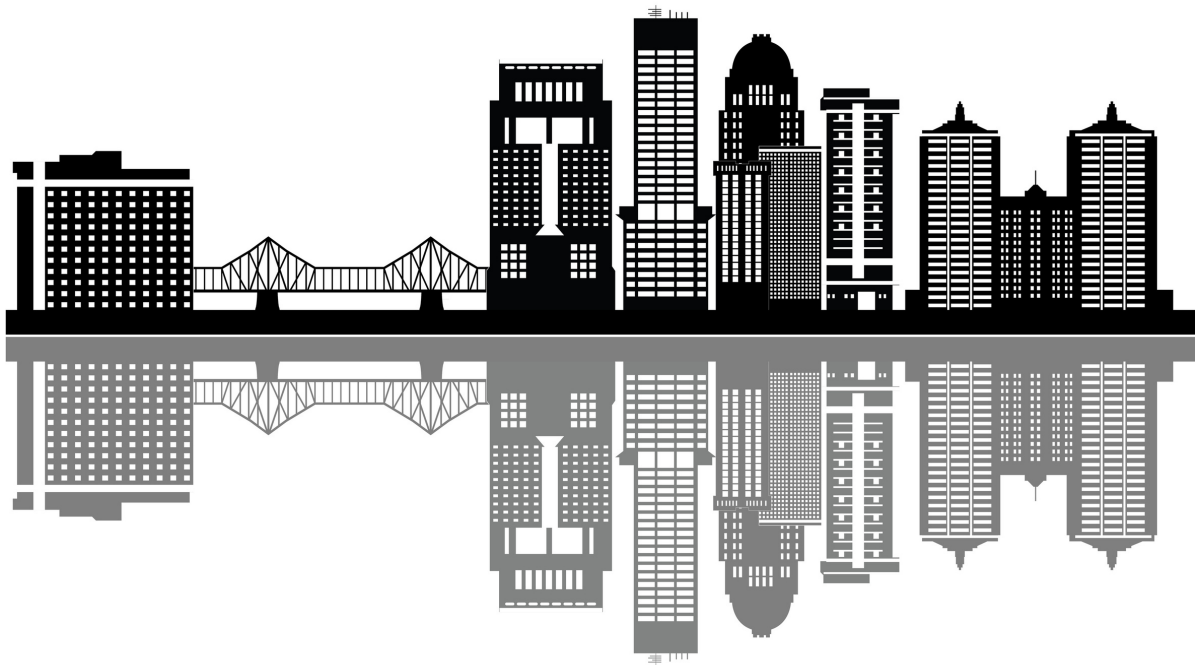


LOUISVILLE, KENTUCKY

SEPTEMBER 2021

AGE-FRIENDLY LOUISVILLE STRATEGIC PLAN REPORT



PREPARED AND PRESENTED BY



AGE-FRIENDLY
LOUISVILLE

LED IN PARTNERSHIP BY:



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ABOUT AGE-FRIENDLY LOUISVILLE



On October 10, 2016, the City of Louisville became the 120th member of the AARP Network of Age-Friendly Communities. Age-Friendly Louisville was created with the goal of making Louisville a place where people of all ages can be engaged and active members of the community. We are guided by a philosophy that views Age-Friendly Louisville as a fundamentally intergenerational concept. The social, health, economic, and built environments that support individuals as they age help people of all ages and abilities lead thriving lives from stroller to walker.

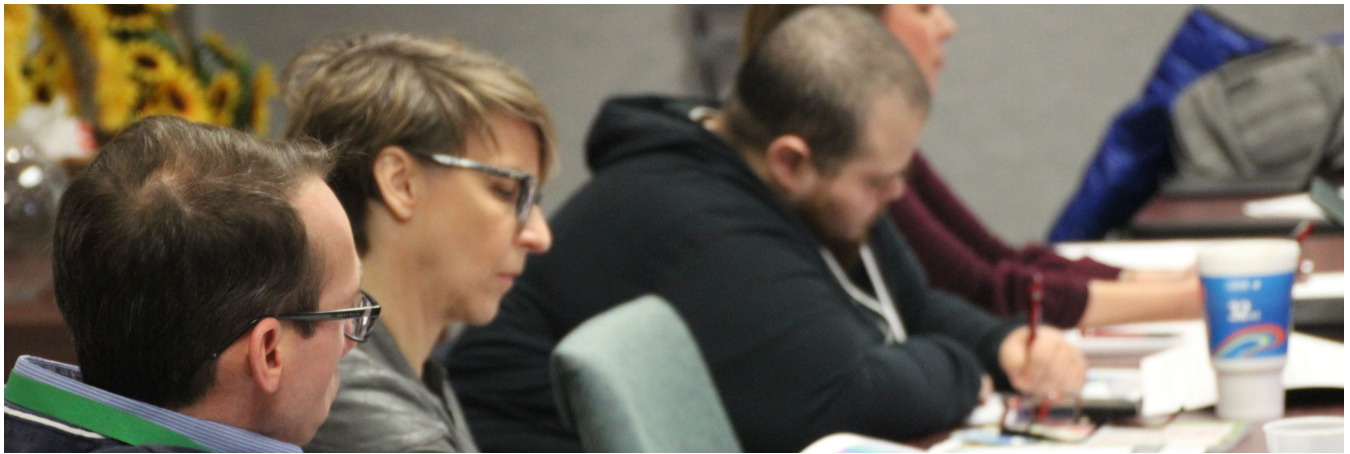
"We started on this journey in 2015 to engage our partners in the vision of Age-Friendly Louisville. Six years later, professionals and residents across the city have worked tirelessly on the strategic plan to realize the dream of becoming age-friendly for all regardless of one's age or abilities. I am in awe of the efforts of the team, I celebrate with you and look forward to the next steps."

Dr. Anna Faul/Trager Institute



Dr. Anna Faul
Executive Director of the
Trager Institute





AGE-FRIENDLY LOUISVILLE TIMELINE

Phase 1 : October 2016-2017
Comprehensive Plan
Collaboration & Infrastructure
Development

Phase 1 consisted of two main activities: 1) collaborating with Louisville Metro’s Comprehensive Plan and 2) developing key organizational infrastructure. This phase primarily worked to develop the necessary organizational infrastructure to launch this community initiative, including branding, communication networks, and community partnerships.

Phase 2 : 2017-2018
Action Plan Development

Phase 2 began with the UofL Trager Institute conducting the KIDPA Needs Assessment to identify the gaps in the existing age-friendly features of Louisville according to the eight domains of livability. We then held workshops exploring four domains, including 1) Housing, 2) Mobility & Access, 3) Social Participation, Respect, and Inclusion, and 4) Community Supports & Health Services. Workshop facilitators and community members created an extensive list of needs per each domain. We then analyzed the general themes of the community meetings, and with community feedback, determined the Strategic Plan.

Phase 3 : 2018-2021
Action Plan Implementation

Phase 3 began the implementation of the Strategic Plan and its submission to AARP and the WHO Age-Friendly City initiative. Throughout this phase, the facilitators of each domain took actionable steps to fulfill the specific goals outlined within the Strategic Plan.

Phase 4 : 2021
Strategic Plan Report

Phase 4 is an in-depth review of the progress of the strategic plan implementation.



OFFICE OF THE MAYOR
LOUISVILLE, KENTUCKY

Greetings:

Five years ago, Louisville began a collaborative effort between city leadership, the University of Louisville Trager Institute, KIPDA (Kentuckiana Regional Planning & Development Agency), and AARP to achieve the status of an age-friendly community. As Mayor of this great city, I am proud of the accomplishments achieved by Age-Friendly Louisville despite the challenges of a global pandemic and a historical time of civil unrest. These events have provided a unique opportunity for growth, change, and compassion that will benefit many generations to come.

Louisville is a leader in lifelong wellness and aging care. Age-Friendly Louisville provided the opportunity to focus on essential core themes such as housing, transportation, community and health services, and social participation. The outcomes resulted in:

- Creation of crucial resource guides for social services, community health programs, aging in place home modifications, and affordable transportation options.
- Safety improvements along two high traffic corridors located near large senior housing complexes. These featured upgraded crosswalks, increased plaza space, crossing times, and decorative benches to increase visibility, pedestrian safety, and support for residents of all ages and abilities.
- Education programs around topics of non-opioid pain management, mental health, elder abuse, stress management, and self-care created for police, first responders, medical personnel, and family caregivers.
- Facilitation of a complete Certified Aging in Place survey.
- Coordination of 10 intergenerational drive-by parades and a multitude of other virtual community events such as talent shows and costume contests during COVID-19.

Age-Friendly Louisville challenges each person to live longer, healthier, more fulfilling, and independent lives and to find pleasure and purpose in all that we do, regardless of age. In the past decade, the number of Louisvillians over the age of 60 grew to over 98,000, with 77,645 of those living at home- and this number will only continue to climb! This report is a testament to our continued commitment to making Louisville a safe and healthy place for all citizens to live, work, and play!

Sincerely,

Greg Fischer
Mayor

A NOTE ON COVID-19

When planning for our initial five-year Strategic Plan for Age-Friendly Louisville, we never could have anticipated a global pandemic and the changes it would bring to our community and way of living. Like everyone around the world, we at Age-Friendly Louisville were forced to take a step back and reassess how we could continue during a time that forced us to be apart.

Our monthly workgroup meetings and leadership meetings were shifted to a virtual platform in April of 2020 and continued to be virtual in 2021. Our 2020 Community Update was also moved to a virtual platform as we still desired to share our achievements and plans with community members and partners. Our in-person workgroup events were placed on hold while new ways to come together were created. Many of our action projects, goals, and objectives had to be altered or delayed from the initial plan in order to fit within the guidelines that have governed our community since March of 2020.

While changes occurred, new ideas were also born from this event. Virtual events took place including speakers, talent shows, and costume contests. Drive-by parades were held throughout the community. Resources were developed to aid with stress caused by the isolation of the COVID-19 pandemic.

While COVID-19 altered the way that we lived, it did not force us to lose sight of our vision for our community and our desire to support individuals in leading thriving lives from stroller to walker. We evolved as an organization and continue to evolve in our work to make Louisville an accessible and inclusive city for people of all ages and abilities.

AGE-FRIENDLY LOUISVILLE

2021 REPORT AT A GLANCE



Community Supports & Health Services Workgroup

Achieved Delayed Altered In Progress

Goal #1	Increase the capacity of community organizations to promote health resource information.	Achieved	Delayed	Altered	In Progress
Goal #2	Residents of Age-Friendly Louisville will have access to training to feel prepared to support their family and neighbors to “age in place.”	Achieved	Delayed	Altered	In Progress
Goal #3	Healthcare providers and residents will have greater awareness of the risk taking opioid medications for pain and the value of alternative pain management strategies.	Achieved	Delayed	Altered	In Progress

Housing Workgroup

Achieved Delayed Altered In Progress

Goal #1	Increase the number of home maintenance resources for older adults that will allow them to stay in their homes as long as possible.	Achieved	Delayed	Altered	In Progress
Goal #2	Increase the number of home builders in Louisville who have earned the Certified Aging in Place Specialist (CAPS) certification from the National Association of Home Builders.	Achieved	Delayed	Altered	In Progress

AGE-FRIENDLY LOUISVILLE

2021 REPORT AT A GLANCE



Social Participation, Respect, & Inclusion Workgroup

Achieved Delayed Altered In Progress

Goal #1 Increase the number of opportunities for intergenerational communication.



Goal #2 Organize trainings to support community safety and social engagement.



Mobility & Access Workgroup

Achieved Delayed Altered In Progress

Goal #1 Work with Regional Mobility Council (RMC) to ensure that TARC is affordable and network maps are accessible and understandable to all community members.



Goal #2 Improve sidewalks, crosswalks, and signal crossing times/options to ensure all citizens are able to access their communities safely.



AMERICORPS VISTA POSITION

AGE-FRIENDLY LEADERSHIP COORDINATOR

In the spring of 2019, the leadership team at Age-Friendly Louisville applied to sponsor an AmeriCorps VISTA member to serve as the Leadership Coordinator. AmeriCorps is a voluntary civil society program, supported by the federal government and other donors, that engages adults in public service work. The AmeriCorps VISTA member is a full-time volunteer for a 12 month period earning a monthly stipend, educational benefits, and gaining significant experience and leadership skills. This opportunity prepares members for a life of service in the public, private, or nonprofit sector. The Age-Friendly Louisville VISTA position is jointly funded by the UofL Trager Institute and AARP Kentucky.

The hope was to bring on an AmeriCorps VISTA who would be tasked with volunteer outreach and management, facilitating monthly meetings, updating the community on the status of Age-Friendly Louisville action plans, acting as a liaison to the partner organizations, and working to meet the Strategic Plan and its Action Projects within the designated time frame.

Over the past two years, the VISTA member has played a pivotal role in meeting the goal of making Louisville a place where people of all ages can be engaged in their community. The VISTA position has been filled by two AmeriCorps service members so far; Kelly Nason from August 2019-August 2020 and Avery Crews from July 2020-July 2021.



AMERICORPS VISTAS

AGE-FRIENDLY LEADERSHIP COORDINATOR



KELLY NASON
2019-2020

Hey there, I am Kelly Nason! I started with Age-Friendly Louisville (AFL) as the first VISTA Leadership Coordinator. After my year of volunteer service was completed, I transitioned to task supervisor for the new Leadership Coordinator and served as a co-facilitator for the CS&HS & Housing Workgroups.

The main project I worked on with AFL was the First Responder Fact Sheets and Curriculum. As a social worker, ensuring that our First Responders are being properly prepared to serve and care for everyone in a more individual way by providing them with additional information and alternative ways to engage more effectively with the community is what drives me in this project. I am thankful for AFL allowing me to pursue this passion project.



AVERY CREWS
2020-2021

Hi, I am Avery Crews! I serve as the current VISTA for Age-Friendly Louisville. After graduating in May 2020, I decided to take a gap year to complete a year of service with AmeriCorps. AFL has allowed me to grow in my understanding of my community and its needs while also developing vital skills for my future career.

AFL showed me that I had a passion for nonprofit work and encouraged me to pursue a career in this field. I will be attending Indiana University on a fellowship to receive my MA in Philanthropic Studies after I finish my VISTA term this summer. I am thankful for all I have been able to achieve here at Age-Friendly Louisville this year, and as an AmeriCorps Service Member during the last three years.



Natalie Pope
AFL Chair 2017-2020

"Age-Friendly Louisville's AmeriCorps VISTA position has been a vital element of the initiative's long-term sustainability. The position started one year into implementing AFL's first strategic plan and represented an opportunity for the partner organizations to continue their age-friendly change efforts despite staffing changes the organizations faced. Through the collaboration with AmeriCorps VISTA, AFL has been privileged to work with several incredible individuals through the program and owes much of its continued success to this important partnership."

