

Project: VITAL | Happy Birthday Celebration



Secretary Richard Prudom, bloodhound Rex, and Scent Evidence K9 CEO Paul Coley

FLORIDA DEPARTMENT
OF ELDER AFFAIRS
**TESTIMONIALS
& COVERAGE**
COVID-19 OUTREACH
& RELIEF EFFORTS



Joy for All™ Therapeutic Robotic Companion Pet



RON DESANTIS *Governor* | RICHARD PRUDOM *Secretary*

Introduction

FLORIDA DEPARTMENT OF ELDER AFFAIRS COVID-19 OUTREACH & RELIEF EFFORTS

In response to COVID-19, the Florida Department of Elder Affairs developed creative initiatives to make life better for affected elders, many of whom needed food, companionship, and connection to loved ones. The following pages reflect testimonials about how these initiatives were implemented and the positive results that followed.

Restaurant Meal Initiative

MAY 1, 2020

The DOEA restaurant meal initiative was announced in March and paired restaurants with Area Agencies on Aging (AAAs) to deliver meals to homebound adults and those staying safer at home.

From the DOEA Area Agency on Aging (AAA) in Orlando: Senior Resource Alliance was one of the first AAAs to launch the program in early April, calling the service, "Meals of Love."

Less than one month into the program, Meals of Love had garnered coverage from over 30 different venues including WFTV, WESH TV Online, WKMG, The Orlando Sentinel online, MSN, Univision Orlando, and Telemundo. The Telemundo segment featured a Skype interview with Senior Resource Alliance Executive Director Karla Radka and footage of a birthday cake delivery from Melao Bakery to a recipient celebrating her 97th birthday.

(TOP RIGHT); Executive Director Karla Radka, Area Agency on Aging in Central Florida, Senior Resource Alliance, being interviewed by Telemundo.

(BOTTOM RIGHT); A birthday cake was delivered to this 97-year-old woman as part of the Meals of Love program.

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APRIL 9, 2020

“New program to provide hundreds of meals to seniors and adults with disabilities across Central Florida” – as seen on WFTV, 9 by Angela Jacobs and Adam Poulisse.

ORANGE COUNTY, Fla. — Seniors and adults with disabilities who are in need can apply for a free meal service in four Central Florida counties created in response to a pilot program created specifically for the pandemic.

Meals of Love kicks off this weekend with 200 meals being provided in Orange, Brevard, Osceola and Seminole counties.

“The local restaurants are preparing meals and, by that way, there are dollars that are being infused into that restaurant industry, one that has been hit so hard,” said Karla Radka with Senior Resource Alliance.

Seniors can apply by calling Meals of Love at 321-253-4430, or visiting MealsofLove.org. Tech-savvy seniors can text MEALSOFLOVE to 94253.

In addition, Meals of Love has also created new delivery job opportunities for those in need.

APRIL, 2020

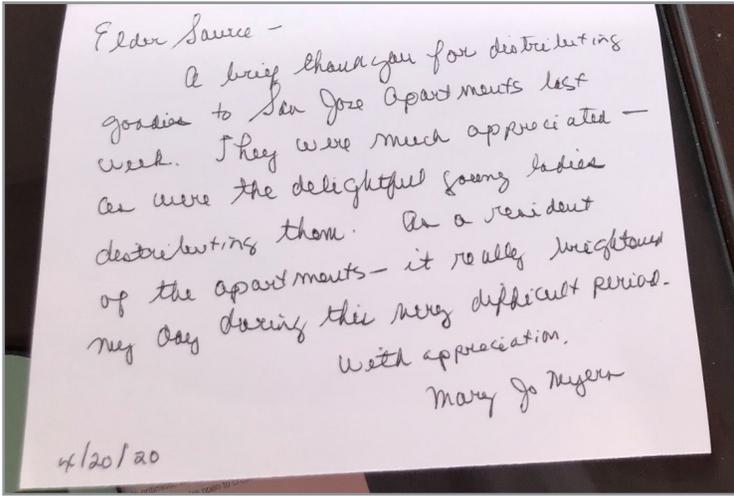
From DOEA Area Agency on Aging in Jacksonville, Elder Source and Lead Agencies:

Nassau County Council on Aging – “One of our home-delivered meal recipients sent a note back to COA with the volunteer driver. It said ‘COA WORKERS, thank you so much for all that you do by bringing us ol’ folks beautiful meals every week so we don't have to go out!! You guys are awesome!! May God bless you and your families and keep you safe!!!’ We hung the sign by the volunteer check-in station for everyone to admire!”

St. Johns County Council on Aging - photos from their first day of restaurant delivery are below:

(BELOW); The Restaurant Meal Initiative in action in St. Johns County.





APRIL 20, 2020

The Area Agencies on Aging soon started to receive notes, voice mails, and emails expressing gratitude from meal recipients. (ABOVE)

MAY 1, 2020

DOEA Area Agency on Aging of Pasco-Pinellas, Inc., launches its Restaurant Meal Initiative.

"The couple in the photo are the owners of Chief's Creole Cafe, Elihu and Carolyn Brayboy. Elihu is one of the founding members of the Enoch Davis Senior Center, so he is especially proud to be part of this program. Enoch Davis Senior Center is in South St. Pete, and this restaurant is a local favorite. It is also culturally appropriate for the seniors who live there. CCC is making 100 meals per day for seniors. Before last week, they had been closed and at risk of losing their business.

The impact that this restaurant initiative is having on the local economy and seniors can be measured by dollars and meals BUT more importantly it is bringing together the community in ways that are priceless."

Ann Marie Winter
Executive Director
Area Agency on Aging of Pasco-Pinellas, Inc.
agingcarefl.org





Meals for senior citizens are important in the middle of the latest crisis. (Photo: MIKE LAWRENCE / THE GLEANER)

APRIL 30, 2020

From DOEA Area Agency on Aging for North Florida in Tallahassee, Elder Care Services:

(ABOVE) 'Pop-up' meal sites will be set up to help area seniors – Special to the Tallahassee Democrat, April 30, 2020

The Area Agency on Aging for North Florida and Elder Care Services are partnering with local restaurants to launch "Meals of Love," in which hot meals will be served by volunteers and restaurant staff to seniors in their vehicles.

The Department of Elder Affairs recently announced this new effort that allows restaurants

and food establishments to become emergency meal vendors for Florida's seniors who are either homebound or self-isolating for protection.

In Leon County alone, Elder Care Services is providing more than 1,500 meals a week to some 300 homebound seniors.

