

Please include the following information when making a referral to the Area Agency on Aging:

- Name of the senior.
- Age of the senior, if known.
- Address of the senior.
- Phone number of the senior, if possible.
- Reason you think the senior needs help.

### Area Agencies on Aging

#### ► Southwest Idaho

Counties – Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, Washington  
Southwest Idaho Area Agency on Aging  
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

### INTERMOUNTAIN GAS CO. CUSTOMER SERVICE

Boise/Treasure Valley: **208-377-6840**  
All Other Areas: **800-548-3679**



### COMMUNITY SUPPORT FOR SENIORS

*Assistance for the senior citizen you care about.*

*Chances are you know someone in need.*



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## *How does the Gatekeeper Program support seniors in the community?*

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 supports the Gatekeeper Program.

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

The Gatekeeper Program is designed to bridge the gap between seniors in need and social service agencies.

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

- Legal assistance
- Nutrition (Meals On Wheels)
- Homemaker services
- Chore services
- Caregiver support
- Case management
- Adult protection
- Housing
- Employment
- Transportation
- Information/referral
- LTC Ombudsman

### **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 showing wrong month or year
  - Little or no food
  - Strong odors
  - Many pets
  - Many empty alcohol containers

- Difficulty understanding what is 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 well
  - Appears anxious, fidgety
  - Anger/hostility directed at self, you or another
  - Recent loss through death of relative/friend
  - Death of pet(s)
  - Suspected abuse, neglect or exploitation
- Physical decline
  - Loss of hearing, sight
  - Inability to move easily
  - Chronic physical illness
  - Many medicine bottles
- Economic and social needs
  - Low income
  - Confusion about money
  - Unable to afford food or medication
  - Lack of social relationships, isolation
  - No mention of family or friends
  - May state, "No one cares."

### *Without the Gatekeeper Program, many of our vulnerable seniors would not receive assistance.*

If any combination of the signals listed are observed, please provide the senior the contact information for the Area Agency on Aging.

If the senior in need is unable or unwilling to call, please make the phone call yourself and you may request to remain anonymous.

If a senior person appears to need help, more than likely he or she does.

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