Natalie Pope/ Trager Institute 2015-2020



**AGE-FRIENDLY
LOUISVILLE HAS
HELD 165
WORKGROUP AND
LEADERSHIP
MEETINGS**

165



2000

**2,000 ELDER ABUSE
BOOKMARK RESOURCES WERE
DISPERSED BY THE SPRI
WORKGROUP.**

10



**THE SOCIAL PARTICIPATION,
RESPECT & INCLUSION
WORKGROUP HELD 10 DRIVE-
BY PARADES THROUGHOUT
LOUISVILLE.**

**THE HOUSING
WORKGROUP
SUPPORTED AND
LOBBIED WITH AARP KY
TO PASS THE ACCESSORY
DWELLING UNIT (ADU)
AMENDMENT IN
LOUISVILLE TO SUPPORT
AFFORDABLE HOUSING
OPPORTUNITIES**



**THE COMMUNITY SUPPORTS
& HEALTH SERVICES
WORKGROUP DISPERSED 755
COPIES OF THE COMMUNITY
RESOURCE GUIDE.**

755



1132

**AGE-FRIENDLY
LOUISVILLE HAS HAD
1,132 UNIQUE
CONTACTS/MEETING
ATTENDEES SINCE 2016**

**THE MOBILITY & ACCESS
WORKGROUP
COLLABORATED WITH
TARC ACCESSIBILITY
COUNCIL TO WORK
WITH THE DISABLED
COMMUNITY ON
ACCESSIBLE
TRANSPORTATION**



**OUR WORKGROUPS HAVE
PARTNERED WITH 67
COMMUNITY ORGANIZATIONS
FOR PROJECTS, RESOURCES, AND
PRESENTATIONS.**

67

COMMUNITY SUPPORTS & HEALTH SERVICES



VISION:

**RESIDENTS OF
LOUISVILLE**

**1) WILL KNOW HOW
TO ACCESS HEALTH
RESOURCE
CLEARINGHOUSE
NETWORKS,**

**2) WILL HAVE
ACCESS TO HEALTH
RESOURCES IN
THEIR LOCAL
COMMUNITY AND**

**3) WILL BE
SUPPORTED IN
THEIR INTEREST TO
“AGE IN PLACE” DUE
TO THE
COMPASSIONATE
CARE OF WELL-
TRAINED PUBLIC
SERVICE
EMPLOYEES,
CAREGIVERS, AND
FAMILY MEMBERS.**

Community Supports & Health Services Community Partners

*Trager Institute
Louisville Metro Office for Aging and
Disabled Citizens
Metro United Way 211 and 311
My Health E
KIPDA Aging and Disability
Resource Center (ADRC)
AARP Kentucky
United Healthcare
Norton Healthcare & Health Ministries
Hosparus Health
Kentuckiana Stroke Association
Parkinson Support Center
ElderServe Senior Center
Humana
Wellcare of Kentucky
Galen College of Nursing
Heartsong Memory Care
Case Management Corporation, LLC
Harbor House of Louisville
Senior Home Transitions
Age Transitions
Project CARAT
Women’s Club of Louisville
Louisville’s Crime Against Seniors Unit
Louisville Metro Police Department
Louisville Fire Department
LouieConnect*

COMMUNITY SUPPORTS & HEALTH SERVICES

2021 REPORT AT A GLANCE



Community Supports & Health Services

Achieved Delayed Altered In Progress

Goal #1	Increase the capacity of community organizations to promote health resource information.	Achieved
Objective #1	Neighborhood Associations, Neighborhood Places, community ministries, and other community organizations will have developed a systematic plan to promote awareness of health resource clearinghouses serving older adults.	Achieved
Objective #2	Community organizations will promote and expand exercise programs and health-promotion programs (such as healthy food resources, alternative pain management methods) as deemed appropriate and desirable for their residents.	Achieved
Objective #3	Public service employees (e.g. Police, Fire, EMS, sheriffs, etc) will be trained in age-friendly practices to support older adult residents and their families.	Achieved
Goal #2	Residents of Age-Friendly Louisville will have access to training to feel prepared to support their family and neighbors to “age in place.”	Achieved

COMMUNITY SUPPORTS & HEALTH SERVICES

2021 REPORT AT A GLANCE



Community Supports & Health Services

Achieved Delayed Altered In Progress

Objective #1 Explore methods to collaborate with AARP’s Prepare to Care Program to expand its reach and to include volunteer health advocates in their programming.



Goal #3 Healthcare providers and residents will have greater awareness of the risk taking opioid medications for pain and the value of alternative pain management strategies.



Objective #1 Educate primary care providers (PCPs) on the risk of prescribing opioid medication for pain and value of alternative pain management strategies. Neighborhood Associations, Neighborhood Places, community ministries, and other community organizations will have developed a systematic plan to promote awareness of health resource clearinghouses serving older adults.



Objective #2 Educate patients/residents on the risk of taking opioid medication for pain and value of alternative pain management strategies.



GOAL #1: INCREASE THE CAPACITY OF COMMUNITY ORGANIZATIONS TO PROMOTE HEALTH RESOURCE INFORMATION.

OBJECTIVE #1: NEIGHBORHOOD ASSOCIATIONS, NEIGHBORHOOD PLACES, COMMUNITY MINISTRIES, AND OTHER COMMUNITY ORGANIZATIONS WILL HAVE DEVELOPED A SYSTEMATIC PLAN TO PROMOTE AWARENESS OF HEALTH RESOURCE CLEARINGHOUSES SERVING OLDER ADULTS (E.G., KIPDA AGING AND DISABILITY RESOURCE CENTER (ADRC), LOUISVILLE METRO OFFICE FOR AGING AND DISABLED CITIZENS, 211, AND PEOPLE’S HEALTH NETWORK, ETC).

The Community Supports & Health Services Workgroup explored existing resources to assess the current status of health promotion resources in our community. After extensive investigation, this workgroup decided to create a resource that highlighted organizations that met one or more of the following criteria: a call center, a searchable resource database or a clearinghouse of local and regional community supports and health services.

ACTION PROJECT #1: WORK WITH THE AFOREMENTIONED ORGANIZATIONS TO ASSESS THE CURRENT METHODS OF COMMUNICATION WITH THEIR MEMBERS AND THE DEGREE TO WHICH THEY CURRENTLY SHARE SPECIFIC HEALTH RESOURCE INFORMATION.

After assessing current methods of communication of various organizations, a two page brochure was developed and vetted by the workgroup members and by Age-Friendly Louisville Leadership. The resource was named simply, *How do I find Community Supports and Health Services?* The brochure included the phone number, email, website and a short description of the following agencies: Metro United Way 2-1-1, KIPDA, an Area Agency on Aging, Metro311, My Health E and AARP Kentucky.



Creating an accessible and inclusive city for people of all ages and abilities

HOW DO I FIND:

COMMUNITY SUPPORT & HEALTH SERVICES



METRO UNITED WAY 2-1-1

MetroUnitedWay.org/211
CALL: 211

KIPDA*

KIPDA.org/
Aging_Social_Services
(866) 735-3363
*Kentuckiana Regional Planning & Development Agency

KIPDA promotes and ensures meaningful and timely services are available for older adults and persons with disabilities to improve their health, safety, and overall well-being.

METRO 3-1-1

LouisvilleKY.gov/
government/Metro311
CALL: 311

MY HEALTH E

MyHealthE.net
(888) 685-3535

AARP KENTUCKY

Local.AARP.org/KY
(866) 295-7275

AARP Kentucky shares job, health, and financial resources, as well as fun activities and events in Louisville.

Use your Smart Phone to view the full sized resource



The Community Local Clearinghouse Booklet resource was developed by the CS&HS workgroup to supply community members access to existing programming and community contacts that provide health and community resources.

ACTION PROJECT #2: WORK WITH THE ORGANIZATIONS TO DEVELOP A PUBLIC CAMPAIGN TO COMMUNICATE HEALTH RESOURCES TO BE USED ACROSS ALL AFOREMENTIONED SECTORS.

The brochure highlighted five agencies. Metro 2-1-1 connects individuals to over 800 community services to meet basic needs, KIPDA promotes services to older adults and persons with disabilities to improve health, safety and overall well-being, Metro 3-1-1 connects individuals to city government and addresses non-emergency issues, My Health E finds local health promotion classes and fairs, while AARP Kentucky offers job, health and financial resources as well as fun activities and events in Louisville.

ACTION PROJECT #3: AGE-FRIENDLY LOUISVILLE COMMUNITY WILL IMPLEMENT PLAN.

The resource brochure was finalized in September 2019 and 1000 copies were printed on cardstock by AARP Kentucky in November of 2019. The brochure can also be printed from agefriendlylou.com. This brochure was handed out at Age-Friendly Louisville events, partner organizations of Age-Friendly Louisville, and at community fairs including older adults and caregiver conferences, veterans programs, and heart health events.



Anastasia Johnson
Community Outreach Intern
2021

“Age-Friendly Louisville’s CS&HS workgroup has promoted the AARP Prepare to Care programming over the last few years while developing resources to promote health within the community. Educating our residents about planning for caregiving is just a tiny fraction of what we have accomplished by partnering with Age-Friendly Louisville. Needless to say, I am thrilled to be a part of this initiative and am eager to see how we can continue to support individuals from stroller to walker in the community.”

Anastasia Johnson/AARP Kentucky

OBJECTIVE #2: COMMUNITY ORGANIZATIONS WILL PROMOTE AND EXPAND EXERCISE PROGRAMS AND HEALTH-PROMOTION PROGRAMS AS DEEMED APPROPRIATE AND DESIRABLE FOR THEIR RESIDENTS.

The Community Supports and Health Services Workgroup invited organizations to monthly meetings to present their local, evidence-based exercise and health promotion programming. The workgroup heard presentations from Louisville Metro Parks and Recreation Adaptive and Inclusive Recreation, ElderServe Senior Center, and Medicare and Medicaid healthcare payers such Humana and Wellcare of Kentucky. Metro Parks and Recreation discussed the programming at their 14 Community Centers across the city. Humana shared their member-specific programming like SilverSneakers and their health promotion events open to all community members. ElderServe and Wellcare also shared their exercise programming, and Wellcare shared their community resource line.

ACTION PROJECT #1: COMMUNITY ORGANIZATIONS ARE SURVEYED FOR INTEREST AND CURRENT OPPORTUNITIES.

Exploration of health promotion programming was expected to continue but on March 18, 2020, Kentucky's Governor Beshear issued an executive order to close public-facing businesses to stop the spread of COVID-19 including gyms, exercise facilities, theaters, community, sporting events, and recreational facilities. Within months, online health and wellness activities were being promoted. While they were intended to be universally accessible, barriers such as lack of internet, intermittent internet, lack of comfort with teleconferencing platforms such as Zoom, and disability impacted widespread uptake. Periodic online health promotion programming was offered by Greater Kentucky/Southern Indiana Chapter of Alzheimer's Association, ElderServe, the Trager Institute, Parkinson Support Center of Kentuckiana, and Gilda's Club Kentuckiana.

ACTION PROJECT #2: COMMUNITY ORGANIZATIONS ARE INTRODUCED TO A SAMPLE OF POSSIBLE LOCALLY- BASED PROGRAMS CURRENTLY DEMONSTRATING SUCCESS IN LOUISVILLE.

The workgroup contacted several organizations to gather information on the status of evidence-based health promotion programming via a digital survey. This workgroup has been working with community organizations and partners to compile a resource that will be updated quarterly that supplies access to resources, contacts, and sign-ups for health promotion programs offered within the community. The goal of this project was to supply community members and organizations with existing programs and resources rather than creating new programs and resources. This is an ongoing process to continue to supply access to these opportunities to community members.



ACTION PROJECT #3: COMMUNITY ORGANIZATIONS ARE TRAINED IN THEIR SELECTED PROGRAMS.

This workgroup has been working with community organizations and partners to compile a resource that will be updated quarterly that supplies access to resources, contacts, sign-ups for health promotion programs offered within the community. The goal of this project was to supply community members and organizations with existing programs and resources rather than creating new programs and resources. This is an ongoing process to continue to supply access to these opportunities to community members and this workgroup will continue to reassess needs overtime to ensure we supply the needed opportunities and resources. Due to this workgroup determining that we should compile a collection of existing resources from the community, these organizations are already trained and prepared to carry out their selected programming. We feel this is the most effective method to ensure targeted areas and needs are met effectively and have chosen to market these programs to the community to boost these opportunities to those who might be unaware and able to benefit from them.

ACTION PROJECT #4: COMMUNITY ORGANIZATIONS IMPLEMENT THEIR DESIRED PROGRAMMING.

Again, due to the change in this plan, this workgroup is working with existing programming and resources from these organizations that meet the desired goals set forth by this workgroup and strategic plan. We sought out programming and resources that meet these established needs and are working to share and market these opportunities to community members.

OBJECTIVE #3: PUBLIC SERVICE EMPLOYEES (E.G. POLICE, FIRE, EMS, SHERIFFS, ETC) WILL BE TRAINED IN AGE-FRIENDLY PRACTICES TO SUPPORT OLDER ADULT RESIDENTS AND THEIR FAMILIES.

Over the last two years, this workgroup has worked on a resource called the First Responder Training & Fact Sheets. These are two sided fact sheets that are designed to support Louisville’s First Responders in serving older adults and other marginalized populations in the community. This workgroup is working to ensure that First Responders are trained in age-friendly practices to best serve residents across the lifespan.



ACTION PROJECT #1: RESEARCH EXISTING LOCAL CURRICULUM SUCH AS THE SENSITIVITY TRAINING FOR WORKING WITH INDIVIDUALS WITH DISABILITIES AND EXPLORE CURRICULUM FROM OTHER AGE-FRIENDLY CITIES WHICH AIMS TO TRAIN PUBLIC SERVICE EMPLOYEES IN AGE-FRIENDLY PRACTICES.

Initially, Kelly Nason, our AmeriCorps VISTA member 2019-2020 and a Master of Science in Social Work student, at the University of Louisville Kent School of Social Work, completed an extensive review of published research literature exploring first responders' ability to identify and respond to the needs of older adults. The research indicated that police officers were challenged by distinguishing criminal activity from medical or psychiatric problems such as cognitive impairment and mental illness, were unfamiliar with appropriate medical and social service resources for this population, and were in the need of pocket resource guides. In San Francisco, an age-friendly curriculum was developed and used with hundreds of police officers to fill education gaps including recognizing and responding to age-related conditions that can affect older adults' interactions with police and knowledge of community resources for older adults. Training topics included substance abuse, cognitive impairment, dementia-related behaviors, sensory and functional impairment, and elder abuse. In the training, community resources for older adults included local institutes on aging, senior centers, mental health services, meal programs, and homeless shelters. In addition to her review of published literature, Mrs. Nason also searched for dementia-related curriculum for first responders from national and state organizations and found quick tips for first responders from the Alzheimer's Association and from the Wisconsin Department of Health Services. Additionally, the Geriatric Education for Emergency Medical Services (GEMS) was identified and found to be developed by the American Geriatrics Society and the National Council of State EMS Training Coordinators. The workgroup also reached out to the AARP Network of Age-Friendly States and Communities Facebook Group to inquire about other age-friendly cities' efforts to create or use first responder-focused curriculum. This inquiry did not yield any additional resources. There was a sensitivity training used with Louisville public employees working with individuals with disabilities, yet the training was no longer used in a consistent fashion and there was indication that the curriculum needed to be updated to inform a first-responder curriculum. Given this research, the workgroup decided to create brief age-friendly focused factsheets to train 1st responders.

FIRST RESPONDER QUICK TIPS OLDER ADULT MENTAL HEALTH

Cognitive Impairment

Cognitive impairment is often reversible and can be caused by a variety of factors, including medication side effects, dehydration, infection, and nutritional deficiencies. Always rule out medical causes first.

Communication

Use simple, clear language. Avoid jargon. Speak slowly and clearly. Use visual aids when helpful. Encourage the person to express their feelings and concerns.

Dehydration

Check for signs of dehydration (dry mouth, dry skin, dark urine). Encourage fluid intake. Offer water or electrolyte drinks.

Delirium

Identify triggers (pain, medication, infection, etc.). Reorient the person frequently. Provide a calm, structured environment.

Always

- Assess for medical causes.
- Use simple, clear language.
- Check for dehydration.
- Reorient frequently.
- Provide a calm environment.

Never

- Ignore symptoms.
- Use complex language.
- Assume the person is "just old."
- Ignore safety concerns.

FIRST RESPONDER QUICK TIPS UNDERSTANDING THE ACTION ITEMS

1. Never argue, instead agree.

When we say "never argue, instead agree" it means we should not try to win an argument or convince someone that we are right. Instead, we should agree with the person's feelings and concerns, even if we don't agree with their perspective. This helps to build rapport and trust.

2. Never reason, instead divert.

When we say "never reason, instead divert" it means we should not try to explain things or provide logical arguments. Instead, we should divert the conversation to a more neutral topic or provide a distraction. This helps to avoid escalating the situation.

3. Never shame, instead distract.

When we say "never shame, instead distract" it means we should not try to embarrass or shame the person. Instead, we should divert the conversation to a more neutral topic or provide a distraction. This helps to avoid escalating the situation.