Jocelyne Fliger, the CEO of Elder Care Services, added that they "are very grateful that so many area businesses and members of the community jump right into action when they know we have a need." In this difficult time, they are thankful "to see our fellow Floridians contribute valuable donations of time, energy, and resources, to help us protect one of our most vulnerable populations."



Volen Center employees Erica Montoya and John Sawdon transfer boxes of meals to buses to be delivered to seniors on Tuesday. [ALLEN EYESTONE/PALMBEACHPOST.COM]

No communal meals? Agency gets creative

From DOEA Area Agency on Aging of Palm Beach/Treasure Coast:

The Palm Beach Post, May 6, by Sonja Isger

Retired secretary Judy Branham is among the thousands of elderly residents in Palm Beach County who until recently headed to one of 22 dining halls for daily meals — the cost of which was picked up by a combination of local charities and government programs. Branham, 76, who relied on the Century Village bus to get her to the Volen Center in Boca Raton, was saddened by the loss of social connection that came with those sit-down meals. But her biggest concern was how she would eat while confined to her home.

“I’ve been going to the center for about 14 years. I’m there every day of the week,” Branham said. “Now what am I going to do?”

But without missing a beat, the meals began arriving at her doorstep, courtesy of the combined efforts of the Area Agency on Aging, gourmet deli chain TooJay’s, and a local produce wholesaler.

“It’s been a godsend,” Branham said.

From DOEA Area Agency on Aging, Elder Options:

Partnership delivers food, kind words to at-risk seniors in Marion County, *Ocala Star-Banner*, by Andy Fillmore/Special to the *Star-Banner*, May 16.

(BELOW) Volunteer Trevor Brown delivers a warm meal consisting of shepherd's pie, green beans, and a mixed fruit cup to a happy Evelyn Dallas on Thursday at Harvey's Fellowship Homes. "It helps me," Dallas said, since she can't leave her home during the COVID-19 pandemic.

[Doug Engle/Staff Photographer to the Star-Banner]



Robotic Companion Pets Initiative

MAY 19, 2020

DOEA worked with Ageless Innovation, the company that produces the robotic companion pets, to connect reporters with appropriate recipients.

Hi team,

We're excited to share that Action News Jax (UMV: 266,800) ran a segment that featured the story of one local family in Jacksonville, Florida, who received a "Joy for All™ Pup" through our partnership with the Department of Elder Affairs! You can view it [here](#).

Last week, we were able to connect the Jacksonville producer with a mother/daughter duo, Lory and Daphine, that recently received one of our pets through the program. Daphine suffers from dementia, but over the last few weeks, has found immense comfort and companionship from her new pup "Benji."

We spoke with Daphine's daughter Lory for over 30 minutes about her mother's relationship with Benji and how it has brought their entire family – including her kids, grandkids, and even their real dog! – together during a difficult time. At one point, the camera pans to Daphine, who shared that Benji "feels like a friend – someone I can talk to and laugh with." We're so glad they were able to share a small piece of their story with local viewers.

The full segment can be [found here](#) with screenshots below. Please let us know if you have any questions!

*Meghan Gamboa
(through Christi at company's PR team)
Senior Vice President, Marketing & Retail Sales
Ageless Innovation
161 Exchange Street Suite 2A
Pawtucket, RI 02860*



MAY 19, 2020

Sylvia, from Naples, with her new robotic companion cat. Sylvia is 105 years old.

Good morning,

We thought you would enjoy this picture. The client, Sylvia, is 105 years old. Since she received the cat, they have been inseparable. Sylvia has dementia and up until recently was participating in the Naples Senior Center Dementia Respite Support Groups twice a week and would attend every Wednesday lunch at the Naples Senior Center.

Anne Chernin, MBA, MSW
Senior Manager of Program Initiatives
Naples Senior Center
5025 Castello Drive
Naples, FL 43103
www.naplesseniorcenter.org

(RIGHT) Sylvia, from Naples, with her new robotic companion cat. Sylvia is 105 years old.



MAY 19, 2020

A personal thank-you note from Carolyn Ward for her robotic pet. (BELOW)

Dear Friends,
Thank you so much for the robotic pet you sent me. I just received him this weekend & he is absolutely wonderful. I talk to him all the time & I never know what his responses will be. I named him Corona V. Not too original but appropriate for the times. He certainly brightens my day.
Thank you again.
Carolyn Ward
May 18, 2020

MAY 19, 2020

Emails from caregivers whose loved ones received a robotic companion pet.

From: Patricia Gibbs
Sent: Tuesday, May 19, 2020 11:00 AM
To: DOEA INFO
Subject: Thank you

Good morning..I wanted to thank you and the alz assoc for sending my 96 yr old dad a companion robot...he is dearly in need of something to hug and care for...with gratitude...

Patricia Gibbs

MAY 20, 2020

Emails from caregivers whose loved ones received a robotic companion pet.

From: Jennifer Kostyn
Sent: Wednesday, May 20, 2020 7:46 PM
To: Bonner, Celisa K.
Subject: Re: QUICK QUESTION FROM CELISA

Celisa,

I would like to pass along our comments related to the Ageless Innovations Joy for All™ companion pet. I am hoping you can forward my comments to the company and to the Department of Elder Affairs.

Thank you so much for creating these amazing robotic pets and for putting together a program where they were made available to us at no cost. I had actually researched this item and had considered purchasing one but the expense made me pause as so many things that I've already purchased to try to spark a memory or an emotion or a connection have gone ignored, unused and unnoticed.

This did not go unnoticed. It is wonderful! My loved one who is a 66 year old man diagnosed with Lewy Body Dementia, Alzheimer's Disease and Posterior Cortical Atrophy received a robotic cat and he loves it! He treats it as if it were a real cat. He brings it to bed with him, upon waking he carries it or asks to have it brought to the breakfast table. He likes to have it nearby all day. He talks to it and gets right into its face and does little cutey, baby-talk. He cannot make simple decisions but very surprisingly he was able to name his new pet. When I first presented the cat to him he asked, "And who is this little beauty?" After that he named her Beauty. He cannot always remember the name he gave her but when he cannot he ask for his "little friend" and interestingly he remembers that he has a little

friend and asks for her and about her location and health if he cannot see her. He engages with her in a way that he does not typically interact with people. The sound of her meowing or purring can often snap him out of a bad mood or just sitting and staring into space. I am grateful that it has a mute option because when she meows too often he becomes concerned that something is wrong with her, she needs to eat or that he has somehow hurt her, an empathy that he does not often express for the people around him. He loves it so much that he has asked about adopting other pets so I am considering getting him the puppy too! Thank you so very much!

