

When making a referral to the Area Agency on Aging, please include the following information:

- Name of the elderly person.
- Address.
- Phone number, if possible.
- Reason you feel the person needs help.
- Age, if known.

Area Agencies on Aging

Southwest Idaho

Counties – Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, Washington
Area 3 Senior Services Agency
208-898-7060 or 844-850-2883

South Central Idaho

Counties – Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls
College of Southern Idaho Office on Aging
208-736-2122 or 800-574-8656

Southeast Idaho

Counties – Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power
Southeast Idaho Council of Governments
208-233-4032 or 800-526-8129

Eastern Idaho

Counties – Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton
Eastern Idaho Community Action Partnership
208-522-5391 or 800-632-4813



Customer Service

Boise/Treasure Valley: 208-377-6840
All Other Areas: 800-548-3679
www.intgas.com

09/2021



Community support for the elderly

**Assistance for the
senior citizens in your life.**

**Chances are you know
someone who could
benefit.**



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HOW THE GATEKEEPER PROGRAM WORKS

A senior citizen living alone, perhaps without all the vim and vigor of earlier years, but certainly not without the pride of being independent, may need help.

In their advancing years, seniors sometimes need a watchful eye and a helping hand. That's why Intermountain Gas supports the Gatekeeper Program.

Please be aware of seniors and their condition. If you see changes in their appearance, physical or mental behavior, or living conditions, please call the Agency on Aging or a local senior center and help will be on the way.

Gatekeeper is a program designed to bridge the gap between elderly in need and social service agencies.

A Gatekeeper referral to the Area Agency on Aging can provide assistance with the following:

- Legal services
- Nutrition
- Home repair
- Chore services
- Counseling
- Case management
- Health care
- Housing
- Employment
- Transportation
- Social security
- Food stamps

Situations/Signals Suggesting a Call to the Area Agency on Aging is Necessary

Personal appearance

- Changes in grooming habits.

Condition of home

- Exterior/interior in poor repair
- Old newspapers lying around, calendar on wrong month or year
- Little or no food
- Strong odors
- Many pets
- Many empty alcohol containers

Little or no understanding of what is being said or done

- Confused
- Disoriented
- Inappropriate responses
- Forgetful
- Repetitiveness while talking

Substance abuse

- Alcohol
- Other drugs

Emotional health/depression

- Dejected – states, "I don't care, no use going on."
- Complains of not eating or sleeping – early morning awakening
- Appears anxious, fidgety
- Anger and hostility directed at self, you or another
- Recent loss through death of relative/friend
- Death of pet(s)
- Suspected abuse, neglect or exploitation of older person

Physical losses

- Loss of hearing, sight
- Inability to move easily
- Chronic physical illness
- Many medicine bottles

Economic and social problems

- Low income – poor
- Confusion about money
- Unable to go outside to grocery or drug store
- Lack of social relationships
- No mention of family or friends
- May state, "No one cares."

Without the Gatekeeper Program, many of our vulnerable elderly would never get the attention or assistance they need.

- If you observe any combination of the signals listed, please call the Area Agency On Aging.
- If you believe the individual in need is unable or unwilling to call, please make the phone call yourself. You can request to remain anonymous.
- If you feel an elderly person needs help, more than likely he or she does.