4. Never say "I can't," instead say "So what you can."

When we say "never say 'I can't,' instead say 'So what you can'" it means we should not say "I can't" when we are asked to do something. Instead, we should say "So what you can" and provide a solution or alternative. This shows that we are willing to help and find a way to meet the person's needs.

5. Never command or demand, instead ask or model.

When we say "never command or demand, instead ask or model" it means we should not give orders or demands. Instead, we should ask for what we need or model the behavior we want to see. This helps to build rapport and trust.

6. Never descend, instead encourage and praise.

When we say "never descend, instead encourage and praise" it means we should not try to control or manipulate the person. Instead, we should encourage and praise the person for their efforts and achievements. This helps to build self-esteem and confidence.

7. Never say "remember," instead remind.

When we say "never say 'remember,' instead remind" it means we should not try to remind the person of something they should remember. Instead, we should remind the person of something they have already done or experienced. This helps to build confidence and self-efficacy.

8. Never say "I told you," instead repeat.

When we say "never say 'I told you,' instead repeat" it means we should not say "I told you" when we are asked to do something. Instead, we should repeat the information or instruction. This helps to ensure that the person has heard and understood the information.

9. Never lecture, instead reassure.

When we say "never lecture, instead reassure" it means we should not try to lecture or teach the person. Instead, we should reassure the person and provide support. This helps to build trust and rapport.

10. Never force, instead reinforce.

When we say "never force, instead reinforce" it means we should not try to force the person to do something. Instead, we should reinforce the person's efforts and achievements. This helps to build self-esteem and confidence.

The first topics addressed in this series of resources discussed compassion, stress management and self care, action items for first responders, and older adult mental health. The goal of these being to provide quick access resources for on the job learning.

A circular QR code with the text "FLOWCODE" and "© 2019 FLOWCODE.COM" at the bottom.[illegible][illegible][illegible]

SELF CARE AND STRESS MANAGEMENT

What is Self Care?

Self care is an umbrella term for activities that help you feel better and healthier for yourself. It includes taking care of your personal health and preventing it from getting worse. Self care includes a variety of approaches:

- Physical self care: Includes taking an active role in preventing your own health from getting worse, such as participating in sports. In other words, it is the practice of taking care of preventing or improving one's own health.
- Emotional self care: Includes taking care of your feelings by thinking, feeling, and acting in ways that help you feel better.
- Mental self care: Includes taking care of your mind by thinking, feeling, and acting in ways that help you feel better.
- Social self care: Includes taking care of your relationships with others by thinking, feeling, and acting in ways that help you feel better.
- Spiritual self care: Includes taking care of your spiritual life by thinking, feeling, and acting in ways that help you feel better.

Resources for Self Care

Information

Self care is an umbrella term for activities that help you feel better and healthier for yourself. It includes taking care of your personal health and preventing it from getting worse. Self care includes a variety of approaches:

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- Social self care: Includes taking care of your relationships with others by thinking, feeling, and acting in ways that help you feel better.
- Spiritual self care: Includes taking care of your spiritual life by thinking, feeling, and acting in ways that help you feel better.

Guided Meditation

Guided meditation is a form of meditation in which a teacher or guide leads you through a series of exercises designed to help you relax and focus your mind. It can be done in a variety of ways, including sitting cross-legged on the floor, lying down, or walking. Guided meditation can be used to help you manage stress, improve your mood, and increase your self-awareness.

Nutrition

Nutrition is the study of the relationship between diet and health. It is a branch of science that deals with the nutrients in food and how they affect the body. Nutrition is an important part of self care because it can help you maintain good health and prevent disease. A healthy diet can help you feel better, have more energy, and live longer.

Stress and Relaxation

Stress is a natural response to a perceived threat or challenge. It is a state of mental or emotional strain or tension resulting from adverse or demanding circumstances. Stress can be both good and bad. Good stress, also known as acute stress, can help you focus and perform better in the short term. Bad stress, also known as chronic stress, can lead to a variety of health problems, including heart disease, high blood pressure, and depression. Relaxation is the opposite of stress. It is a state of calmness and peace. Relaxation can help you reduce stress and improve your overall health. There are many ways to relax, including deep breathing, meditation, and yoga.

Center for Healthy Minds

The Center for Healthy Minds is a research center at the University of Wisconsin-Madison that focuses on the study of the mind and its relationship to health and well-being. The center was founded by Dr. Richard Davidson, a leading expert in the field of neuroplasticity. The center's research has shown that the mind can be trained to become more resilient to stress and to experience more positive emotions. This research has important implications for self care, as it suggests that we can take steps to improve our mental health and well-being through practices such as meditation and mindfulness.

Physical Self Care

Take care of your body by taking care of your physical health. This includes eating a healthy diet, exercising regularly, and getting enough sleep. Physical self care is important because it can help you feel better and have more energy. It can also help you prevent disease and live longer.

Exercise through walking, running, swimming, or other activities. Regular exercise can help you feel better, have more energy, and live longer. It can also help you prevent disease and improve your overall health.

Eating well-balanced meals that include a variety of nutrients. A healthy diet can help you feel better, have more energy, and live longer. It can also help you prevent disease and improve your overall health.

Practice body balancing activities, such as yoga, tai chi, or Pilates. These activities can help you improve your flexibility, balance, and overall health. They can also help you reduce stress and improve your mood.

Emotional Self Care

Take care of your feelings by thinking, feeling, and acting in ways that help you feel better. This includes taking time for yourself, expressing your emotions, and seeking support from others. Emotional self care is important because it can help you manage stress, improve your mood, and increase your self-awareness.

Practice gratitude and reflection as a way of dealing with your stress. Gratitude is the practice of focusing on the good things in your life, and reflection is the practice of thinking about your experiences and how they affect you. Both practices can help you feel better and have more energy.

Seek a therapist or counselor for help with your emotional issues. A therapist or counselor can help you understand your emotions and how they affect you. They can also help you develop strategies to manage your emotions and improve your overall health.

Psychological Self Care

Mental self care is the act of taking care of your mind by thinking, feeling, and acting in ways that help you feel better. This includes taking time for yourself, expressing your thoughts, and seeking support from others. Mental self care is important because it can help you manage stress, improve your mood, and increase your self-awareness.

Take time and energy to connect with friends and loved ones via phone, email, text, or in person. Spending time with loved ones can help you feel better, have more energy, and live longer. It can also help you prevent disease and improve your overall health.

Get good quality medical care and establish a daily routine to create a balanced lifestyle. Good medical care can help you prevent disease and improve your overall health. A daily routine can help you manage stress and improve your mood.

References

<https://www.uxhealth.org/health/health-articles>, <https://www.healthline.com/health/physical-self-care>, <https://www.verywellmind.com/emotional-self-care-2795868>, <https://www.verywellmind.com/mental-self-care-2795868>, <https://www.verywellmind.com/social-self-care-2795868>, <https://www.verywellmind.com/spiritual-self-care-2795868>

The workgroup interviewed leaders from the Louisville's Crime Against Seniors Unit (CASU), Louisville Metro Police Department (LMPD), and Louisville Fire Department (LFD) to ascertain their current training topics and initiatives for new and current employees, their training schedule, and potential to infuse age-friendly education and practices into their current training. In general, it was found that CASU wanted more of the community police officers to be informed of the financial fraud schemes, LFD reported being very receptive to age-friendly trainings and the LMPD reported a very full training schedule with limited availability for additional training topics.

The workgroup considered a variety of approaches to curriculum design but decided on creating training fact sheets. The fact sheets will support first responders in best practices to aid a wide array of individuals within the community. Additionally, the fact sheets aim to increase awareness of personal implicit biases, as well as inform first responders on compassion fatigue to support them as they provide a vital service to our community. The initial fact sheets are in their final phase of review by the workgroup members, will then be reviewed by Age-Friendly Louisville leadership before being reviewed by a focus group of first responders in which the content and training structure will be considered and modified.

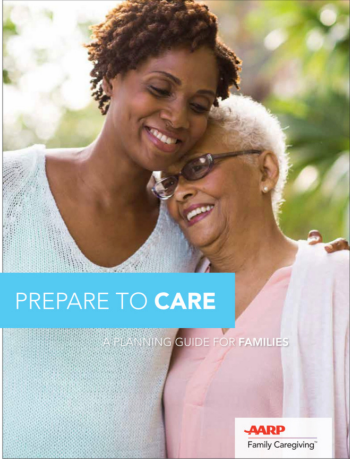
ACTION PROJECT #4: INCORPORATE THE CURRICULUM INTO EXISTING TRAINING SCHEDULES OF THE VARIOUS PUBLIC SERVICE SECTORS AND FIRST CLASS OF PUBLIC SERVICE WORKERS TRAINED.

As stated above, we are working to establish a focus group with local EMS, Fire, and Police departments to determine the best way to use the fact sheets to supplement existing training. This project was delayed due to the physical distancing mandates of the COVID-19 pandemic and due to the police reform and community/civil unrest across not only our city, but the entire nation.

GOAL #2: RESIDENTS OF AGE-FRIENDLY LOUISVILLE WILL HAVE ACCESS TO TRAINING TO FEEL PREPARED TO SUPPORT THEIR FAMILY AND NEIGHBORS TO “AGE IN PLACE.”

OBJECTIVE #1: EXPLORE METHODS TO COLLABORATE WITH AARP’S PREPARE TO CARE PROGRAM TO EXPAND ITS REACH AND TO INCLUDE VOLUNTEER HEALTH ADVOCATES IN THEIR PROGRAMMING.

The CS&HS Workgroup explored the status of local training to assist residents to “age in place”. Trainers of AARP’s *Prepare to Care* program provided an overview of their program and this workgroup advocated for strategies to increase their outreach.



PREPARE TO CARE
A PLANNING GUIDE FOR FAMILIES

AARP
Family Caregiving



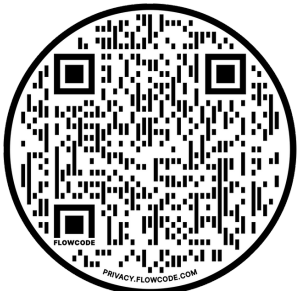
START THE CONVERSATION

A lot of uncertainty can be avoided if you talk with your loved one before something happens. It's easy to put off these conversations because they can be difficult. Plus, we're busy. It never seems like the right time to bring up what we think will likely be an uncomfortable topic. You may be surprised to find your loved one has been meaning to have the talk, too.

Look for an opening. You might use an article you've read or something you saw on the news to raise the topic of future care, such as:

- "I'm starting to think about estate planning. Do you have any advice?"
- "I just read an article about gathering all your important papers. Sometime can you show me where yours are and what you'd like us to do just in case?"
- "As time goes on, do you think you will want to stay in this house? It might be difficult with all the stairs."
- "You mentioned your eyes are bothering you. Is this causing problems with reading or driving?"

Use your Smart Phone to view the full sized resource



ACTION PROJECT #1: RESEARCH EXISTING LOCAL CAREGIVER CURRICULUM AND EXPLORE CAREGIVER CURRICULUM FOR OTHER AGE-FRIENDLY CITIES FOR WORKING WITH INDIVIDUALS WITH DISABILITIES AND EXPLORE CURRICULUM FROM OTHER AGE-FRIENDLY CITIES WHICH AIMS TO TRAIN PUBLIC SERVICE EMPLOYEES IN AGE-FRIENDLY PRACTICES.

The workgroup researched existing caregiver training programs delivered in our community. AARP's *Prepare to Care* Program was noted as a comprehensive program, offered by trained volunteers, in a face to face format, with materials provided in many languages accessible via AARP's website. The following five topics were included in the program: Start the conversation, Form your team, Make a plan, Find support and Care for yourself. Several organizations in Louisville had partnered with AARP to provide the programs. This workgroup has advocated widespread use of AARP's Prepare to Care Program by sharing it with community partners, discussing it in workgroup meetings, attending events, and promoting this program on our social media platforms. Expansion efforts were planned for additional target audiences such as home health agencies, faith-based communities, area ministry associations, Uber drivers, senior centers and assisted living facilities. The COVID-19 pandemic impacted the volume of the AARP's *Prepare to Care* programming but it also encouraged AARP to design an online version of the training which was offered several times. We are currently working to determine in a more defined manner how our collaboration has influenced the number of AARP's Prepare to Care Programs that have been held locally.

ACTION PROJECT #2: ENHANCE AND EXPAND CURRENT DISEASE-SPECIFIC SUPPORT GROUP OPTIONS (E.G., ALZHEIMER'S ASSOCIATION, PARKINSON SUPPORT CENTER OF KENTUCKIANA).

The CS&HS workgroup explored disease-specific support group options in January and February of 2020, but by March 2020, in-person support groups had been suspended to accommodate the physical distancing executive order. Organizations pivoted to offering online support groups which addressed the needs of some caregivers, while other caregivers were unable to access them due to technology barriers or lack of privacy barriers.

LONG-TERM OBJECTIVE #1: BY 2021, PUBLIC COMMUNITY HEALTH CENTERS WILL BE TRAINED IN AGE-FRIENDLY PRACTICES TO SUPPORT OLDER ADULT RESIDENTS AND THEIR FAMILIES.

This long-term objective is still pending due to the impact of pandemic on the closure of the public community health centers for close to one year. During the last year, the CS&HS workgroup members did become skilled in the 4Ms of age-friendly healthcare systems established by John A. Hartford Foundation and the Institute for Healthcare Improvement. Age-friendly care includes the 4Ms, a set of evidence-based elements of healthcare for older adults, addressing what matters most to the older adult, their mobility, mentation and medication needs. The knowledge gained related to the 4Ms will assist the community health centers' future transformation.

GOAL #3: HEALTHCARE PROVIDERS AND RESIDENTS WILL HAVE GREATER AWARENESS OF THE RISK TAKING OPIOID MEDICATIONS FOR PAIN AND THE VALUE OF ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

OBJECTIVE #1: EDUCATE PRIMARY CARE PROVIDERS (PCPS) ON THE RISK OF PRESCRIBING OPIOID MEDICATION FOR PAIN AND VALUE OF ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

We are working to establish an Alternative Pain Management resource that can be utilized by PCPs and patients who are suffering from chronic pain.

ACTION PROJECT #1: DEVELOP A RESOURCE GUIDE FOR PCPS ABOUT OPIOID MISUSE AND ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

The CS&HS workgroup members worked closely with the Trager Institute to design an evidence-based resource for alternative pain management treatment options. The Alternative Pain Management Resource is currently in its final phase of review with the goal of being shared on the Age-Friendly Louisville website.

AGE-FRIENDLY LOUISVILLE

ALTERNATIVE PAIN MANAGEMENT

There are many avenues of treatment for alternative pain management and they should be considered alongside traditional medical routes. Alternative Pain Management Therapy is a form of treatment that seeks to address the root cause of pain through methods other than conventional medicine.

These alternative methods seek to address the cause of pain within the body through mind-body therapies such as acupuncture, yoga, massage therapy, mindful meditation, and tai chi in order to alleviate pain.

What are the Side Effects of Opioid Usage for Pain Management?

There are a wide array of side effects and complications that come with opioid usage. These include cognitive impairment, dizziness, incontinence, falls, visual impairment, weight loss, malnutrition, sleep disorders, anxiety, depression, delirium, drowsiness, frailty, functional decline, neglect and abuse, fatigue, gut disorders, incontinence, insomnia, dementia, and many more. These side effects, when paired with the regular changes of aging, can have serious consequences (Project ECHO, 2020).

Non-Opioid Alternatives

Acetaminophen
Topicals: Diclofenac, Capsaicin, Lidocaine
Non-Steroidal Anti-Inflammatory Drugs
Antidepressants: Duloxetine
Anticonvulsants

Scientific Evidence for Alternative Pain Management Strategies

Many studies have been carried out regarding the validity of alternative pain management solutions in comparison to traditional opiate prescriptions and there is significant scientific evidence that supports effectiveness of these methods. When combined with other approaches, these pain management solutions can be just as or more effective than prescription medications at addressing pain (Project ECHO, 2020).

