

The Eldercare Service

Springwell's Telephone Consultation Service offers employees ongoing access to information and advice that will help them manage their caregiving responsibilities. Specialists are experienced professionals who provide reliable information on benefits, insurance, health care, nursing home placement, legal concerns, and eldercare resources nationwide. If an employee is looking for eldercare services, support, or living arrangements locally or nationwide, eldercare specialists will help them connect with the service providers they need as well as assist them in being informed consumers who can make educated decisions with their elder.

Employees can call the Child Care Resource Center's Intake line between 9 a.m. and 5 p.m. EST, and are then transferred directly to an eldercare specialist. The service includes:

- Assessment of caregiving issues
- Counseling with a problem-solving focus
- Specific and current information regarding local and national resources
- Written reports listing recommendations and resources
- Follow-up support

The employee will then work with their relative to determine which services are needed and evaluate the services or living arrangements discussed. The specialist checks-in with the employee, to provide extra support and anticipate any further needs. Employees are encouraged to call their specialist at any time to discuss questions they might have.

THE ELDERCARE SEARCH IN SUMMARY

- Step 1** Employees call the Child Care Resource Center, Inc., and speak directly with an intake specialist.
- Step 2** The intake specialist documents the call, and then forwards it immediately to an eldercare specialist at Springwell.
- Step 3** The eldercare specialist discusses the main issue in depth and helps the employee anticipate any other issues that may be connected. Initial recommendations are made at this time. Crisis calls are handled immediately.
- Step 4** The specialist does the required specific research and makes calls on the employee's behalf.
- Step 5** Within three days, the specialist mails the employee a written report including multiple referrals, current information, professional advice, and supplemental publications.
- Step 6** The specialist calls the employee two weeks later to check on their progress and offer follow-up support.
- Step 7** The employee is sent a follow-up survey to evaluate the service received from Springwell.