Jennifer Kostyn
609-751-xxxx

MARYJO!!!! THIS IS WONDERFUL!!!! Thank you so much for sharing! I loved seeing this! I am truly so happy that she is enjoying it. and Wow, I agree with you, I can't believe how well it looks, moves, purrs. I love it!

Thank you again for sharing. It really made my night! Would you mind if I share it with my team? My supervisor may want to share it with the Florida Elder Affairs program that has provided this so that they can see how happy the pets are making people. Would you be ok with that?

Darlene Holan, LCSW
Naples Senior Center at JFCS
5025 Castello Drive, Suite 101
Naples, FL 34103
239-325-4444 | Fax. 239-330-7947

Project: VITAL

MAY 3, 2020

Editorial: Finding ways to give back during coronavirus – by the *Florida Times-Union* Editorial Board, May 3.

(RIGHT) VITAL visitation for elderly

One of the more heart-wrenching situations that has arisen during the pandemic is the plight of people in nursing homes and assisted living facilities. Several of these facilities have become hot-spots for the virus. In an effort to protect residents and staff, a number of the facilities have restricted visitation, which has been difficult on families.

Now, the Alzheimer’s Association is teaming up with the state Department of Elder Affairs in a new program called VITAL (Virtual Inclusion Technology for All) to provide virtual visitation opportunities using a tablet.

Easy-to-use tables from iN2L will be supplied to nursing homes and assisted living facilities around the state. The tablets have one-touch video chat tools for virtual family visits, as well as over 1,000 apps to engage the residents.

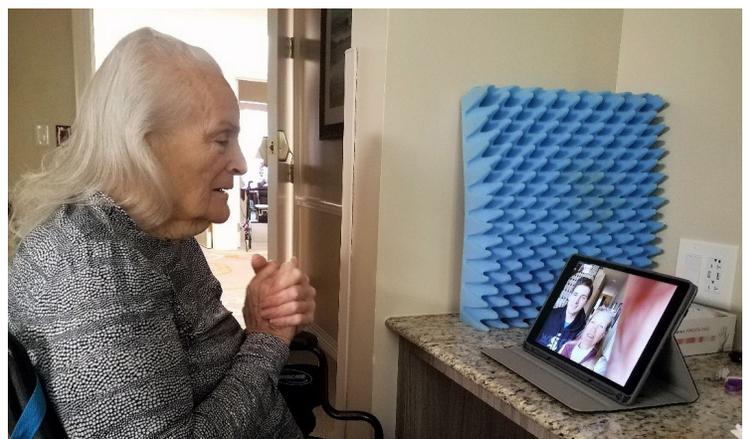
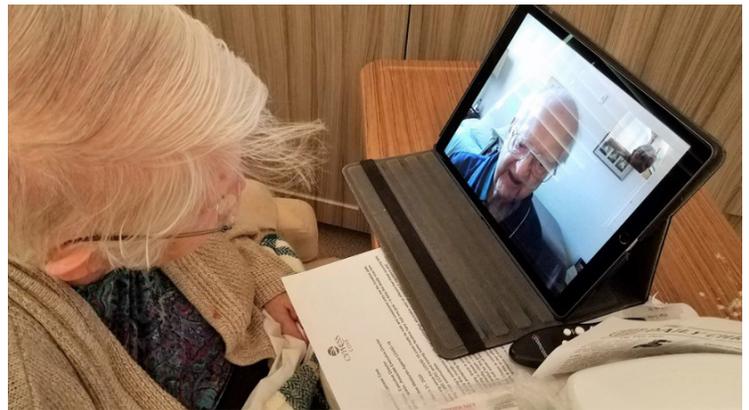
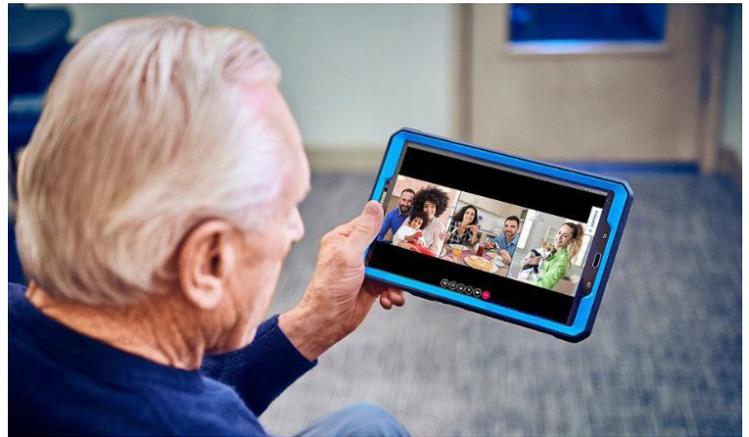
The project involves 150 senior communities, which each will receive two tablets and training on how to use them. Eight senior communities in Jacksonville, Orange Park, Fleming Island, St. Augustine and Fernandina Beach will receive the tablets in the first phase of the project.

This is another common-sense solution to provide emotional support and comfort to the elderly, many of whom have dementia, and their families.

MEDIA COVERAGE

Project: VITAL: Alzheimer’s Association, state keep seniors connected with loved one – *Citrus County Chronicle*, special to the *Chronicle*:

“We’re hoping the use of these customized tablets will facilitate critical connections with the families – especially during these times – but, we want to use them for sustainable models for the future,”



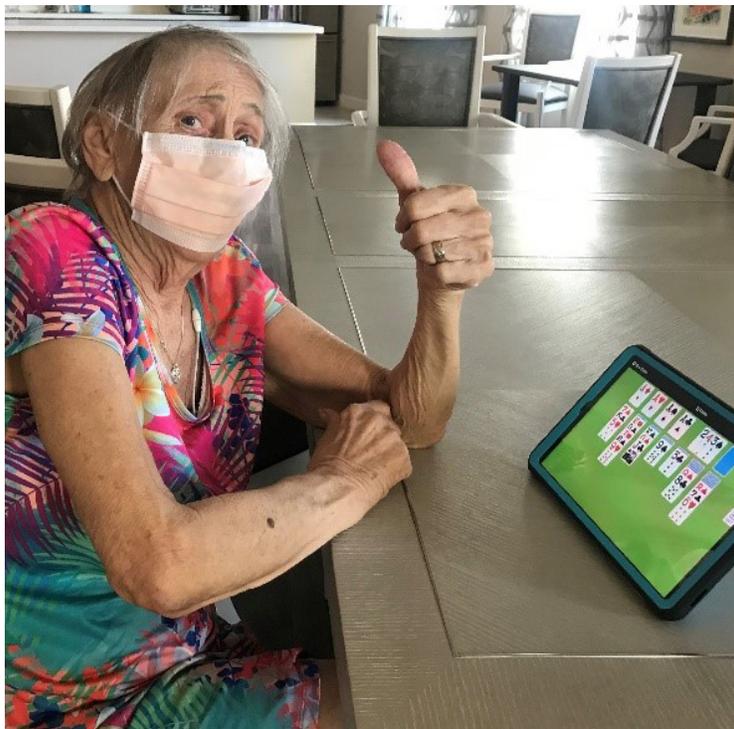
said Richard Prudom, secretary of the Florida Department of Elder Affairs. "We want to ensure the safety of our vulnerable seniors while keeping their loved ones connected."