Resource on Alternative Approaches to Pain Management in Aging Adults

Taylor, G., & Tracy, R. (2008, November). Approaches to the management of chronic low back pain in adults. *Physiotherapy Evidence Database*. Retrieved from <https://www.pdts.com.au/physiotherapyevidence.com/>

Integration of Alternative Pain Management Strategies

These alternative pain management strategies encourage patient participation in making their care plan, and they provide knowledge that result in improvement of pain along with minimal risks to the individual. These treatment plans are more targeted in their approach to addressing pain because they directly incorporate the areas in pain, rather than a systemic approach via opioids (Williams Condit & Swensen, 2020).

Resource Citations



ACUPUNCTURE

Acupuncture is a traditional Chinese pain management method that works to decrease pain and chronic pain through the stimulation of points that act in the release of pain-fighting endorphins. The method works traditionally as a way of balancing energy flow (qi) within the body through their insertion for imbalance the body.

It works to stimulate the body's internal mechanisms to boost blood flow, restore balance to bodily systems, and promote the general health of an individual.

HERBAL MEDICATION

Herbalism is a method of pain management that works to treat the root of the issue and address the body's internal mechanisms. Herbalism allows for a more comprehensive ability to deal with pain and greater reduces the severity of pain over time.

TAI CHI

Tai chi is a pain management method that works through gentle mind-body exercises that encourage focus on breathing, bodily sensations, and relaxed movements. This method is one that can be easily adapted to people of all body abilities.

The goal of tai chi is to encourage the flow of energy (qi) throughout the body in order to create balance within the body's systems.

HERBAL MEDICINE

Herbal medicines are traditional healing methods that have been used throughout the world.

Herbal medicines tend to focus on the mind-body type of an individual. This can refer to emotions, thoughts, etc., and works to address needs based on the person that are being off-balance. It needs to promote the natural healing power of the body by improving the wellness of the human body and mind by bringing balance to the mind-body type.

YOGA

Yoga is a pain management approach that works to create a balance and strong body and mind.

Yoga works to improve balance, flexibility, tone, and build bodily strength which aid in reducing chronic pain and inflammation, while maintaining the functionality of the body as we age. Yoga provides the body an opportunity to rest, relax, and establish a new state of being that allows for greater awareness of the body.

MASSAGE THERAPY

Massage therapy is a method of pain management that uses a hands-on method to manipulate the body's tissues through varying pressure, touch, and movement.

This method of pain reduction uses movement to create age-related flow which reduces muscular tension and works to improve tissue healing over time. There is support for the massage therapy aiding in speed of recovery due to the reduction of tension and increased mobility.

Find Professional/Licensed Providers of these Methodologies

Before scheduling appointments with these providers, it is important to discuss your treatment plan with your primary healthcare provider to find the pain management solution that is best for you.

American Yoga Association
<https://www.american-yoga-association.org/>

American Meditation Society
<https://www.americanmeditationociety.org/programs>

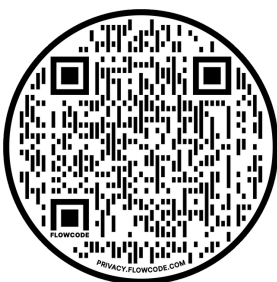
American Institute of Homeopathy
<https://www.aioh.org/membership>

American Massage Therapy Association
<https://www.americanmassage.org/>

Acupuncture Society of America
<https://www.acupuncture.org/practitioner-listing>

Taoist Tai Chi Society of Kentucky
<https://www.taoisttaichi.org/locations/kentucky>

Use your Smart Phone to view the full sized resource



ACTION PROJECT #2: EXPLORE AND MODIFY EXISTING CURRICULUM FOR TRAINING PCPS IN THE RISK OF OPIOID MISUSE AND ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

This workgroup has worked along with the Trager Institute as they have carried out a program called Project ECHO. Project ECHO is a tele-mentoring movement dedicated to sharing knowledge and amplifying the capacity of health care professionals to provide the best, team-based care to encourage optimal aging.

ACTION PROJECT #3: OFFER TRAINING TO PCPS.

The Trager Institute held an 8-session Project ECHO on Opioid Risk Management & Alternate Pain Management Strategies to aid healthcare professionals (e.g., primary care providers, social workers, pharmacists, Area Agency on Aging case managers) in pharmacological and non-pharmacological treatment options for older adults experiencing pain.

Use your Smart Phone to
view the full sized
resource



OBJECTIVE #2: EDUCATE PATIENTS/RESIDENTS ON THE RISK OF TAKING OPIOID MEDICATION FOR PAIN AND VALUE OF ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

This workgroup determined that the best route to educate patients and residents on the risk of opioid medications for pain management was to create a resource that discussed alternative pain management options and the benefits of these options compared to prescription opiates for some patients. We designed a resource based on the expert didactic and case presentations discussed during the 8-session Trager Institute’s Project ECHO: Opioid Risk Management & Alternate Pain Management Strategies. The Project ECHO focused on the best evidence-based practices to manage the pain challenges of older adults, as well as the alternative pain management options. A fact sheet that provided succinct information on this topic is under final review.

ACTION PROJECT #1: EXPLORE AND MODIFY CURRENT PATIENT-FRIENDLY FACTSHEETS FOR EDUCATING PATIENTS ON THE RISK OF OPIOID MISUSE AND ALTERNATIVE PAIN MANAGEMENT STRATEGIES.

As stated above, the Community Supports & Health Services workgroup determined that the creation of a new Alternative Pain Management fact sheet would be the best route of action to meet this goal.

ACTION PROJECT #2: IMPLEMENT PATIENT TRAINING AND PROGRAMS RELATED TO ALTERNATIVE PAIN METHODS, ALONG WITH OTHER EXERCISE AND HEALTH-PROMOTION PROGRAMS.

The resource provides residents and patients with access to information on non-opioid alternatives, side effects of opioid usage, six categories of alternative pain methods, and contacts to local professionally licensed practitioners of those alternative pain management solutions.

COMMUNITY SUPPORTS & HEALTH SERVICES WORKGROUP FACILITATORS



PAMELA YANKEELOV
THE TRAGER INSTITUTE

Dr. Pamela A. Yankeelov is the Director of Research at the Trager Institute, which is one of the four partners of Age-Friendly Louisville. She serves on the Age-Friendly Louisville Leadership Committee and serves as one of the three facilitators of the Community Supports and Health Services Domain Workgroup. As a leader and facilitator, she has assisted in the recruitment of community members, establishing the agenda, and rallying the community to design, embrace, and implement the strategic plan. She is eager to continue making Louisville a place for all residents to be supported in the community.



SARAH TEETERS
LOUISVILLE METRO
GOVERNMENT

Sarah Teeters serves on the leadership team and as a facilitator for Age-Friendly Louisville. Sarah also actively participates in community initiatives all over the city. Sarah began her career with the Office for Aging & Disabled Citizens for Louisville Metro Government in February 2016. In her role, Sarah focuses on providing leadership to and participating in community activities, advocating for rights, policies and funding that can enhance the lives and independence of older adults and individuals with disabilities.



KELLY NASON
TIP IT FORWARD

Kelly started with AFL as the AmeriCorps VISTA. Then after her year of service was completed, she transitioned to task supervisor for the new Leadership Coordinator and co-facilitator for CS&HS Workgroup, alongside Sarah & Pam. Throughout the past two years, she worked primarily on the project regarding research and development of First Responder Training & Fact Sheets which are designed to support our Louisville First Responders in serving older adults and other marginalized populations in the community. As a social worker ensuring that our First Responders are being prepared to serve and care for everyone in a more individually based way by providing them with more information and alternative ways to engage more effectively with the community is what drives her in this project.

HOUSING

VISION: ENSURING THAT LOUISVILLE WILL HAVE ACCESSIBLE AND AFFORDABLE HOUSING WITH ADEQUATE MAINTENANCE RESOURCES TO ENCOURAGE AGING-IN-PLACE FOR ALL AGES.



HOUSING COMMUNITY PARTNERS

KY Relay

New Directions

Louisville Metro Land
Development Code Committee

Foster Grandparent Program
Evictions / LIHEAP Assistant

Studio Co+ Hab Housing

Metropolitan Housing Coalition
Fair / Vacant Housing Coalition

AARP Livable Communities

Louisville Metro Housing

National Association of Home
Builders

Louisville Forward

Nesterly Good Neighbors

Jefferson County Public Schools

Affordable Housing Trut Fund

The Housing workgroup's central goal is to allow all Louisville residents to have the ability and support to successfully age in place. This workgroup seeks to supply resources, contacts, and opportunities to community members to support them during all stages of aging. Fulfilling this goal involves developing more accessible and affordable housing options within the community that have adequate maintenance resources and safety measures to encourage safely aging in place. This work will allow all Louisville residents, no matter their age, to thrive within their surrounding area.



HOUSING

2021 REPORT AT A GLANCE



Housing		Achieved	Delayed	Altered	In Progress
Goal #1	Increase the number of home maintenance resources for older adults that will allow them to stay in their homes as long as possible.	●			
Objective #1	Mobilize volunteers to support home maintenance and develop a sustainable model for all socio-economic levels.				●
Long Term Objective #1	By 2022, develop a sliding scale rate for maintenance service (similar to Fresh Stops).		●		
Objective #2	Develop a Louisville Village for older adults.			●	
Goal #2	Increase the number of home builders in Louisville who have earned the Certified Aging in Place Specialist (CAPS) certification from the National Association of Home Builders.				●
Objective #1	Mobilize builders to support home modifications, by increasing the number of home builders in Louisville who have earned the Certified Aging in Place Specialist (CAPS) certification from the National Association of Home Builders.	●			
Objective #2	Mobilize building supply companies to support home modifications.				●

GOAL #1: INCREASE THE NUMBER OF HOME MAINTENANCE RESOURCES FOR OLDER ADULTS TO ENSURE THEY CAN STAY IN THEIR HOMES AS LONG AS POSSIBLE.

OBJECTIVE #1: MOBILIZE VOLUNTEERS TO SUPPORT HOME MAINTENANCE AND DEVELOP A SUSTAINABLE MODEL FOR ALL SOCIO- ECONOMIC LEVELS.

The Housing workgroup has been developing a volunteer contact sheet that will allow us to match up individuals in need of basic home maintenance with volunteers willing to do these tasks. We have partnered with several student organizations within JCPS, volunteer groups, churches, and community organizations to provide the labor necessary to ensure that aging adults have the home maintenance to allow them to safely age in place. This volunteer list has grown to the point that it is being shared with all four Age-Friendly Louisville workgroups.

ACTION PROJECT #1: CONDUCT A SURVEY OF ALL POSSIBLE VOLUNTEER GROUPS THAT CAN SUPPORT HOME MAINTENANCE FOR OLDER ADULTS.

A survey was conducted within the workgroup to determine possible volunteer groups that would work to meet the needs of older adults within the community. Once a list was compiled, we began reaching out to these organizations to determine their interest and ability to aid in these future projects.

ACTION PROJECT #2: BUILD WORKING RELATIONSHIPS WITH VOLUNTEER GROUPS IDENTIFIED.

Due to COVID-19 altering the timeline, this workgroup has not been able to fully establish the relationships desired with these volunteer groups. We have been in contact with these groups over the last year and hope to begin to match up volunteer groups with aging adults in need of basic home maintenance.



ACTION PROJECT #3: CREATE AN INTERGENERATIONAL MENTORSHIP PROGRAM BETWEEN MAINTENANCE VOLUNTEER GROUPS AND OLDER ADULTS

This action project was also delayed due to the COVID-19 pandemic and safety measures in place to protect individuals. The goal for the completion of this action project is to create a system which matches up volunteer groups with older adults to allow for mentorship, communication, and the sharing of experiences among groups. This workgroup has worked with several initiatives in Louisville that match up individuals and older adults in need of basic assistance or communication with younger people able to assist them. We believe that this workgroup can work with them and model a maintenance mentorship program off of this initiative.

ACTION PROJECT #4: BUILD WORKING RELATIONSHIPS WITH SUPPLIER GROUPS THAT CAN DONATE AND/OR PROVIDE AT REDUCED COST MATERIALS AND TOOLS FOR HOME MAINTENANCE.

During the process of administering the Housing survey, the Age-Friendly Louisville workgroup was able to communicate to some supplier groups on materials and donation. Due to COVID-19, a roadblock may possibly hinder this cause. The prices of materials have reached a record high.

ACTION PROJECT #5: DEVELOP A LIST OF AFFORDABLE CONTRACTORS WILLING TO PROVIDE HOME REPAIR SERVICES (INCLUDING LAWN CARE) AT A REASONABLE COST TO OLDER ADULTS.

The Age-Friendly Louisville Housing workgroup has continued to compile a list of resources that would be able to render services for free or at a minimal cost. This list would include any contractors that answered yes to the questions we ask relating to “would you be willing to provide home repair at a reasonable cost” on our survey.

ACTION PROJECT #6: MARKETING AND DELIVERING OF VOLUNTEER HOME AND YARD MAINTENANCE SERVICES.

The Age-Friendly Louisville Housing workgroup works to market volunteer home and yard maintenance services within the community by sharing information, resources, and contacts on our website and social media pages. By sharing this information we are able to spread awareness of these services to community members in need and enable them to access the services they need.

Currently, the Housing Domain is working to compile a volunteer resource list with some of the local high schools’ clubs and organizations (ex. National Honors Society, Beta Club, Future Business Leaders of America (FBLA), etc.) to promote intergenerational service and to help further encourage younger people to take part in Age-Friendly Louisville. This list will be shared by all four domain workgroups to cultivate intergenerational interest and participation in Age-Friendly Louisville.



Tracey Collins
FGP Program Coordinator

“Older adults face unique challenges with finding or keeping housing that is affordable and continues to meet their needs as their health and bodies change. Our Age-Friendly Housing Workgroup hopes to eliminate one barrier by providing a community resource guide of landlords, contractors, and builders that are certified and understand that these challenges are unique to our older population and that they are willing to provide affordable home repair services that will allow them to stay safely in their homes if they so choose. “

Tracey Collins | Foster Grandparent Program



LONG-TERM OBJECTIVE #1: BY 2022, DEVELOP A SLIDING SCALE RATE FOR MAINTENANCE SERVICE (SIMILAR TO FRESH STOPS).

Due to COVID-19, developing a sliding scale rate for maintenance service by 2022, will have to be pushed out. The pricing of maintenance services are unsteady at this time and may take some time to stabilize.



OBJECTIVE #2: DEVELOP A LOUISVILLE VILLAGE FOR OLDER ADULTS.

The Trager Institute is playing a central role in the establishment of a FlourishCare™ Village with the Housing Workgroup playing a supporting role. The workgroup has been tasked with developing resources and compiling contacts to aid Village members in happily aging in place and functioning on their own with access to community support.

ACTION PROJECT #1: RECRUIT SENIORS WHO WANT TO BE PART OF THE VILLAGE AND PAY A SMALL MEMBERSHIP FEE.

Due to the Housing workgroup now working in a supporting role on the Village, this action project is now in the hands of the Trager Institute who is actively pursuing funding.

ACTION PROJECT #2: SET UP THE MEMBERSHIP WITH THE VTV NETWORK AND USE THEIR RESOURCES TO FORMALIZE THE LOUISVILLE HOUSING VILLAGE.

The Trager Institute wrote a grant in the summer of 2020 to fund a Village in our community but unfortunately it was unfunded. They are currently working with MSSW interns and CLOUT to locate funding and to further the FlourishCare™ Village concept.





GOAL #2: INCREASE THE NUMBER OF HOME BUILDERS IN LOUISVILLE WHO HAVE EARNED THE CERTIFIED AGING IN PLACE SPECIALIST (CAPS) CERTIFICATION FROM THE NATIONAL ASSOCIATION OF HOME BUILDERS.

OBJECTIVE #1: MOBILIZE BUILDERS TO SUPPORT HOME MODIFICATIONS, BY INCREASING THE NUMBER OF HOME BUILDERS IN LOUISVILLE WHO HAVE EARNED THE CERTIFIED AGING IN PLACE SPECIALIST (CAPS) CERTIFICATION FROM THE NATIONAL ASSOCIATION OF HOME BUILDERS.

