



NEVADA CAREGIVER RESOURCE GUIDE

AARP Real Possibilities in
Nevada

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Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

Ask for help.

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

If possible, use the Internet.

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

Talk to a real person.

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

Write down your questions in advance.

Before you call, write down specific questions and try to be as concrete and detailed as possible.

Keep track of your conversations.

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

No one person or organization has all the answers.

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

Use your creativity.

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

Many services are local.

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

"I am my parents' caregiver 100% of the time. I am their medicine dispenser, cook, driver, entertainment and constant companion. It is a financial hardship."

—L. of Reno



NEVADA RESOURCES

Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

Aging and Disability Services

Designs and manages resources for older adults and persons with disabilities and caregivers. This state agency can provide an overview of aging and caregiver services in the state.

Nevada Aging & Disability Service Division (ADSD)
Las Vegas: 702-486-3545
Reno: 775-688-2964
www.aging.state.nv.us

Nevada 211

Nevada 2-1-1 is a free service that provides information about vital health and human service programs that are available throughout the state. Information and Referral (I & R) professionals are available any time, day or night, to assist you with locating the services you need within your zip code area.

www.nevada211.org

Adult Protective Services

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

Crisis Call Center:
1-800-992-5757

Las Vegas/Clark County:
702-486-6930

Statewide/all other areas:
1-888-729-0571

http://adsd.nv.gov/Programs/Seniors/EPS/EPS_Prog

Consumer Health Assistance (CHA)

To allow all Nevadans access to the information they need regarding their health care concerns. To assist consumers and injured employees in understanding their rights and responsibilities under various health care plans and policies of industrial insurance.

1-888-333-1597
<http://dhhs.nv.gov/programs/cha>

Health Insurance Marketplace Nevada Healthlink

The health insurance marketplace helps guide Americans as they shop and compare health plans available in the state.

www.nevadahealthlink.com

Livanta

Assists you when you have questions about whether you are ready for discharge from a hospital, home health agency or other facility; whether a health care service should be ended or whether you should have been transferred from an Emergency Department to another hospital or to home. Reviews quality of care concerns that you or you family may have about the care that you receive from your hospital, doctor, nurse or others.

1-877-588-1123
<http://bfccqioarea5.com>

LOCAL/COUNTY RESOURCES

The Social Service Department provides a variety of services for needy residents who are not assisted by other state, federal or local programs. Social Service is responsible for ensuring that the County meets its health, welfare and community responsibilities as set forth in the Nevada Revised Statutes and County Ordinances.

Clark County Social Service

702-455-7051
www.clarkcountynv.gov/depts/social_service

Washoe County Social Service

775-328-2700
www.washoecounty.us

Long-Term Care Ombudsman

Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist you with complaints.

www.aging.state.nv.us

Carson City Administrative Office:
775-687-4210

Las Vegas Regional Office:
702-486-3545

Reno Regional Office:
775-688-2964

Low Income Home Energy Assistance Program Nevada Energy Assistance Program

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

www.benefits.gov

Nevada Department of Veterans Services

Assist veterans to prepare and submit claims for benefits, provide skilled nursing care, provide burial support at our state veteran cemeteries, and help veterans successfully integrate in Nevada communities.

General Information

Toll Free: 1-866-630-8387

www.veterans.nv.gov

Nevada Health & Human Services – Licensing

The Bureau of Health Care Quality and Compliance licenses and surveys medical and other health facilities in Nevada. Visit the website for report card on facilities.

Las Vegas: 702-486-6515

Reno: 775-684-1030

www.health.nv.gov/HCQC_healthfacilities.htm

Nevada Housing Division

There are many types of housing for seniors; some are quite costly and others are based on the senior's income. Senior home modification and repair programs also are available.

Las Vegas

Toll Free: 1-888-486-8775

Carson City

Toll Free: 1-800-227-4960

TTY Number: 1-800-326-6868

www.housing.nv.gov

Nevada Welfare & Supportive Services

Provides information, applications, and temporary services such as Medicaid and food stamps enabling Nevada families, the disabled and elderly to achieve their highest levels of self-sufficiency.

1-800-992-0900

www.dwss.nv.gov

Prescription Assistance Program Senior Rx

This program helps low-income elders and disabled residents pay for their prescription medications. This may include help paying drug plan premiums and/or other drug costs.

1-866-303-6323

<http://adsd.nv.gov>



Senior Medicare Patrol (SMP)

The Senior Medicare Patrol (SMP) program empowers and assists Medicare beneficiaries, their families and caregivers to prevent, detect and report healthcare fraud, errors and abuse through outreach, counseling and education.

1-888-838-7305
www.nvaging.net/ship

State Health Insurance Program (SHIP)

Provides one-on-one counseling and assistance to people with Medicare and their families. The agency can help with obtaining benefits, filing claims and understanding health care options.

1-800-329-2727
www.nvaging.net/ship

State Medicaid Office

Medicaid is a joint federal and state health care program for people with low income and

limited resources insufficient to pay for health care. Through the Medicaid Waiver program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home. Waiver services prevent or delay nursing home admission.

Las Vegas: 702-668-4200
Reno: 775-687-1900
www.dhcfp.nv.gov

Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as Food Stamps, provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.

www.dwss.nv.gov/SNAP

LEGAL SERVICES PROGRAM

Offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.

Legal Aid Center of Southern Nevada

702-386-1070
www.lacsn.org

Nevada Disability Advocacy & Law Center

1-888-349-3843
www.ndalc.org

Nevada Legal Services

1-866-432-0404
www.nlslaw.net

Southern Nevada Senior Law Program

702-229-6596
www.snslp.org

NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

Alzheimer's Association

Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

www.alz.org | 1-800-272-3900

Alzheimers.gov

A free federal information resource about Alzheimer's disease and related dementias.

www.alzheimers.gov

ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

www.archrespite.org



Caregiver Action Network

Information, educational materials, and support for family caregivers.

www.caregiveraction.org

Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

www.eldercare.gov
1-800-677-1116

Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

www.caregiver.org
1-800-445-8106

Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

www.medicare.gov
1-800-633-4227

National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

www.naela.org

The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

www.longtermcare.gov

Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

www.ssa.gov | 1-800-772-1213

Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.

www.caregiver.va.gov
855-260-3274

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

www.aarp.org/caregiving
For Spanish visit
www.aarp.org/cuidar

AARP Caregiving Support Line

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885
For Spanish call 1-888-971-2013
Monday-Friday,
7:00 a.m.– 11:00 p.m., EST

Advance Directive Forms

Free, downloadable state-specific advance directive forms and instructions.

www.aarp.org/advancedirectives

AARP Caregiving App

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at
www.aarp.org/caregivingapp

AARP Rx App

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at
www.aarp.org/rxapp

I Heart Caregivers

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

www.aarp.org/iheartcaregivers

Living Longer, Living Smarter

An educational series that helps caregivers and older adults create a plan for their future.

www.aarp.org/decide

AARP Benefits Quick Link

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

www.aarp.org/quicklink

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