *SmileMaker*
 David A. Meloni, DDS,
SmileMaker
 Cheryl Meronk, HICAP,
SmileMaker
 Mimi's Café, *SmileMaker*
 Pamela Mokler, *SmileMaker*
 Claire Morrison, *SmileMaker*
 Eddie Murphy
 David Nadel, *SmileMaker*
 Joseph O'Malley, HICAP,
SmileMaker
 Orchard Supply Hardware,
SmileMaker
 Organize Plus, *SmileMaker*
 Jack Otis, *SmileMaker*
 Fran Ovalle, *SmileMaker*
 PALA Casino Resort and Spa,
SmileMaker
 Karen Perell, *SmileMaker*

Andrea Picchi
 Thomas and Marlene Pierce,
SmileMaker
 Alice Pollard, FAST
 Polly's Incorporated, *SmileMaker*
 Paul Qaundah, *SmileMaker*
 Henry Ramirez, HICAP
 Sara Rand, *SmileMaker*
 Gail Reisman, *SmileMaker*
 Margaret Retoske, HICAP
 Alice Reuter, *SmileMaker*
 Richard Nixon Library,
SmileMaker
 Dick Richards
 Kate Robertson
 Salon Gallery, *SmileMaker*
 Sawdust Art Festival, *SmileMaker*
 Gerry Schwartz, *SmileMaker*
 SETCO, *SmileMaker*
 Kyle Shallahamer, *SmileMaker*
 Six Flags California, *SmileMaker*
 Kenneth R. Smith, *SmileMaker*
 George Smyth, CCFV
 SoCal Home Care, Inc.
 Spa and Fitness Club, *SmileMaker*
 Dan Stroba
 Summers/ Murphy & Partners,
SmileMaker
 Summers/Murphy & Partners Inc.,
SmileMaker
 Sutherland, Evie
 The Center
 Michele Thiel, *SmileMaker*
 Tiffany & Co., *SmileMaker*
 Marita Tooley, Ombudsman
 April Townsend, *SmileMaker*
 Trader Joe's, *SmileMaker*
 Tulsa Rib Company, *SmileMaker*
 Turnip Rose, *SmileMaker*
 Ed Valenzuela, *SmileMaker*
 Verde Canyon Railroad, LC,
SmileMaker
 Vessia Ristorante, *SmileMaker*
 Patty Vidovich, *SmileMaker*
 Vons, *SmileMaker*
 Larry and Kim Wahl, *SmileMaker*
 Patrick L. Walker, *SmileMaker*
 Anne Warburton, *SmileMaker*
 Keith Wisbaum
 Gary Woodward, *SmileMaker*
 Dr. Robert Woolery, *SmileMaker*
 Yard House, *SmileMaker*
 Kathy Yarnall
 Yokohama Tire Corporation,
SmileMaker
 Yuen Lui Studio, *SmileMaker*
 Zoological Society of San Diego,
SmileMaker



1971 East 4th Street, Suite 200
 Santa Ana, CA 92705

Non-Profit
 U.S. Postage
 PAID
 Permit No. 1782
 Santa Ana, CA

Return Service Requested

This literature is funded in part through funds from the Federal Older Americans Act as allocated by the Orange County Board of Supervisors.

The Advocate is published quarterly by the Council on Aging–Orange County (714) 479-0107, www.coaoc.org

Editor: Teresa Jimenez
 Senior Editor: Penni McRoberts
 Director of Development and Communications
 Design, Printing and Distribution
 United Direct Marketing, Inc.

www.coaoc.org

Register now for the Caregiver Conference – See page nine inside.

Board of Directors		Rochelle Woolery	Ombudsman Coordinator
William Gresher, CPA	President	Marilyn Blackwood	Ombudsman Co-Coordinator
David Nadel	1st Vice President	Cheryl Meronk	HICAP Program Manager
Ann McClellan	2nd Vice President	Kim R. Hubbard	FAST Coordinator
	HICAP Representative	Ruobing Li and Sharon Davis	Linkages Site Co-Directors
Pearl Mann, Esq.	Secretary	Sandy Hester	Caring Connections Director
Nancy Weiford	Treasurer		
Michael Bader, JD	Director		
Joyce Capelle	Director		
Dudley “Skip” W. Gill, III	Director		
Mary Joyce, PhD	Director		
Rev. Don Koepke	Caring Connections Representative		
	FAST Representative		
Alice Marshall	Linkages Representative		
Frances Ovalle	Ombudsman Representative		
Karen Perell, PhD	Public Policy Representative		
Gail Reisman, PhD	Director		
Eric Ross, MD	Director		
Daryl YeeLitt	Director		
Staff			
Pamala McGovern	Executive Director		
Julie Schoen, Esq.	Corporate Legal Counsel		
Penni McRoberts	Director of Development and Communications		
		Important Phone Numbers	
		Adult Protective Services	(800) 451-5155
		Alzheimer’s Association	(714) 283-1111
		Caregiver Resource Center	(714) 578-8670
		Caring Connections Friendly Visitor	(714) 479-0107
		Community Care Licensing	(714) 703-2840
		Council on Aging-Orange County	(714) 479-0107
		Department of Health Services	(714) 456-0630
		FAST (Financial Abuse Specialist Team)	(714) 479-0107
		HICAP (Health Ins. Counseling/Advocacy Prog.)	(714) 560-0424
		Linkages Case Management	(714) 479-0107
		Ombudsman Long-Term Care	(714) 479-0107
		Senior Information & Assistance	(714) 567-7500
		Senior Legal Advocacy	(714) 571-5245