A Certified Aging in Place Specialist is educated about the necessary adjustments and proper modifications needed to accommodate mobility equipment for people with disabilities as well as older adults, allowing them to remain in their home and continue with an independent lifestyle. In order to achieve this objective, the Housing workgroup developed a Certified Aging in Place Specialist (CAPS) Certification resource that details how to become CAPS certified, the cost, the benefits, and why CAPS is beneficial to home builders, realtors, remodelers, etc. This resource was dispersed throughout Louisville with the hope of encouraging more individuals to become CAPS certified to help promote safely aging in place. The resource is also frequently posted on social media, community outreach platforms, and the AFL website.



KIM CORDELL-FIFE
UNITED HEALTHCARE

“It has been a pleasure to share space in this community with Age-Friendly Louisville. When Louisville became the 120th member of the AARP Network of Age-Friendly Communities; organizations, retirees, insurance companies, government agencies, and healthcare facilities came together to make this city age-friendly for all. Collectively, we are working to enhance the quality of life of our aging population and weaving beautiful multigenerational partnerships where relationships flourish and lives are enriched.”

Kim Cordell-Fife / United HealthCare Government Programs

Are you a **Contractor?**
Social Service or **Health Care**
Professional who serves **older adults** or
those with **disabilities**?



Ever considered earning your
Certified Aging in Place Specialist (CAPS)
Certification?

What is a Certified Aging in Place Specialist?

The Certified Aging-in-Place Specialist (CAPS) program teaches the technical, business, and customer service skills essential to carrying out home modifications for those seeking to safely and successfully age in place.

Become a CAPS & we will add you to our CAPS Resource & websites list for those in need of your CAPS services.

For more information flip this page or visit:
National Association of Home Builders




Cost & Fees

Course Fees:

- NAHB Members: \$279
- Non-members: \$419

CAPS Graduation Application Fee:

Premium

- NAHB Member Fee: \$145.00
- Non-Member Fee: \$218.00

CAPS Graduation Application Fee:

Standard

- NAHB Member Fee: \$75.00
- Non-Member Fee: \$110.00

Annual Renewal Fees:

- NAHB Members: \$55
- Non-members: \$85

To Access All CAPS Certification & Course Information

Visit: National Association of Home Builders at www.nahb.org/education-and-events/education

CAPS QUICK TIPS & LINKS:

- Create a login
- Accessing the Course Schedule Visit: <https://www.nahb.org/education-and-events/education/education-calendar-search.htm#relativity>
- How to earn your CAPS: <https://aginginplace.com/aging-in-place-professionals/how-to-become-a-certified-aging-in-place-specialist-capsp/>
- CAPS Application Fees and Instructions: <https://www.nahb.org/education-and-events/education/designations/certified-aging-in-place-specialist-capsp-application-fees-and-instructions>

NAHB Contact

Professional Designation Helpline
Phone: (800) 368-5242 ext. 8154
Email: designations@nahb.org

Manageable & Achievable

CAPS Curriculum & Requirements Checklist

☒ **All Courses Completed** (Virtually or In Person)

- CAPS I : Marketing and Communicating with the Aging in Place Client
- CAPS II : Design Concepts for Livable Homes and Aging in Place
- CAPS III : Details and Solutions for Livable Homes and Aging in Place

☒ **Graduation Application Submission**

☒ **CAPS Code of Ethics Submission**

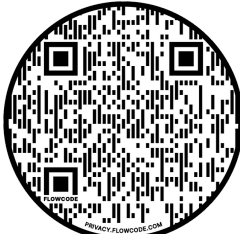
☒ **If you are a Remodeler or Contractor you are also required to submit:**

- Liability and workers compensation insurance documentation OR employment from a company that has both of those
- Your company's business license

Continuing Education Requirements

CAPS designation holders must complete 12 hours of building/remodeling industry or aging-in-place continuing education every three years.

Use your Smart Phone to view the full sized resource



The Certified Aging in Place Specialist Certification resource was created by the Housing workgroup with the desire to ensure that home builders are educated to know the necessary adjustments and proper modifications needed to accommodate mobility equipment for people with disabilities as well as older adults, allowing them to remain in their homes and continue with an independent lifestyle. This resource was created to encourage more home builders to get this certification so that necessary home modifications are more accessible to those wishing to age in place.

ACTION PROJECT #1: DEVELOP A LIST OF HOME BUILDERS IN THE LOUISVILLE AREA THAT ARE ACTIVE IN THE HOUSE MODIFICATION BUSINESS.

The Housing workgroup created a CAPS Housing Survey that was sent out to workgroup members, home builders, realtors, and those in the home modification business to determine common knowledge of CAPS certification, establish contacts within the home modification field, and determine what resources are needed to encourage Age-Friendly practices.

ACTION PROJECT #2: WORK WITH THESE HOME BUILDERS TO EARN THEIR CAPS.

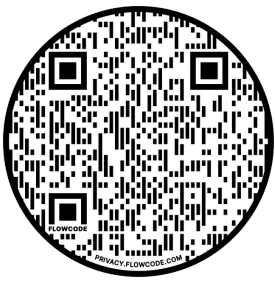
Once this Housing survey was completed, this workgroup sought to encourage members to earn their CAPS certifications and to actively utilize this certification to promote modifications that allow for older adults to safely age in place. The resource created promoted the CAPs and its benefits and was then dispersed throughout the Age-Friendly Louisville workgroup contact lists to encourage these home builders to earn their CAPS certification.

ACTION PROJECT #3: MARKET THESE HOME BUILDERS TO THE AGING COMMUNITY.

The Age-Friendly Louisville Housing workgroup then developed the Aging in Place Home Modification Resource List for Older Adults and those with Disabilities, which is a resource created to promote those with CAPS certifications and to encourage proper modifications needed to accommodate people with disabilities as well as older adults.



Use your Smart Phone to view the full sized resource



The Certified Aging in Place Specialist Resource List was created by the Housing workgroup with the desire to ensure that community members had access to home builders with the necessary certifications to make the adjustments and modifications needed to accommodate mobility equipment for people with disabilities as well as older adults, that way they can remain in their home and continue to age in place safely.



OBJECTIVE #2: MOBILIZE BUILDING SUPPLY COMPANIES TO SUPPORT HOME MODIFICATIONS.

During the process of administering the Housing survey, the Age-Friendly Louisville workgroup was able to communicate to some supplier groups on materials and donation. Due to COVID-19, a roadblock may possibly hinder this cause as the prices of materials have reached a record high. This workgroup has been looking into free home modification tutorials and workshops offered by companies such as Home Depot and Lowe's and will continue to share these opportunities for home modification workshops.

ACTION PROJECT #1: WORK WITH BUILDER SUPPLY COMPANIES (EG. LOWE'S, HOME DEPOT) TO HAVE A SECTION ON HOME MODIFICATIONS WHERE WORKSHOPS CAN BE HELD ON HOW TO MODIFY HOUSES TO BE AGE-FRIENDLY AND OLDER ADULTS CAN RECEIVE ONE-ON-ONE CONSULTATIONS.

The Age-Friendly workgroup will work with supply companies to get a listing of their DIY (Do It Yourself) classes.

HOUSING WORKGROUP FACILITATORS



TANYA SALLEE
PERATON

Hello, I am Tanya Sallee. I am currently a volunteer with AARP Kentucky's Louisville community team and a fulltime System Administrator with an IT consulting company. I have been volunteering for several years through programs such as AARP, CASA and American Red Cross Disaster Services. I love helping others and giving back to the community. I became involved with Age-Friendly Louisville first by attending public session and from there I realized the housing domain was dear to my heart by which I became the Housing domain facilitator. I feel it is very important to have a home that is safe to live in, affordable and comfortable to age in place. I am dedicated in seeing how I can continue to help make Aging in Place possible for residents of the Louisville communities.



KELLY NASON
TIP IT FORWARD

Hello, I am Kelly Nason. I was formerly the Americorps VISTA, Leadership Coordinator for Age-Friendly Louisville. I was a MSSW student specializing in Gerontology at UofL and served as a Flourish Care Navigator at the Trager Institute. I have always had a passion for working with older adults and have fulfilled that passion through work and service for 12 years. I now serve as a Housing facilitator and a Community Supports and Health Services Facilitator. I enjoy serving my community and do so by being an active volunteer in several non-profit organizations within my community. I hope to continue to serve AFL and help make Louisville an age-friendly city from stroller to walker!



SOCIAL PARTICIPATION, RESPECT & INCLUSION



VISION: LOUISVILLE WILL HAVE ACCESSIBLE, AFFORDABLE AND FUN SOCIAL ACTIVITIES THAT EMPHASIZE INTERGENERATIONAL PARTICIPATION.

The Social Participation, Respect & Inclusion Workgroup is a hybrid domain that merges the Social Participation and Respect & Social Inclusion domains and goals as defined by the AARP Network of Age-Friendly States and Communities. The goal of this domain workgroup is to foster connections throughout Louisville in order to create positive social interactions and promote intergenerational activities for all people.

INTERGENERATIONAL PARTNERS

Boys and Girls Club of Kentuckiana
Jefferson County Public Schools
Archdiocese of Louisville Catholic Schools
Boy & Girl Scouts of Kentuckiana
Louisville Urban League
AARP Kentucky
NAACP (Louisville Chapter)
ElderServe, Inc.
Thrive Center
American Legions Post
Veterans of Foreign Wars (VFW)
Retirement Homes/Assisted Living/Senior Housing Complexes
Kentuckiana Veteran-Community Integration Coalition (KVIC)

SOCIAL PARTICIPATION, RESPECT & INCLUSION

2021 REPORT AT A GLANCE



Social Participation, Respect & Inclusion

Achieved Delayed Altered In Progress

Goal #1	Increase the number of opportunities for intergenerational communication.	Achieved
Objective #1	Create social engagement programs.	Achieved
Goal #2	Organize trainings to support community safety and social engagement	Achieved
Objective #1	Improve community cohesion to guard against elder abuse.	Achieved



Barbara Gordon
Director of Community
Engagement

“Often, when people hear or think about Age-Friendly Communities, their minds automatically focus on making communities friendly and livable for older adults. Although older adults benefit from Age-Friendly Communities policies, projects, and implementation strategies, the philosophical foundation from which Age-Friendly Communities principles are formed can create livable, accessible, healthy, and friendly communities for all of its citizens across the lifespan.”

Barbara Gordon/University of Louisville Trager Institute

GOAL #1: INCREASE THE NUMBER OF OPPORTUNITIES FOR INTERGENERATIONAL COMMUNICATION.

OBJECTIVE #1: CREATE SOCIAL ENGAGEMENT PROGRAMS.

This workgroup has worked to foster intergenerational communication through a few different programs over the last year. The first was a Halloween costume contest in which children from three different Boys & Girls Clubs of Kentuckiana (BGCK) sites dressed up and various older members associated with AARP and AFL watched them via virtual platform (Zoom) to judge the contest. This was done in October 2020 and opened the door to more exciting opportunities.

In February of 2021, the same three BGCK sites took part in a "Black History Month" program. The SPRI facilitators invited workgroup member Charlene Holloway, a Louisville native and NAACP member, who was active during the Civil Rights Movement here in Louisville. She discussed her experience as an advocate for change, her inspirations, and encouraged the children to continue in their education. She spoke virtually to all three BGCK sites and did a question and answer session with the children afterwards.

This event has inspired hopes for additional virtual and in-person speaker sessions on key topics and themes in the future. Opportunities to expand on other critical issues and needs will be explored with BGCK in 2022.

Another social engagement intergenerational activity between youth and older persons was a virtual talent show done by three Jefferson County Public Schools (JCPS). Nearly 40 young people from three middle schools performed songs, dances, or various other artistic work on a virtual platform so that older persons could judge and evaluate their skills and talents. This took place in January of 2021 and the result indicated similar events would take place in the future. It should be noted that similar events were attempted with another youth-based group called the Louisville Urban League. While nothing took place at this time, these will be explored deeper over the next year.

Due to COVID-19 and a hybrid-based school year in the Jefferson County Public Schools District, similar endeavors will be further developed and implemented during the 2021-2022 school year. An example of an upcoming project is a Pen Pal project with an JCPS elementary school. Plans are under way with the Family Resource Coordinator at the school for Fall 2021 to have grade school students write letters, cards or notes to various older residents living in the community. This will have a positive impact for both groups as they not only socialize through writing correspondence but will be able to learn about each other and obtain respect for one another. If the project is successful, it will be expanded to other schools with both Jefferson County Public Schools and the Archdiocese of Louisville.

ACTION PROJECT #1: DEVELOP ONE-ON-ONE COMMUNICATION OUTLETS FOR OLDER ADULTS TO REDUCE ISOLATION AND LONELINESS (MENTORSHIP).

The Social Participation, Respect, and Inclusion workgroup plans to create partnerships with the local school districts both with Jefferson County Public Schools (JCPS) and Archdiocese of Louisville (Catholic School system) and possibly others by hosting intergenerational events with students. Due to COVID 19, this goal was partially put on hold until pandemic measures are rescinded and in person activities are possible. Some possible ideas for achieving intergenerational connections with JCPS and private schools include a Student-Senior Book Club, working with the Reading Programs (ex. former Every 1 Reads program), talent shows, pen pal programs, mentor/tutor programs, intergenerational chess club, and local history projects centered on pairing students with older community members.

ACTION PROJECT #2: BUILD RELATIONSHIPS WITH COMMUNITY PARTNERS SUCH AS LOCAL COLLEGES, BOYS AND GIRLS CLUBS OF KENTUCKIANA, GIRL & BOY SCOUTS OF AMERICA, BIG BROTHERS BIG SISTERS, LOUISVILLE URBAN LEAGUE, YOUNG MEN’S CHRISTIAN ASSOCIATION (YMCA), ETC.

This workgroup has worked on reaching out to youth organizations and groups like Boys & Girls Clubs of Kentuckiana (BGCK) and Louisville Urban League (LUL) to take part in intergenerational activities and projects. Besides the talent show, Halloween costume contest, and “Black History Month” project, another special intergenerational project worked to enhance relationships with Veterans. The Veteran’s Backpack Project had youth from the BGCKs help put together backpacks with care items such as sanitizers, masks, bookmarks, and other important resources and essential information. These children also took the time to write personal cards and letters to place in each backpack that was passed out. A total of 300 backpacks were given out to Veterans in the Kentuckiana region in November 2020 and each of them included a personal note or card from a youth member with BGCK. Endeavors like this will be done again not only for Veterans but homebound seniors with the Louisville Metro Government Senior Nutrition Program’s Community Centers and “Meals on Wheels” program.



Children at the BGCK show off their Halloween Costumes for a virtual Costume Contest

Children at the BGCK write letters and draw pictures to include in the Veteran's Backpack Project



10

Parades Held

60

Partners

150

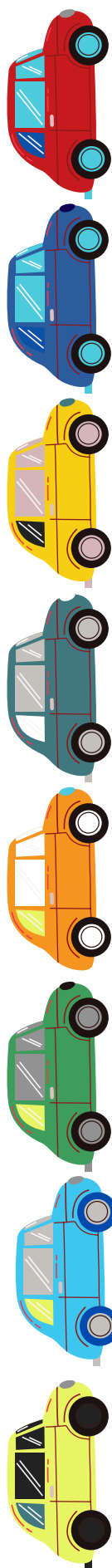
Participants

20

Zip Codes

3500

Individuals
Impacted



**INTERGENERATIONAL
PARADE PARTNERS**

- Puritan Senior Living
- Catherine Court Apartments
- Hillebrand House
- Christian Care (Chappell House)
- Baptist Towers
- Treyton Oak Towers
- Nazareth Home (Newburg Campus)
- UofL Health Peace Hospital
- Mariposa Place
- Day Spring
- Highlands Nursing & Rehab
- Bellarmino University
- Willie Seay Plaza Apartments
- Bellewood & Brooklawn Active Day
- Father Maloney's Boys & Girls Haven
- Regis Woods
- Forest Hills Commons
- The Springs at Stony Brook
- Atria Stoneybrook Brookstone Senior Apts.
- St. Joseph Children's Home
- Kentucky School for the Blind
- Grove Pointe Assisted Living
- Meadow Active Living
- Miralea (Masonic) Sproutlings Day Care
- Episcopal Church Homes
- Triology-Willows Springhurst
- Brownsboro Park
- Cornell Trace Patio Homes
- Pitt Academy
- Signature Jefferson Place & Manor
- Triology
- Westport Place Health Campus
- City of Plantation & Langdon Place
- Visually Impaired Preschool Services (VIPS)
- Masonic Home Community (overall campus)
- Louisville Metro Fire Department
- Humana, Inc.
- WellCare Health Plans, Inc.
- United Healthcare, Inc.
- ElderServe, Inc.
- Spalding University (Campus)
- Salvation Army
- Jefferson Community Technical College
- The Grand
- Hallmark House
- New Directions Housing Corporation
- Nazareth Home (Clifton Campus)
- Sacred Heart Village
- Metro United Way (MUW)
- Franciscan Shelter House
- YouthBuild
- St. Vincent de Paul Society
- Well Spring Mental Health Care Services



ACTION PROJECT #3: INCREASING MULTIGENERATIONAL OFFERINGS OF AFFORDABLE FUN SOCIAL ACTIVITIES.