"There are more than 580,000 people in Florida living with Alzheimer's and related dementias. Approximately two-thirds of the people living in ALFs have some form of dementia," said Alzheimer's Association Florida Regional Leader Angela McAuley. "Project: VITAL has provided the association the opportunity to extend our reach to not just those living with dementia, but to all seniors in Florida who are vulnerable to the negative effects of social isolation."

These quotes and photos are from program directors, nurses, and other professional staff at Assisted Living Facilities and nursing homes throughout Florida. They share their positive experience of using Project: VITAL with the residents at each facility.

American House Fort Meyers

"Our residents are enjoying IN2L tablets as they are exploring all of the fun games and trivia to play! I cannot tell you how happy our residents are using the tablets." (BELOW)



Lanier Rehabilitation Center

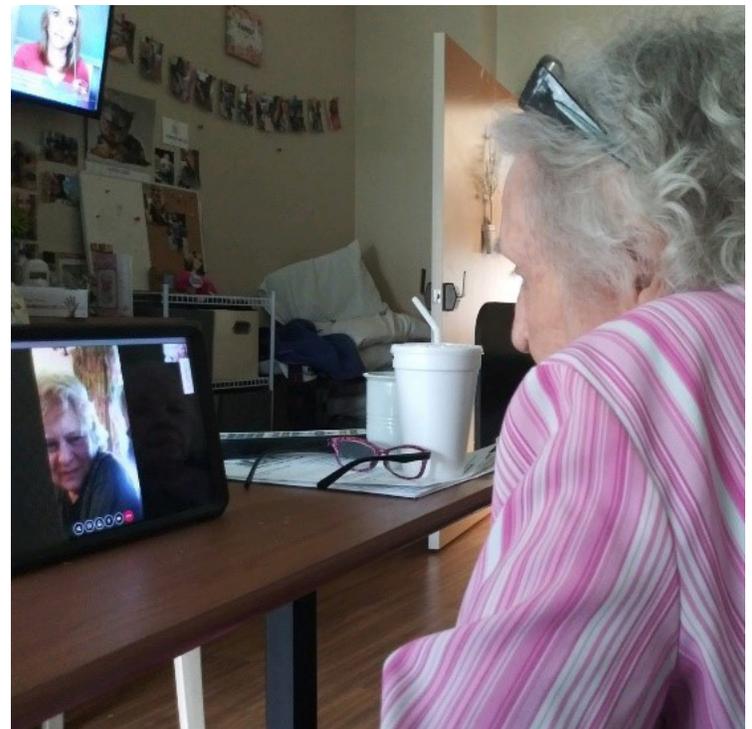
"I am in LOVE with this tablet. Thank you again for this opportunity to help alleviate the psycho-social stresses that us Activity Directors are encountering during this time."

Grand Villa Delray West

"I attended training on Monday...just wanted you to know that I have already utilized the tablet and LOVE it...we did the sing a long and two residents did the Mah Jongg...it is perfect for our memory care residents."

Palm Garden Clearwater

"Another great moment of connecting loved one's with our residents and guests! Sybil is now able to connect with her daughters twice a week through our IN2L Project Vital tablets. This gives her opportunity to see her daughters and remain caught up in their lives in the absence of their physical presence. We at Palm Garden of Clearwater are honored to continue to connect families in this difficult time." (BELOW)





Palm Garden

“This resident and daughter live to see each other every day there is never a day missed this daughter is so dedicated to her mom that she was in tears when she finally got to see her mom on this video call and was so thankful and told me that she loves me for making

this happen that this has been the best thing that's happened to her in a long time.” (LEFT)



Palm Garden

“This patient here is hard to get a smile out of but when we surprised her with a video call from her daughter her smile melted our hearts.” (LEFT)

The Residences at Miami

“From all the residents at The Residences at Miami, we would like to thank you and our Governor DeSantis, the Florida Department of Elder Affairs and the Alzheimer's Association for these amazing tablets. We have already incorporated this virtual technology in our daily activities and we couldn't be happier with the results. The families are very grateful and so are our residents. Today we made a few video chats and conferences with different families and it has made such a great impact in the spirits of our residents. We can't thank you enough.”

Grand Villa Del Ray West

“DBW Memory Care LOVES this new device. We have been utilizing it since the webinar. The big hits for the residents have been the music, the trivia and the games. We have several residents playing the crossword puzzles and the Mah Jong. It has been so wonderful to introduce this new element into the community. It works so well because it is geared towards 3-5 people which is really perfect for this challenging time. It is also exceptionally user friendly. Thank you so much for the opportunity to experience this new tablet and all that it offers. So far, it is a great success. We will be inputting resident profiles soon so that we can add that new dimension as well.”

FOR IMMEDIATE RELEASE

Thursday, April 30, 2020

media@hhs.gov

Contact: HHS Press Office

202-690-6343

Secretary Azar Delivers Remarks at White House Event Recognizing Older Americans Month

As prepared for delivery

Thank you, Mr. President, for your leadership during this pandemic and for the work you have done throughout your administration to protect older Americans.

I'd also like to thank the older Americans and advocates we have here today, including those working hard at the state and local level.

As the President described, during this pandemic, we have taken every possible effort to keep older Americans healthy and safe. In addition to our public health and healthcare efforts, President Trump has secured historic investments in programs that support older Americans and help them live independently. Over the past month, HHS has disbursed more than \$1 billion in grants to aging and disability networks, which are state and local agencies, like a Council on Aging, that provide services for seniors living in the community.

This is more than a 40 percent boost in the annual support we provide to these organizations.

Services we support include delivered meals, help with trips to the grocery store or doctor, and assistance with chores in the home. Back in March, we put out \$250 million in grants specifically for meals, including through Meals on Wheels.

We've been pleased to see communities get creative with these funds. Some states are ensuring not only that the meals are getting to seniors, but that the meals are coming from local restaurants whose businesses are struggling.

It's not just about meals and services. We also recognize that older Americans may be facing mental health challenges and feeling isolated. Florida's aging network, for instance, is combating social isolation by providing electronic tablets to nursing home residents to help them communicate with loved ones.