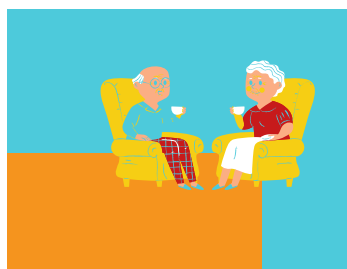
The Social Participation, Respect, and Inclusion workgroup has worked to increase the opportunities for intergenerational communication throughout the last four years in a variety of ways. Since the onset of the pandemic, the SPRI workgroup members have designed and led ten Drive By Parades throughout the city of Louisville. These parades have had both holiday and seasonal themes and taken place in mostly older adult housing communities, Veteran's Facilities, nursing homes, assisted living communities, and various neighborhoods. Over time the parades have started to also include schools, youth centers, and other younger people outreach programs to give it a blend of intergenerational cheer throughout the community. These parades have involved children and adults of all ages (sometimes up to four generations) participating in dressing themselves and their cars up and traveling throughout town to bring joy to hundreds of community members. These will be continued and new areas will be sought out to bring seasonal and holiday delight to others.



Charlene Holloway
Civil Rights Activist

"In 1960 as a beginning teenager at 13 years, I was inspired and motivated by the peaceful and non-violent movement going on in the South with the iconic Civil Rights leader, Dr. Martin Luther King, Jr. In 1961, both my parents allowed me to join the Louisville NAACP branch's leadership of peaceful demonstrations lead by our teenage president, Raoul Cunningham. We were jailed but it did help to promote awareness of the need of Integration for our city. Our city, Louisville, KY was the first city in the South to have a 'Public Accommodations Law of Integration' due to peaceful and non-violent teens. Equality, Human and Civil Rights should be given to all cultures."

Charlene Holloway/Civil Rights Activist



GOAL #2: ORGANIZE TRAININGS TO SUPPORT COMMUNITY SAFETY AND SOCIAL ENGAGEMENT.

OBJECTIVE #1: IMPROVE COMMUNITY COHESION TO GUARD AGAINST ELDER ABUSE.

Elder abuse takes various forms, ranging from neglect to physical assault and financial abuse. After much deliberation, it was determined that awareness is the key to guarding against elder abuse. COVID-19 limited our ability to spread that awareness. However, the Elder Abuse bookmark is a step toward raising awareness.

ACTION PROJECT #1: DETERMINE WHAT TRAININGS ARE ALREADY ESTABLISHED THROUGH REACHING OUT TO THE DEPARTMENT OF SOCIAL SERVICES, LOUISVILLE METRO POLICE DEPARTMENT (LMPD), MEDICAL PROFESSIONALS, BANKING AND FINANCIAL INSTITUTIONS, AND MORE.

Between 2018 and 2019, a wide range of in-person discussions were held with Louisville Metro Government departments, Social Service organizations, and other professional institutions to see what trainings were already in existence dealing with elder abuse. After a year and a half of obtaining information and data, this workgroup found that a lot was already in existence and just needed to be consolidated and compiled into an accessible resource. After some discussions, the SPRI domain decided an “Elder Abuse” bookmark was the best way to capture this information and something that everyone can have to use if needed.



ACTION PROJECT #2: DEVELOP TRAINING PROGRAM TO RECOGNIZE AND TAKE ACTION AGAINST CHALLENGES THAT CAN ARISE FROM OLDER ADULT ISOLATION AND LONELINESS, SUCH AS ELDER ABUSE AND INCREASED RISK OF SUICIDE.

Use your Smart Phone to view the full sized Elder Abuse resource



While COVID-19 has put some restraints and restrictions on regular meetings and trainings for the SPRI domain, the group was able to collect resources and professional information from our partners to put together the Elder Abuse bookmark. Over 2000 bookmarks were produced in partnership with AARP and then distributed to individuals, groups, and institutions (ex. banks, law offices, health care, etc.). The actual bookmark had factual data and other potent information along with a free hotline and information on “elder abuse”. In the future, other trainings and special programs will be pursued and explored for this domain.

SOCIAL PARTICIPATION, RESPECT & INCLUSION WORKGROUP FACILITATORS



TERRI THOMAS
COMMUNITY AND
FAMILY EMPOWERMENT

Hello, I am Terri P. Thomas, and I am currently the Chief Executive Officer (CEO) for Community And Family Empowerment (CAFÉ). Due to both personal and work experiences, I became involved with Age-Friendly Louisville approximately 3 years ago and became a domain facilitator 1 year ago. Ensuring our community is focused on all generations and bridging people together to better impact our society is a goal for me. I am dedicated and committed to working with this wonderful domain and group of individuals, and most of all, excited to see what awaits us in 2022 and beyond to make sure our community continues to be an Age-Friendly society and ensure ALL LIVES MATTER!



CHRIS CLEMENTS
LOUISVILLE METRO
GOVERNMENT

Hello, I am Chris Clements. I am currently the Program Coordinator for the Louisville Metro Retired Senior Volunteer Program (RSVP) and an Adjunct Faculty Member in the English as Second Language (ESL) Humanities Department at Jefferson Community Technical College (JCTC). Due to both work experiences over the last 5 years, I became involved with Age-Friendly Louisville about 4 years ago and as a facilitator for 3 years. The entire concept of Age-Friendly Louisville is needed for all generations and is something I am very passionate about. Ensuring our community is focused on all generations and bridging people together to make a better impact in our society is an essential priority to me. I am excited about what awaits us in 2022 and beyond to make sure our community continues to be an age-friendly society!



RITA MORROW
AARP VOLUNTEER

Hello, I am Rita Morrow. I am currently a Kentucky representative on the AARP Livable Communities team. My life includes being a part of AARP Tax Preparation, the Louisville Community Outreach and Education Team and Driver Safety, local church missions, financial mentoring, and staying active with the graduate chapter of my sorority. I began volunteering with AARP after retiring, because I have a desire to give back to the community. There is significant opportunity to improve lives and make our city welcoming for all generations. The social aspect is of ultimate importance in maintaining physical, mental, and emotional well-being for aging adults. I hope to pull generations together through social activities and believe success will be defined by Louisville being Age-Friendly and inclusive of all ages.

MOBILITY & ACCESS

VISION: LOUISVILLE WILL HAVE ACCESSIBLE TRANSPORTATION FOR ALL CITIZENS REGARDLESS OF WHERE THEY LIVE.



Mobility & Access are fundamental aspects for enabling disabled and aging citizens to continue to live independent lives. This workgroup seeks to improve the built environment, such as sidewalks and crosswalks, and implement accessible transportation for all community members. We seek ways to advocate for mobility and accessibility for all. This initiative will enhance everyone's day-to-day life and will positively impact individuals from stroller to walker.



MOBILITY & ACCESS COMMUNITY PARTNERS

LouieConnect

KIPDA

Social Services and MPO

Way 2Work

Passport Health Plan

United Healthcare

Louisville Metro Government
Office of Community Services
Office for Aging and Disabled Citizens

AARP

TARC

Center For Accessible Living

OnRequest

JenCare

Passport Health Plan
Molina Healthcare



MOBILITY & ACCESS

2021 REPORT AT A GLANCE



Mobility & Access		Achieved	Delayed	Altered	In Progress
Goal #1	Work with Regional Mobility Council (RMC) to ensure that TARC is affordable and network maps are accessible and understandable to all community members.				●
Objective #1	Have Age-Friendly members on the Regional Mobility Council and Transportation Accessibility Advisory Council (TAAC) who will advocate for TARC affordability along with the inclusion of accessible and understandable TARC maps as a priority issue on the RMCs agenda.	●			
Goal #2	Improve sidewalks, crosswalks, and signal crossing times/options to ensure all citizens are able to access their communities safely.				●
Objective #1	Work with the Metropolitan Planning Organization (MPO) to ensure that the age-friendly improvement of sidewalks, crosswalks, and signal crossing times/options are included in the Metropolitan Transportation Plan.	●			
Long Term Objective #1	Begin exploring possible programs and cultivating potential partners for creative transportation offerings such as Door-to-Door services and transportation banks.	●			

GOAL #1: WORK WITH REGIONAL MOBILITY COUNCIL (RMC) TO ENSURE THAT TARC IS AFFORDABLE AND NETWORK MAPS ARE ACCESSIBLE AND UNDERSTANDABLE TO ALL COMMUNITY MEMBERS.

OBJECTIVE #1: HAVE AGE-FRIENDLY MEMBERS ON THE REGIONAL MOBILITY COUNCIL AND TRANSPORTATION ACCESSIBILITY ADVISORY COUNCIL (TAAC) WHO WILL ADVOCATE FOR TARC AFFORDABILITY ALONG WITH THE INCLUSION OF ACCESSIBLE AND UNDERSTANDABLE TARC MAPS AS A PRIORITY ISSUE ON THE RMC'S AGENDA.

TARC management, under the previous Executive Director, dropped the RMC and meetings. It is not clear if the new director, Carrie Butler, will reinstitute the RMC. Prior to this change, there were several key members from the workgroup on the RMC. David Algood was actively involved in pushing forward age-friendly transportation and accessibility issues when meetings were held. We have two workgroup members on TAAC. Currently, Larry Sloan, co-facilitator of the Mobility & Access workgroup, is a vice-chair of TAAC, as is Allison Woosley, from the Office for Aging and Disabled Persons. These workgroup members worked to ensure accessibility for all members of Louisville and still work with transportation services and the government to ensure accessible transportation exists within the city.



These TARC route maps include information on accessing large print maps, reduced fare for older adults, phone numbers, and access to TARC 3, which is an ADA compliant transportation service in Louisville.

ACTION PROJECT #1: AGE-FRIENDLY MEMBERS ATTEND RMC MEETINGS REGULARLY AND PROMOTE THE NEED FOR TARC AFFORDABILITY ALONG WITH ACCESSIBLE AND UNDERSTANDABLE TARC MAPS. PARTICIPATE IN THE TARC COMPREHENSIVE OPERATIONAL ANALYSIS.

Currently, Aida Copic, Director of Planning, has presented to the workgroup about changes at TARC and is planning to present the TARC Comprehensive Operational Analysis in the near future. This is a partnership that allows Age-Friendly Louisville to provide input on changes and provide feedback on proposals. to ensure age-friendly practices are considered in all changes.

ACTION PROJECT #2: HAVE AGE- FRIENDLY MEMBERS ON THE TAAC.

Currently Larry Sloan, workgroup facilitator, is vice-chair of TAAC and Aida Copic, Mobility & Access workgroup member, is the Director of Planning for TARC.

ACTION PROJECT #3: COLLABORATE ON THE UPCOMING TARC STRATEGIC PLANNING PROCESS (THE COMPREHENSIVE OPERATIONAL ANALYSIS).

Currently Larry Sloan is vice-chair of TAAC and Aida Copic is Director of Planning for TARC. These two workgroup members are able to push forward age-friendly measures and bring up age-friendly concerns for this new strategic planning period.

Use your Smart Phone to view the full sized resource





MOBILITY & ACCESS
TRANSPORTATION RESOURCE GUIDE FOR OLDER ADULTS & THOSE WITH DISABILITIES

Not sure which resource to use?

Call your: Health Insurance Company if there is a medical need for transportation of any kind.

Call your insurance to ask which transportation services they use & if they will cover or reimburse the costs.

Some insurance plans will cover more than just medical need. i.e. trips to grocery, exercise facilities, etc.

KIPDA PROGRAM
Every Commute Counts

Need help getting to work and other events? We offer rewards to commuters who choose alternatives to driving alone.

Eligibility: A commute that begins and/or ends within the 9 counties of Clark and Floyd counties in Indiana & Bull, Henry, Jefferson, Clay, Shelby, Spencer, & Tremble counties in Kentucky. You're eligible for services.

Register at: <https://everycommutecounts.org/>
Contact: 502-267-5480

Social Services Voucher Program

Those ages 60+ are assisted in paying for transportation to medical appointments, trips to doctor appointments, job work, and ongoing medical treatment.

KIPDA provides a self-directed personal assistance model which allows participants to those who provides their ride.

Vouchers are \$7.00 one way or \$14.00 round trip.

Contact: KIPDA's ADRC: 502-266-5571

ELDER HELPERS

Senior Transportation Services / Free Elder Care Provided by Dedicated Volunteers

Our volunteers are willing to help with carrying groceries, run errands, give rides, entertain (i.e. sing, dance, and make you laugh), help out with making phone calls, writing letters and reading, help with cleaning and help with cooking.

Sign Up Online at: elderhelpers.org



ABLE CARE TRANSPORTATION
Medical and Non-Medical Transportation
Providing Safe and Reliable Transportation in Louisville, KY and the Surrounding Communities

Able Care Transportation provides reliable and safe non-emergency medical transportation. We offer both medical and non-medical concierge transportation for senior, disabled, handicapped, and special needs clients. We specialize in ambulatory transportation, including clients who walk with a cane or walker, or need wheelchair transport. We also offer stretcher transport.

Website: www.ablecaretransport.com
Contact: (502) 267-1911

HOME INSTEAD
Transportation Assistance Activities & Benefits

Our professional CAREGivers don't just drop off and pick up your elder family members. Instead, we help your loved ones get ready, accompany them and provide any assistance required at the destination. Then, everyone returns home safely and settles back in. Our CAREGivers will even put the groceries away.

Visit Online: www.homeinstead.com
Contact: (502) 230-9682

TARC 3

Apply for TARC 3 if you have a medical condition prohibiting you from being able to access regular TARC stops & services.

Apply for TARC 3 at: www.agefriendlylou.com/mobility-resources and click download TARC 3 Application and follow instructions provided.

Contact: (502) 231-3217 for questions or concerns.



JEWISH FAMILY AND CAREER SERVICES

Respect Around Louisville Service (PALS)

An easy-to-use, affordable program that helps senior adults maintain their independence by providing transportation services.

PAID SERVICE
Monday - Friday 9 a.m. to 5 p.m.

Seaside & Wheelchair Accessible Vans available

Contact: Aaron Cuffey for qualification assessment.
(502) 452-6341 ext. 301

Website: <http://jewishlouisville.org/transportation>

JENCARE SENIOR MEDICAL CENTERS

Door To Doctor

Non-emergency transportation for Jencare Medicare Advantage patients who qualify. Door-to-Door transportation when you need to see your primary care physician or specialist for regularly scheduled appointments or last-minute visits.

Locations:
2406 W Broadway, Louisville (502) 775-1231
6078 Dixie Highway, Suite 101, Louisville (502) 333-5121
1818 Hines Lane, Suite 102, Louisville (502) 475-4067

Donated courtesy of AARP

The Transportation Resource for Older Adults and those with Disabilities was created by the Mobility & Access workgroup with the desire to ensure that all individuals, regardless of age or ability, had access to information that showed them how to safely and effectively utilize the transportation options that exist in Louisville.

GOAL #2: IMPROVE SIDEWALKS, CROSSWALKS, AND SIGNAL CROSSING TIMES/OPTIONS TO ENSURE ALL CITIZENS ARE ABLE TO ACCESS THEIR COMMUNITIES SAFELY.

OBJECTIVE #1: WORK WITH THE METROPOLITAN PLANNING ORGANIZATION (MPO) TO ENSURE THAT THE AGE-FRIENDLY IMPROVEMENT OF SIDEWALKS, CROSSWALKS, AND SIGNAL CROSSING TIMES/OPTIONS ARE INCLUDED IN THE METROPOLITAN TRANSPORTATION PLAN.

KIPDA's transportation department serves as this region's MPO. KIPDA has presented several times. KIPDA has administered several surveys on where sidewalks, crosswalks, and signals are needed or improvement is needed. This workgroup promoted these surveys and many members completed surveys. We have several group members actively involved in pushing these age-friendly improvements throughout the city.

"KIPDA serves dual transportation planning roles for the region. For Trimble, Henry, Shelby, and Spencer, KIPDA assists the Kentucky Transportation Cabinet with data collection, project identification and prioritization. KIPDA is also the designated Metropolitan Planning Organization (MPO) for Oldham, Jefferson, and Bullitt, in Kentucky, and Clark and Floyd in Indiana. As the MPO, KIPDA is responsible for short and long-range transportation planning in the area and awarding a portion of federal surface transportation funds dedicated to the MPO. KIPDA engages with the community regularly to inform its planning work. Age Friendly Louisville has partnered with KIPDA to improve these outreach efforts, including helping to disseminate an Active Transportation Plan and Long-range Transportation Plan survey."



Holly Turano-Bagley
Special Projects Coordinator

Holly Turano-Bagley / KIPDA



ACTION PROJECT #1: APPOINT AN AGE-FRIENDLY COMMITTEE MEMBER WHOSE RESPONSIBILITY IS TO ATTEND MOBILITY AND ACCESS-ORIENTED MEETINGS IN LOUISVILLE AND REPORT BACK TO THE FULL AGE-FRIENDLY COMMITTEE TO HELP STRATEGY DEVELOPMENT IN IMPLEMENTING IMPROVED SIDEWALK, CROSSWALK, AND CROSSING TIME/OPTIONS CHANGES.

Currently, we have several workgroup members that serve on mobility and access oriented committees throughout the city that work to advocate for age-friendly practices and changes within the community. The pandemic set back many of these goals due to the delay of many projects within the city.





Tihisha Rawlins
Associate State Director

“Age-Friendly Louisville is making a positive impact. In a short period of time, they’ve been able to develop resource materials for older adults, create intergenerational opportunities for members of our community and advocate on behalf of issues that lead to positive change for residents of all ages. From information on elder abuse to parades designed for long-term care residents to fighting for complete streets and affordable housing, AFL is making a difference. I look forward to seeing what they achieve next.”

Tihisha Rawlins / AARP Kentucky



ACTION PROJECT #2: ADVOCATE FOR FUNDING FOR AGE-FRIENDLY ACTIVITIES AND PROJECTS, TO INCLUDE CITY FUNDING ALLOCATION, GRANTS, AND DONATION.

This workgroup and its members that serve on advisory councils have consistently advocated for funding for age-friendly projects throughout Louisville, but due to the pandemic, many of our long-term goals were paused to focus on short-term more accessible goals.

LONG TERM OBJECTIVE #1: BEGIN EXPLORING POSSIBLE PROGRAMS AND CULTIVATING POTENTIAL PARTNERS (INCLUDING START-UPS AND ENTREPRENEURS) FOR CREATIVE TRANSPORTATION OFFERINGS SUCH AS DOOR-TO-DOOR SERVICES AND TRANSPORTATION BANKS.

This workgroup has been exploring a primary care mobile clinic platform, delivering point-to-point care to senior living facilities, residences, businesses, and community organizations in the Louisville Metro Area. We have also been working with JenCare, which is a medical provider that provides transportation for older adults and those with disabilities to their medical appointments. We will continue to pursue additional relationships with partners in order to cultivate programs and partnerships within the community once COVID-19 precautions are fully rolled back. .

MOBILITY & ACCESS WORKGROUP FACILITATORS



LARRY SLOAN
VOLUNTEER

Larry is a member of the Rotary Club of Louisville and is active in many community projects and organizations. In 2016 Larry read a news article about Age-Friendly Cities and about how Mayor Fischer had designated Louisville to be an Age-Friendly City. He invited The Trager Institute Leadership Team to speak to Rotary about Age-Friendly and decided to join the Mobility workgroup due to experience in his family with disabled people.

He believes that mobility and access for aging adults or disabled persons is a right and would like to see improvements in the services offered by TARC and others to achieve this goal. Larry, like Holly, hopes to see the Commonwealth of Kentucky become an Age-Friendly state.



HOLLY TURANO-BAGLEY
KIPDA

Holly is currently the Special Projects Coordinator at KIPDA Area Agency on Aging and Independent Living. KIPDA's mission is to help community members remain in their homes for as long as possible, when appropriate. Helping individuals to safely navigate and travel throughout their community remains a goal of Holly's.

In this role, Holly works to share resources with the community, whether that be through inviting new speakers to come to the group, building new resources with workgroup members, brainstorming gaps within transportation within the community, and more. Holly hopes to continue this work. Holly hopes that one day, Kentucky can become an Age-Friendly state.

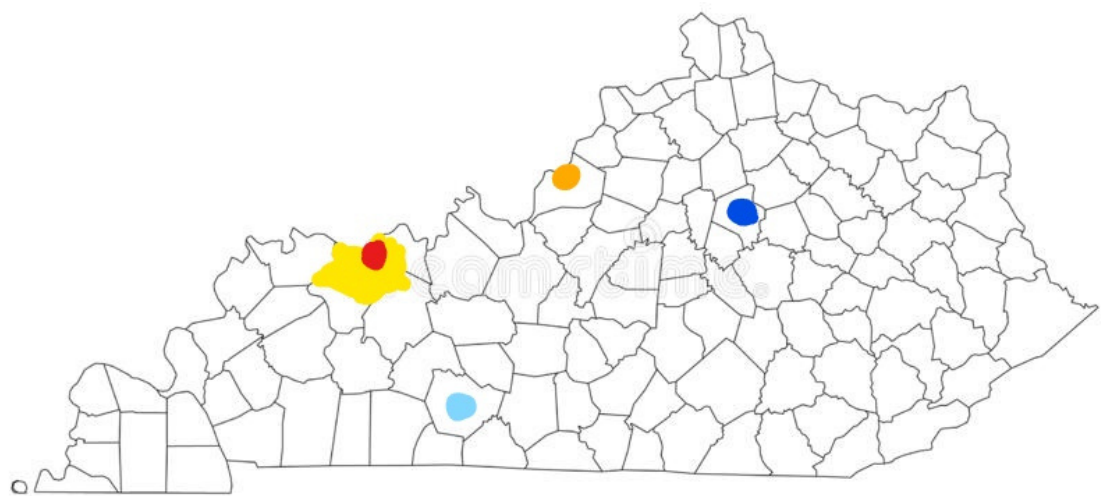


FUTURE AFL PLAN

The Age-Friendly Louisville Leadership Team has taken this period of writing the Strategic Plan Report to reflect upon the next steps for Age-Friendly Louisville. After the submission of this report, we will reassess the goals of Age-Friendly Louisville to ensure they align with the current needs of our community. The report writing period has been a time of reflection for all of us and has pointed out where we have grown and where we still have opportunities for improvement going forward. The coming months will be a time of celebration and assessment within our workgroups and we will consider strategies to enhance our efforts on our strategic plan. Our main goal is to continue our work in making Louisville more age-friendly and ensuring that our city is an accessible and inclusive city for people of all ages and abilities.

FUTURE AFL PLAN

The Age-Friendly Louisville Leadership team also hopes to reach out and connect with other Age-Friendly cities and communities within Kentucky to discuss future goals and ways to support each other’s continued growth. We believe that we have the capacity to grow immensely through supporting the other age-friendly initiatives throughout Kentucky. Who knows, but with some time, collaboration, and planning, Age-Friendly Kentucky could be in our future.



- **Lexington, KY**
- **Bowling Green, KY**
- **Owensboro, KY**
- **Louisville, KY**
- **Daviess County, KY**

AGE-FRIENDLY LOUISVILLE PARTNERSHIPS



"Louisville's Age-Friendly initiative has ensured that the needs of all residents are considered in the city's planning processes. As a compassionate, welcoming city, we strive to make Louisville home for everyone regardless of age or ability."

Allison Smith | Assistant Director of Advanced Planning and Sustainability

AGE-FRIENDLY LOUISVILLE WORKS WITH COMMUNITY PARTNERS AND STAKEHOLDERS ACROSS ALL FOUR AGE-FRIENDLY DOMAINS TO ENSURE THAT AGE-FRIENDLY PRACTICES ARE EFFECTIVELY AND EFFICIENTLY INTEGRATED ACROSS OUR COMMUNITY.

AGE-FRIENDLY LOUISVILLE IS LED IN PARTNERSHIP BY LOUISVILLE METRO GOVERNMENT, AARP KENTUCKY, KIPDA, AND THE UNIVERSITY OF LOUISVILLE TRAGER INSTITUTE.





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FIRST RESPONDER QUICK TIPS

Understanding the 'action items'



ACTION ITEMS		ACTION ITEMS IN ACTION
1	Never argue, Instead agree.	When we say never argue, instead agree: it is important to know that people might THINK one way but as a professional you <i>may</i> KNOW differently. When you argue you break down any potential relationship and ability to truly help that person. Just agree, and continue to ask the necessary questions or conduct the necessary actions.
2	Never reason, Instead divert.	Depending on the situation reasoning can be useful, but when people are in crisis mode or have cognitive impairment for various emergency health reasons, it can be hard for them to hear, process and even sometimes act reasonably, so try to divert their attention when reason can't be met. How to divert? Resorting back to agreeing, and diverting to asking questions or engaging in another topic.
3	Never shame, Instead distract.	Shame is never a tactic you should use in an emergency situation, rarely is there a positive outcome using language that can be perceived as shameful to the person you are trying to help will inherently produce a short fall in the service you can provide to the, choosing
4	Never say "you can't," instead say "do what you can."	As humans we work strive to maintain our autonomy, seek to use language that doesn't limit a person, but rather suggests an action they are likely to realize is the best choice for them. For instance, 'don't do that, or 'stop that', versus saying, 'thats not a wise choice' is more likely to deescalate their desire because there is still a choice, with a warning.
5	Never command or demand, instead ask or model.	When working with all kinds of people, taking the time to model the action you need them to perform is best practice for keeping the person and yourself safe. People have their own collection of experiences many of them traumatic, and commanding versus modeling an action can allow people to follow your lead instead of resist.

Understanding the 'action items'

ACTION ITEMS	ACTION ITEMS IN ACTION
6 Never condescend, instead encourage and praise.	When working in service to others and having the profound knowledge and ability to save lives as you do, using positive language at all times is essential to meeting outcomes for you and those you're trying to help. Using language that condescends family or the person in need breaks down the connection you have to help them through the crisis. Instead, focusing on positives and where they have tried their best by praising or affirming their efforts will always build up those in need and you can walk away knowing, if nothing else at least they felt supported and not torn down by mistakes.
Never say "remember," instead reminisce.	The tactic of using reminisce instead of remember is more for working with older adults. Especially older adults with cognitive impairment such as dementia or Alzheimer's. But, for everyone in a crisis it can be hard to remember what they are told to do as next steps, etc. so it is important to assist them in remembering, giving them time to think, etc.
Never say "I told you," instead repeat.	Working with citizens in crisis mode is hard, no doubt but help yourself by helping them. People will likely ask the same question over and over again, especially children and older adults, or anyone with cognitive impairment of any kind, if this happens we suggest just repeating yourself versus getting frustrated and responding with 'I already told you' which can create unnecessary tension.
9 Never lecture, instead reassure.	When working with all ages during a crisis or stressful situation we may find ourselves wanting to explain things to people to provide comfort, but because they are in a state of crisis/stress it might feel they are not listening, or able to retain the information, etc. seek to never find yourself lecturing people but yet do find yourself reassuring them that they or their loved one are safe and taken care of with you & your team.
10 Never force, instead reinforce.	When working with people in crisis mode, or in an altered mental state, it might be hard to get people to understand what you're saying or to get them to do something but force is never the answer. If ever you are feeling resistance from anyone you are helping, try to reinforce the information as to why what you're saying is important.

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FIRST RESPONDER QUICK TIPS

Compassion: Growth & Maintenance



EMPATHY is key:

Cognitive Empathy:
In cognitive empathy, a helper will conscientiously listen and strive to understand the opinion of the person in need. It is the ability to respect all sides of a position and can increase the recipient's respect.

Compassionate Empathy:
Of all forms of empathy, compassionate empathy is generally the ideal for any setting. A helper shows they are truly listening when they exhibit compassion. Their words and actions convey they not only understand the those in need's point of view, but they genuinely care.

Emotional Empathy:
Emotional empathy occurs when the effort to understand and sympathize with another person makes the other person's opinion contagious. The helper isn't just listening, but begins to feel what the other person is feeling in an emotional and personal way.

Studies show, compassion promotes positive emotions, traits, and behaviors that ultimately foster positive well-being for everyone involved in the exchange of compassion. If you ever feel you can't help in any other way, you can help by always showing compassion.

UNIVERSAL ACTION ITEMS

ALWAYS	NEVER
Agree	Argue
Divert	Reason
Distract	Shame
Say "do what you can"	Say "you can't"
Ask or model	Command or demand
Encourage and praise	Condescend
Say "reminisce"	Say "remember"
Say "repeat"	Say "I told you"
Reassure	Lecture
Reinforce	Force

Additionally, ALWAYS:

- Speak calmly & slowly, take your **time**.
- Make eye contact
- **LISTEN** & ask questions
 - Active listening
 - Reflective listening
- Be conscious of your body language
- Debrief with a trusted individual for your **own mental & emotional health**.

PERSONAL ASSESSMENT RESOURCES:

There is no shame in helping yourself be at your best!

Compassion Fatigue
Personal Assessment



Harvard
Implicit Bias
Assessments



Hover smartphone camera over QR code to access assessments.

ARE YOU EXPERIENCING COMPASSION FATIGUE?

Compassion Fatigue is the profound emotional and physical erosion that happens when helpers are unable to refuel and regenerate.

"Dedicating yourself to the service of others is hard work. It can become very draining. It is even harder to pour from an empty cup. It takes time & energy to realize that your cup may no longer be full, and then take the time refill it. Make sure you take time to refill your cup."

RECOGNIZE the signs of Compassion Fatigue:

- Feeling burdened by the suffering of others
- Blaming others for their suffering
- Isolating yourself
- Loss of pleasure in life
- Difficulty concentrating
- Insomnia
- Physical and mental fatigue
- Bottling up your emotions
- Increased nightmares
- Feelings of hopelessness or powerlessness
- Frequent complaining about your work or your life
- Overeating
- Excessive use of drugs or alcohol
- Poor self-care
- Beginning to receive a lot of complaints about your work or attitude
- Denial

How to find the the **WHY** behind the **WHAT**... building compassion and using it to save lives.

What: What is the reason behind the issue? What is causing the person's distress? Why are they reacting the way that they are? Are they in pain? Are their needs met? For example: Drug use and addiction can often stem from life trauma or lack of resources.	How: How are you able to help the person in need? Identify strategies to meet the persons individual needs. Take your time and ask questions. Open ended questions can give you more than yes or no, questions what start with <i>how</i> or <i>what</i> can give you more information if needed.	You: As the caregiver check in with yourself, what is your role in their care? What are you doing to create the desired or possibly undesired outcome? For example, if they are exhibiting anxiety, what can you do to ensure they become more calm?
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BRAINSTORM IT... *Practicing Compassion*

James has dealt with persistent mental illness all of his life. In the past, he has been diagnosed with schizophrenia and bi-polar disorder. Currently, he is homeless and living on the streets. James has not had his medication or seen his counselor in over 3 months. James often becomes agitated by the sounds that he hears, loud noises on the street, in particular, the sounds that come from large garbage trucks. As James lives on the street, he does not get to sleep on a regular basis and therefore experiences more agitation. When walking down the street, James often responds to the loud noises by yelling out. While he can be loud, he has never hit anyone or caused any damage to property when agitated. This is his way of expressing his frustration. A local shop owner witnessed this behavior and called the police because she was fearful of James's behavior. When the cops arrive, they end up arresting James because he is unresponsive to their requests to stop yelling.