We're also working to protect the rights of older Americans in accessing healthcare. Our Office for Civil Rights has been taking action to ensure that states and healthcare providers do not discriminate on the basis of disability or age in the allocation of medical care.

We've already had two states remove such discriminatory policies from their triaging guidelines as a result of our work.

Finally, as the President and others mentioned, we've worked closely with states to ensure that they can test especially vulnerable populations, like those living in nursing homes and those who care for them.

This work to protect seniors and empower them will continue throughout the pandemic, as we re-open our country and keep America's seniors as healthy and as independent as possible.

Thank you all for what you do in that effort.



May 29, 2020

Governor Ron DeSantis
State of Florida
The Capitol 400 S. Monroe Street
Tallahassee, FL 32399-0001

Governor DeSantis,

I appreciate the opportunity to express my gratitude for the leadership you and Elder Affairs Secretary, Richard Prudom have delivered with Project Vital. My name is Jack York, and I am one of the founders of It's Never 2 Late (iN2L). We are honored to have been selected as the technology partner in this important and critical initiative. The leadership that Florida has shown with Project Vital has been extraordinary. While other states have internally debated over how to deal with the impacts of isolation, Florida rolled up its' collective sleeves and decisively gone to work. Within 5 weeks of the project's inception, over 150 communities throughout the state received tablets specifically designed to keep isolated residents connected to their loved ones. Within the next few weeks we will roll out to another 150+. Project Vital will also provide the care, support and training that goes beyond the technology through the Alzheimer's Association.

In this amazing partnership with the State of Florida and the Alzheimer's Association, just a few short weeks have brought unprecedented connections. We have seen and heard dozens of heartwarming stories of families reconnected through Project Vital. Through the project's data analysis, we are seeing hundreds of residents using the platform and connecting with their families and their hobbies.

The pandemic brought to the forefront the issue of isolation, and Florida addressed it head on. The success of this project would not have happened without the dynamic leadership of Secretary Prudom, the organizational structure and hands-on guidance the Alzheimer's Association provided, and the caring staff heroes that received the tablets, got trained and help connect their residents.

My brother and I founded iN2L in 1999, and we're delighted to have our technology up and running in over 3000 communities throughout the country. However, there is no doubt that in our company's history, there has never been a project for us that has had more meaning and impact than Project Vital. We hope we can continue to partner with the state and the Alzheimer's Association in this endeavor. As long-term care issues continue to address the state and our nation, solutions like these will become ever-more critical for our communities' livelihood, wellbeing and happiness.

Regards,

A handwritten signature in black ink, appearing to read 'J York'.

Jack York
President/Co-Founder

iN2L.com | 5889 Greenwood Plaza Blvd, Suite 320, Greenwood Village, CO 80111 | 303-806-0797

alzheimer's association®

May 29, 2020

Governor Ron DeSantis
c/o Secretary Richard Prudom
Florida Department of Elder Affairs

Dear Governor DeSantis,

I wanted to take a moment to tell you that Florida's Project Vital (Virtual Inclusion Technology for All) has been one of the most inspiring and engaging projects for the Alzheimer's Association to partner on during this pandemic. Many other states have already reached out to us to learn more about the success in Florida. Most especially, aging units in other parts of the country are inspired by how Florida proactively identified the impact of social isolation, and then quickly brainstormed a project that focused on connection, engagement, education and support. Michelle Branham recently spoke about Project Vital on our National Town Hall with our President, Harry Johns. I have also seen it referenced in Secretary Azar's newsletter updates.

As Florida is poised for Project Vital 2.0, it became important to let you know that not only has this initiative done so much in your state to mitigate the impact of social isolation, but it has also set an incredible precedent for the rest of our country.

Thank you for the opportunity to collaborate with Secretary Prudom and to continue to serve our community in industry-leading ways.



Dr. Joanne Pike, DrPH
Chief Strategy Officer
Alzheimer's Association

800.272.3900

alz.org®

Scent Evidence

MAY 22, 2020

The Florida Department of Elder Affairs is partnering with Scent Evidence K9 to help vulnerable populations stay safer at home.

Supporting the direction of Governor Ron DeSantis to keep older Floridians Safer at Home, The Florida Department of Elder Affairs (DOEA) has created an amazing partnership with Scent Evidence K9 to distribute 2,000 Scent Preservation Kits® to caregivers of those living with Alzheimer's Disease and Related Dementias (ADRD).

FLAPOL – May 9, Florida Politics

Scent Trail

The Florida Department of Elder Affairs announced Thursday it would provide 2,000 Scent Preservation Kits to help track down Alzheimer's patients who wander away from home.

The move comes as one of the latest initiatives from DeSantis' "Safer at Home" plan and is made possible through a partnership with Scent Evidence K-9, a Tallahassee-based international provider.

The kits, which serve as a proactive safety measure, can help law enforcement locate older adults with Alzheimer's disease or other forms of dementia who are at risk of wandering and becoming lost.

(BELOW) DOEA Secretary Richard Prudom, Rex the Bloodhound, and Scent Evidence CEO Paul Coley.

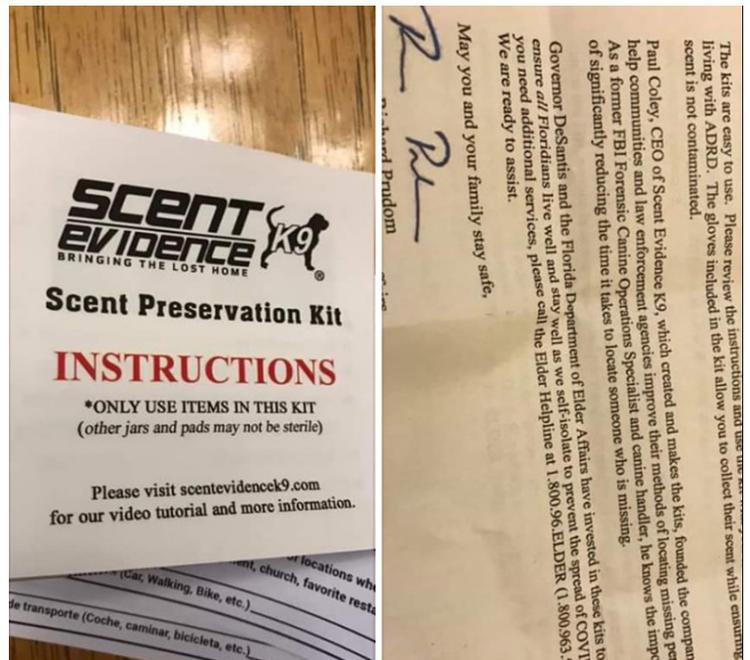


"These Scent Preservation Kits will assist families and help prevent at-risk individuals from becoming a missing person," said Elder Affairs Secretary Richard Prudom. "They allow families and caregivers to be prepared before an at-risk individual goes missing, and the kits improve the response time if someone does go wandering."



"We received a scent preservation kit today from the Department of Elder Affairs. My mom is not a wanderer, but my step-father was and I recall the day we "lost" him! I feel better knowing I have this little gem ready."

Marian W.
From the Alzheimer's Project
Online Support Group



Applause and Recognition

MAY 22, 2020

10 People Who Make Orlando a Better Place to Live (2020) – Commentary from the *Orlando Sentinel*, by Scott Maxwell.

Central Florida is full of amazing people who do great things. But some stars shine extra brightly.

That's why, each year, readers help me put together a list of "10 People Who Make Orlando a Better Place to Live." We're talking about those who help others, keep us healthy, educate our minds and nourish our souls.

The goal has always been to shine a spotlight on those who don't normally seek it. Not the well-known CEOs and politicians, but those who are in the trenches, making differences every day – the mentors, helpers, and trailblazers.

This year I received nominations for more than 100 people, so whittling down the list is always challenging. With a pandemic afoot, I thought we'd put extra emphasis in 2020 on those who help in health care. The list includes teachers, doctors, nonprofit leaders, an Alzheimer's caregiver, two altruistic entertainers and a nurse. So let's get started . . .

(BELOW) Edith Gendron, chief of operations at the Alzheimer's & Dementia Resource Center



Alzheimer's and dementia are cruel diseases. But they're cruelest to the loved ones of those afflicted. Gendron has dedicated her career to helping caregivers through support groups, counseling sessions and educational programs that she creates and runs. One nominator said: "She makes an intentional connection with each and every caregiver she encounters because she gets it and has a compulsion to help." Another said: "She felt my pain, knew it from her own personal experiences and shed a tear, too. Since that day, she hasn't left my side."

APRIL 2-3, 2020

Area Agencies on Aging from both Central and Northeast Florida received thanks for their grocery deliveries to homebound seniors.

Good morning Michelle and Braun,

I wanted to share with you how we were able to help 25 older adults in Putnam County get groceries yesterday. Renee Knight, VP of Community Services, coordinated with Winn Dixie for us to go shopping for groceries at 6 am before the store opened to the public. Elder Options, the Area Agency on Aging/Aging and Disability Resource Center for that County, identified the seniors and provided their shopping lists and staff from the provider agency there along with members of the Putnam County Sheriff's Office, the Crescent City Police Department and the

(BELOW); ElderSource workers in Jacksonville prepare for delivery of the groceries.



Putnam Board of County Commissioners was there to help with the shopping and then deliver the meals. Every client was provided with the attached flyer. Also attached are photos from the morning. Thank you for your continued support!

Linda Levin

(TOP RIGHT); Area Agency on Aging's ElderSource workers packaged and delivered groceries to low-income seniors. They are using DOEA SHINE (Serving Health Insurance Needs of the Elderly) bags and DOEA 'Prevent Elder Abuse' bags.

(BOTTOM RIGHT); ElderSource and Aging True workers deliver 1,000 kits to frail elders in early April.

APRIL 2

Good morning Melanie and Jan,

What better way to say thank you for your support than for you to hear it directly from a client? Attached is the recording of a client calling to say thank you for the groceries we were able to provide with your support. Below is her story and the transcription of her call.

Ms. Patricia Jordan is a 64-year-old African American widow living with her daughter caregiver in a home they rent in Duval County. They live on \$1228 combined SS and VA benefits, plus \$16 SNAP benefits. Because of health reasons, Ms. Jordan does not leave her home, especially now with the virus scare. Her caregiver daughter is disabled and has applied for SS benefits. They ran out of food days ago. Their car was totaled in an accident, so they have no transportation to get to food pantries. Also, they would normally ask for assistance from their church, but the pastor ordered parishioners not to communicate with each other. ElderSource ordered a grocery delivery from [Shipt.com](https://www.shipt.com) for \$211.25.



Ms. Jordan called and said the following:

Good morning Ms. Sherrie Bryant, this is Patricia Jordan. You did a service for me and my daughter last week, my family, and I just want to thank you once again because we didn't know where we were going to get food from, and you made it possible by helping us out. And I just want to say once again, may God bless you and yours, and may God bless ElderSource for being available to help us when they did because we were without. Now, because of you, right now we have food in our home. I just want to say thank you. God bless you and be safe.

She also mentioned that her grandmother always taught her to thank someone for doing something good. Her grandmother was a daughter of a slave who had a very hard life. She babysat for Ms. Jordan and her nine siblings, and passed on lessons learned the hard way. On the phone, Ms. Jordan said she was so very grateful again. That we were on the front line, looking out for and taking care of our seniors.

Thank you so much for your ongoing support!

(RIGHT); ElderSource and Aging True workers prepare for delivery of the kits containing toilet paper, paper towels and tissues, a Hunger Flight Meal Packet, toiletries, and informational sheets.



Mental Health Initiative

TALK IT OUT SOCIAL MEDIA GRAPHICS

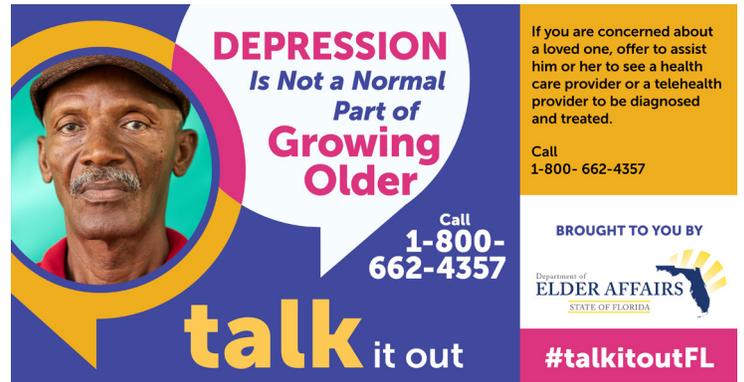


Reach Out
Reaching out to people you trust is a good way to reduce anxiety, depression, or loneliness during social distancing.

TALK ABOUT IT
Stay connected to family and friends through phone calls, emails, text messages, and social media.

BROUGHT TO YOU BY
Department of **ELDER AFFAIRS**
STATE OF FLORIDA

talk it out #talkitoutFL



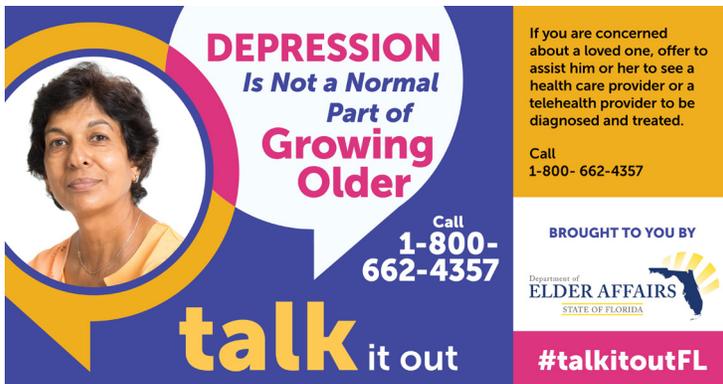
DEPRESSION Is Not a Normal Part of Growing Older

If you are concerned about a loved one, offer to assist him or her to see a health care provider or a telehealth provider to be diagnosed and treated.

Call **1-800-662-4357**

BROUGHT TO YOU BY
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talk it out #talkitoutFL



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STATE OF FLORIDA

talk it out #talkitoutFL



Finding a Solution
If you don't know what you're feeling, it's hard to find a solution. Putting a label on your emotions can help you define a problem and find an answer.

1-800-662-4357
Find a provider through the Substance Abuse and Mental Health Services Administration.

BROUGHT TO YOU BY
Department of **ELDER AFFAIRS**
STATE OF FLORIDA

talk it out #talkitoutFL



Disaster Distress Helpline
Stress, anxiety, and other depression-like symptoms are common reactions after a disaster. The disaster helpline answers calls related to the Coronavirus.

1-800-985-5990
Call or text TalkWithUs to 66746 to connect with a trained crisis counselor.

BROUGHT TO YOU BY
Department of **ELDER AFFAIRS**
STATE OF FLORIDA

talk it out #talkitoutFL



The **Veterans Crisis Line** is a free, confidential resource for all those who have served.

Text 838255 to connect with 24/7 support.

Veterans Crisis Line
24/7 Support
veteranscrisisline.net

BROUGHT TO YOU BY
Department of **ELDER AFFAIRS**
STATE OF FLORIDA

IN PARTNERSHIP WITH
FDVA
FLORIDA DEPARTMENT OF VETERANS AFFAIRS
Honoring those who served U.S.

talk it out #talkitoutFL



The **Veterans Crisis Line** is a free, confidential resource for all those who have served.

Call **1-800-273-8255**, press "1" to connect with 24/7 support.

Veterans Crisis Line
24/7 Support
veteranscrisisline.net

BROUGHT TO YOU BY
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Mental Health Resources for Older Adults
An estimated 20% of people age 55 years or older experience some type of mental health concern. Talking to a trained mental health professional can help.

1-800-662-4357
Find a provider through the Substance Abuse and Mental Health Services Administration.

BROUGHT TO YOU BY
Department of **ELDER AFFAIRS**
STATE OF FLORIDA

talk it out #talkitoutFL



DEPRESSION is Not a Normal Part of Growing Older

talk it out

If you don't know what you are feeling, it's hard to find a solution. Putting a label on your emotions can help you define a problem and find an answer.

If you are anxious, depressed, or lonely during social distancing, ask the following questions:



Q Are you able to meet your physical needs, such as food, rent, or medications?

Q Have you been experiencing any feelings of stress, anxiety, or depression?

Q With the current need for remaining in the home and refraining from social activities, how are you doing with the transition to social distancing?

Q Do you feel capable? Independent? Happy? Do you feel in control of the important aspects of your life?

Q Do you feel your use of alcohol, drugs, or other substances has increased since the beginning of the crisis?

Q When this is over, what are you looking forward to? What sort of plans have you made?

Talk It Out

- Stay connected to family, friends, and loved ones through phone calls, emails, text messages, and social media.
- Talking to a trained mental health professional can help.
- Text HOME to 741741 to connect with a Crisis Counselor.
- Call 1-800-662-4357 to talk to a trained mental health professional.

CREDIBLE RESOURCES

Elder Helpline
1-800-963-5337
Elderaffairs.org

COVID-19 Call Center
1-866-779-6121
floridahealthcovid19.gov

CDC
1-800-232-4636
cdc.gov

Substance Abuse and Mental Health Services Administration
1-877-726-4727
samhsa.gov

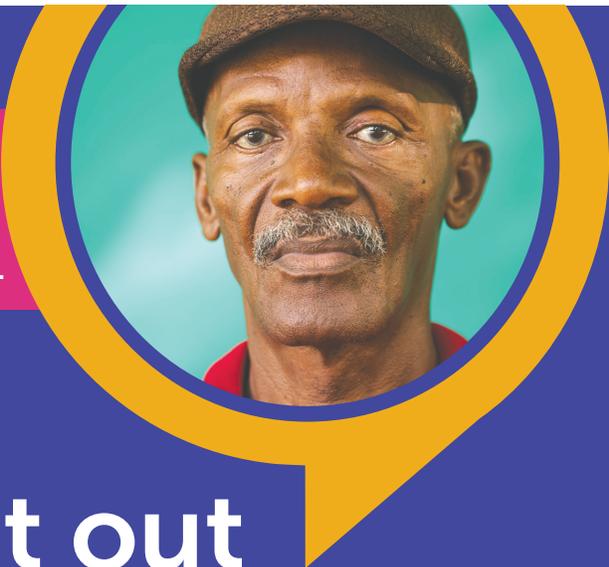
Suicide Prevention Lifeline
English: 1-800-273-8255
Español: 1-888-628-9454
TTY: 1-800-799-4889

Domestic Violence Hotline
1-800-799-7233

Senior Friendship Line
1-800-971-0016



Seek help when needed – If distress impacts activities of daily life for several days or weeks, talk to a clergy member, counselor, doctor, or call 1-800-662-4357.



talk it out

As the number of cases of COVID-19 increases, so does the associated anxiety and older adults are more likely to be at risk to develop serious illness. The mental health effects of COVID-19 are as essential to address as the physical health effects.

The outbreak of COVID-19 is stressful. The fear and anxiety surrounding the uncertainty about the disease can be

overwhelming and cause strong emotions. Taking care of yourself, your friends, family, and loved ones can assist in coping with stress.

It is natural to feel grief, nervousness, and stress. Pay attention to your emotions - notice and accept the ups and downs of how you feel. Taking care of your emotional health will help you think clearly and react to the urgent needs to

protect yourself and others. Self-care will help your long-term physical health, mental well-being, and behavioral health.

Those experiencing preexisting mental health conditions should continue with prescribed treatment plans during an emergency and monitor for any new symptoms.

Talk It Out

- Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.
- Text HOME to 741741 to connect with a Crisis Counselor.
- Call 1-800-662-4357 to talk to a trained mental health professional.

Things you can do to support yourself

A Take a break from watching, reading, or listening to the stories, including limiting social media. Hearing about the pandemic repeatedly can be upsetting.

A Take care of your yourself. Stretch, take deep breaths, or meditate. Eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.

A Unwind and relax. Make time to try to do some other activities you enjoy.

A Connect with others. Talk with people you trust about your concerns and how you are feeling. Use video chats to interact with friends and loved ones.

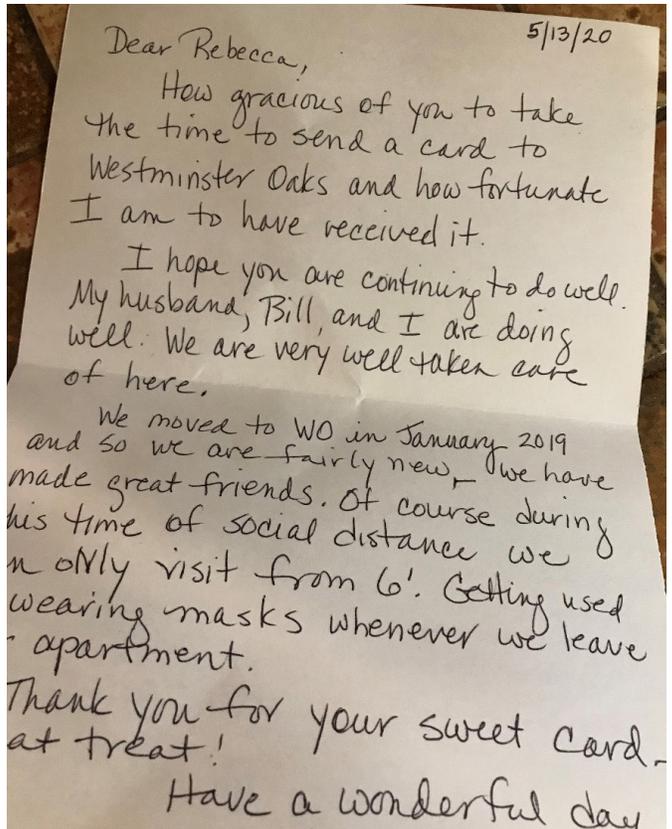
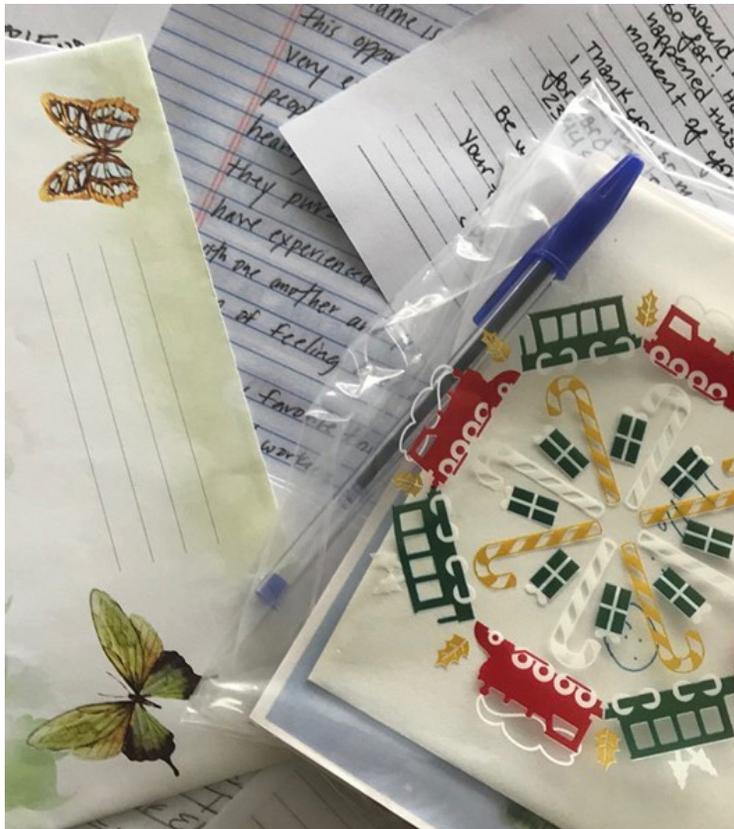
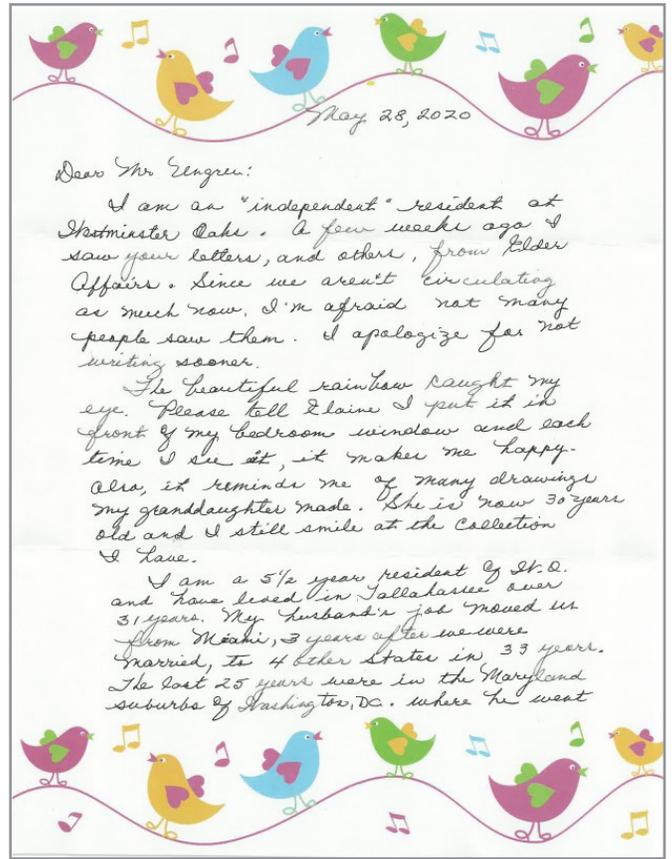




Letters to Older Adults

MAY, 2020

The Florida Department of Elder Affairs wrote letters to older adults living in assisted living facilities and began receiving responses:





ELDERAFFAIRS.ORG

4040 Esplanade Way
Tallahassee, Florida 32399-7000
Phone: (850) 414-2000 | Fax: (850) 414-2004