What can you do to help James? Explore the **WHY** (what, how, you)...how can you use the **WHY** to respond with compassion and evoke awareness and understanding as well as a positive outcome?

Alexa is a young adult with Autism and OCD. She has lived with her parents her entire life because she cannot take care of most of her activities of daily living on her own. However, Alexa is able to do some things on her own, like walking to the local coffee shop, buying coffee and a snack, and making her way back home. Due to some of her compulsions, Alexa does not like to take left turns when walking down the street. Instead, Alexa will take a longer route to the coffeeshop so she does not have to take left turns when walking. Recently, on a walk back home from an outing, Alexa was lost in her thoughts about an interaction that made her anxious. She got turned around and lost during her walk. She tried retracing her path to no avail and continued to get further and further away from home. Anxious and upset with herself, Alexa sat down to count. When Alexa is anxious or upset, counting out loud helps her feel less stressed. Sometimes she can become very loud when doing this. Several people walking in the neighborhood saw Alexa and were alarmed by her talking out loud and called the police.

What can you do to help Alexa? Explore the **WHY** (what, how, you)...how can you use the **WHY** to respond with compassion and evoke awareness and understanding as well as a positive outcome?

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FIRST RESPONDER QUICK TIPS

Older Adult mental health



Cognitive Impairment

Cognitive impairment in older adults has a variety of possible causes, including medication side effects, metabolic and/or endocrine derangements, delirium due to intercurrent illness, depression and dementia, with Alzheimer's dementia being most common.

Delirium

- Seeing things that don't exist (hallucinations)
- Restlessness, agitation or combative behavior
- Calling out, moaning or making other sounds
- Being quiet and withdrawn — especially in older adults
- Slowed movement or lethargy
- Disturbed sleep habits (Reversal of night-day sleep-wake cycle)
- An inability to stay focused on a topic or to switch topics
- Getting stuck on an idea rather than responding to questions or conversation
- Being easily distracted by unimportant things
- Being withdrawn, with little or no activity or little response to the environment

Mental health conditions can be exacerbated in older adults during an emergency & produce feelings of confusion or delirium they wouldn't normally experience, potentially making it harder for you to help them.

"Being in services to others is taxing. Please remember to have compassion for yourself as you have compassion for others."

ACTION ITEMS

ALWAYS	NEVER
Agree	Argue
Divert	Reason
Distract	Shame
Say "do what you can"	Say "you can't"
Ask or model	Command or demand
Encourage and praise	Condescend
Say "reminisce"	Say "remember"
Say "repeat"	Say "I told you"
Reassure	Lecture
Reinforce	Force

Additionally, **ALWAYS:**

- Speak calmly & slowly, take your **time**.
- Make eye contact
- **LISTEN** & ask questions
 - Active listening
 - Reflective listening
- Be conscious of your body language
- Debrief with a trusted individual for your **own mental & emotional health**.

You may notice or hear complaints of :

Anxiety

- Confused / fearful
- Head aches
- Back/Chest pain
- Rapid heart beat
- Shakiness / sweating
- Muscle tension or soreness
- Forgetfulness
- Irritable
- Substance abuse

Depression:

(TIP: Depression and dementia exacerbate each other symptomatically)

- Irritability
- Can't concentrate
- Fatigue
- Apathy
- Crying
- Malnourished
- Aches & pains

Alcohol or Substance Dependency:

- Unexplained bruises
- Irritable
- Sadness
- Chronic pain
- Self Isolation
- Lack of hygiene
- Malnourished

Suicide Risk

The following in older adults might be sign of being at risk:

- Depression, Anxiety or other mental health conditions
- Substance Use Disorder
- Social Isolation
- Not eating
- Recent loss of a loved one
- Chronic Illness / Disability

OLDER ADULT MENTAL HEALTH

Cognitive Impairment (cont.)

Endocrine Derangements

Endocrine dysfunctions may lead to various neurologic manifestations such as headache, myopathy, and acute encephalopathy including coma. It is important to recognize the neurologic signs and symptoms caused by the endocrine disorders while managing endocrine disorders.

Medication Side Effects

- Muscle pain and weakness
- Bone loss
- High potassium levels
- Nerve damage
- Falls and delirium
- Heart and gastrointestinal problems
- Joint pain
- Low sodium levels

Dementia

Dementia is not a disease itself. It's a collection of symptoms that result from damage to the brain caused by different diseases, such as Alzheimer's. These symptoms vary according to the part of the brain that is damaged.

- Memory loss.
- Difficulty concentrating
- Finding it hard to carry out familiar daily tasks, such as getting confused over the correct change when shopping
- Struggling to follow a conversation or find the right word
- Being confused about time and place.

You may notice or hear complaints of (cont.)...

Mood Disorders

Mania

- Increased irritability and dysphoria rather than euphoria and excitement.
- Secondary mania: the designation for symptoms caused by a medical illness such as cerebrovascular accident or infection, far more common among older than younger patients.
- Treatment of bipolar disorder among older adults is similar to treatment of younger adults, although it requires attentive dosing, awareness of potential drug interactions, and alertness to adverse effects.

Depression (common causes)

Older adults have higher rates of depression than the general population.

- Other mental health problem, such as severe anxiety, bipolar disorder (manic-depressive illness), or schizophrenia, Substance use disorder.
- Being alone for long periods of time (social isolation).
- The diagnosis of a serious physical illness.
- Recent life change, such as the death or chronic illness of a spouse or child, retirement, or financial problems.
- Physical disabilities

These things also put older adults at a higher risk for suicide.

Post Traumatic Stress Disorder (PTSD):

- Irritable or aggressive behavior
- Reckless or self-destructive behavior
- Hyper vigilance
- Exaggerated startle response
- Problems with concentration
- Difficulty falling or staying asleep or restless sleep
- Symptoms of anxiety or memory issues (in the moment)
 - **NOTE:** It is good to remember that older adults have often experienced trauma as children and as young adults and this trauma can carry over into triggered reactions as older adults. Also, trauma experienced can include negative encounters with first responders (via civil rights era, racial profiling, etc.)

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FIRST RESPONDER QUICK TIPS

Self Care and Stress Management



Compassion Fatigue

Compassion fatigue is a condition characterized by emotional and physical exhaustion leading to a diminished ability to empathize or feel compassion for others, often described as the negative cost of caring.

Who is at Risk?

Compassion fatigue can affect a wide range of professions and caregivers. It tends to be most common among professionals who regularly work in a helping or healing capacity.

COMPASSION FATIGUE

What is it and What are the Risks

Signs You are Experiencing Compassion Fatigue

- Chronic physical and emotional exhaustion
- Depersonalization
- Irritability
- Feelings of self-contempt
- Feelings of hopelessness or powerlessness
- Weight loss
- Weight gain and overeating
- Nausea and dizziness
- Relationship conflict
- Headaches
- Poor job satisfaction
- Feelings of unfairness and anger towards the patient-caregiver relationship
- Insomnia or difficulty sleeping
- Poor self care
- Self isolation
- Loss of pleasure in life
- Difficulty concentrating
- Constant self-blame and negative thoughts

Risks in the Workforce

Compassion Fatigue can lead to an increase in preventable medical errors due to an inability to react quickly to a situation

There is also a greater likelihood of poor communication in someone suffering from Compassion Fatigue which can lead to conflict and miscommunication among coworkers

Individuals are also more likely to be less sympathetic to a patients situation, retain less patient information, and feel increasingly dissatisfied with their work.

What are the causes?

Compassion fatigue is often caused by the internalization of patient trauma, workplace trauma, and exhaustion due to a lack of self care

Exposure to trauma and individuals with trauma can weigh on caregivers and often will lead to Compassion Fatigue if the roots of the issue are not properly addressed and treated

Action Items

- ALWAYS  NEVER 
- | | | |
|-----------------------|---|-------------------|
| Agree | → | Argue |
| Divert | → | Reason |
| Distract | → | Shame |
| Say "do what you can" | → | Say "you can" |
| Ask or model | → | Command or demand |
| Encourage and praise | → | Condescend |
| Say "reminisce" | → | Say "remember" |
| Say "repeat" | → | Say "I told you" |
| Reassure | → | Lecture |
| Reinforce | → | Force |
- Additionally, ALWAYS:
- Speak calmly & slowly, take your time.
 - Make eye contact
 - LISTEN & ask questions
 - Active listening and Reflective listening
 - Be conscious of your body language
 - Debrief with a trusted individual for your own mental & emotional health.

SELF CARE AND STRESS MANAGEMENT

What is Self Care?

Self care is about participating in activities that you find relaxing and healing for yourself. Self care places an emphasis on your personal health and promoting it positively throughout your life through a variety of approaches

Self-care can be defined as the practice of taking an active role in protecting one's own well-being and happiness, in particular during periods of stress. In other words, it is the practice of taking action to preserve or improve one's own health

Resources for Self Care

Mindfulness


Guided Meditation


Nutrition


Stress and Relaxation


Center for Healthy Minds


Physical Self Care

Take care of your body by taking time to listen and address its daily needs. What are you feeling? Thirst, hunger, pain, stress, tension, fatigue?

Exercise through walking, running, aerobics, and yoga are a good way of working off stress while also ensuring your body is kept in shape

Eating well balanced meals that meet individual nutritional needs is essential to maintaining ones physical well being

Practice body calming activities such as reading, knitting, meditation, baking, bathing, or swimming that encourage a calm state of being

Emotional Self Care

Ask for help when you need it. No one can do everything alone, and it is necessary to offload some of the feelings, hardships, and expectations in your life

Practice gratitude and reflection as a means of addressing points of positivity within your life and defining points of improvement to be worked on

See a therapist to work through difficult emotions or experiences, or simply to have someone to act as a filter for your thoughts and feelings

Talk about your emotions and address feelings of stress and hardship within your life in order to address negative feelings

Psychological Self

Mental self care is the act of reducing stress levels and decluttering your mind as a means of addressing your overall mindset and improving your general state of being

Turn off your screens. Remove excess light, noise, and information and allow yourself a moment to decompress

Take time weekly to connect with friends and loved ones via phone, email, visits, or video calls. Connection is vital to maintaining a healthy emotional state

Get good quality sleep and establish a daily routine to create a balanced lifestyle

References:

<https://www.uofmhealth.org/health-library/rxsk>, <https://emergency.cdc.gov/coping/selfcare.asp>, <https://www.apa.org/topics/self-care>

ALTERNATIVE PAIN MANAGEMENT

There are many avenues of treatment for alternative pain management and they should be considered alongside traditional medical routes. Alternative Pain Management Therapy is a form of treatment that seeks to address the root cause of pain through methods other than conventional medicine.

These alternative methods seek to address the cause of pain within the body through mind-body therapies such as acupuncture, yoga, massage therapy, mindful meditation, and tai chi in order to alleviate pain.

What are the Side Effects of Opioid Usage for Pain Management?

There are a wide array of side effects and complications that come with opioid usage, these include: cognitive impairment, delirium, incontinence, falls, visual impairment, weight loss, malnutrition, sleep disorders, ulcers, syncope, dehydration, dizziness, frailty, functional decline, neglect and abuse, fatigue, gait disorders, osteopenia, osteoporosis, dementia, and many more. These side effects, when paired with the regular changes of aging, can have serious consequences (Project ECHO, 2020).

Non-Opioid Alternatives

Acetaminophen

Topicals: Diclofenac, Capsaicin, Lidocaine

Non-Steroidal Anti-Inflammatory Drugs

Antidepressants: Duloxetine

Anticonvulsants

Scientific Evidence for Alternative Pain Management Strategies

Many studies have been carried out regarding the validity of alternative pain management solutions in comparison to traditional opiate prescriptions and there is significant scientific evidence that supports effectiveness of these methods. When combined with other approaches, these pain management solutions can be just as or more effective than prescription medications at addressing pain (Project ECHO, 2020).

Resource on Alternative Approaches to Pain Management in Aging Adults

Tauben, D., & Stacey, B. R. (2020, November). Approach to the management of chronic non-cancer pain in adults. <https://www.uptodate.com/contents/approach-to-the-management-of-chronic-non-cancer-pain-in-adults>.

Integration of Alternative Pain Management Strategies

These alternative pain management strategies encourage patient participation in creating their care plan, and they provide methodologies that result in improvement of pain along with minimal risks to the individual. These treatment styles are more targeted in their approach to addressing pain because they directly incorporate the areas in pain, rather than a systemic approach via opioids (Williams Condie & Swensen, 2020).

Resource Citations

Condie, Alise Williams; Yaughner, Ashley; Swensen, Kira; and Voss, Maren Wright, "Evidence-Based Alternative Pain Management Techniques for Chronic Pain" (2020).

<https://www.tragerinstitute.org/project-echo-opioid-risk-management>

ACUPUNCTURE

Acupuncture is a traditional Chinese pain management method that works to decrease pain and chronic pain through the stimulation of nerves that aid in the release of pain blocking endorphins. This method works, traditionally, as a way of balancing energy flow (qi) within the body through small insertions to rebalance the body.

It works to stimulate the body's internal mechanisms to heal from disease, restore balance to bodily systems, and promote the general health of an individual.

MINDFUL MEDITATION

Mindfulness is a method of pain management that works to train the mind to focus and redirect thoughts in more beneficial directions.

Mindful meditation reduces stress and therefore diminishes the effects of stress on the body.

Meditation allows for a more comprehensive ability to cope with pain and greater reduces the sensation of pain over time.

MASSAGE THERAPY

Massage therapy is a method of pain management that uses a hands on method to manipulate the bodies tissues through varying pressures, holds, and movements.

This method of pain reduction uses movement to encourage blood flow which reduces muscular tension and works to improve tissue healing over time. There is support for massage therapy aiding in speed of recovery due to the reduction of tension and increased mobility.

TAI CHI

Tai chi is a pain management method that works through gentle mind-body motions that encourage focus on breathing, bodily sensations, and relaxed muscles. This method is one that can be easily adapted to people of all bodily abilities.

The goal of tai chi is to encourage the life energy (qi) to flow smoothly and steadily throughout the body in order to create harmony within the bodies systems.

HERBAL MEDICINE

Herbal medicines are traditional healing methods that stem from cultures throughout the world.

Herbal medicines tend to focus on the mind-body type of an individual (this can refer to elements, doshas, etc.) and works to address needs based off the aspects that are deemed off balance. It seeks to promote the natural healing ways of the body by improving the wellness of the human body and mind by bringing balance to the mind-body type.

YOGA

Yoga is a pain management approach that works to create a balanced and strong body and mind.

Yoga works to improve balance, flexibility, tone, and build bodily strength which aid in reducing chronic pain and inflammation, while maintaining the functionality of the body as we age. Yoga provides the body an opportunity to rest, relax, and establish a calm state of being that allows for greater awareness of the body.

Find Professional/Licensed Providers of these Methodologies

Before scheduling appointments with these providers, it is important to discuss your treatment plan with your primary healthcare provider to find the pain management solution that is best for you

American Yoga Association

<https://www.kentuckyyogainitiative.org/impact>

American Massage Therapy Association

<https://www.amtamassage.org/>

American Meditation Society

<https://www.americanmeditationsociety.org/program/s/classes/>

Acupuncture Society of America

<https://kyacupuncture.org/practitioner-listing/>

American Institute of Homeopathy

<https://homeopathyusa.org/member-directory.html>

Taoist Tai Chi Society of Kentucky

https://www.taoisttaichi.org/locations/louisville-jim-miller-hall/#nearby_locations_list

METRO UNITED WAY 2-1-1



MetroUnitedWay.org/211

Metro United Way 2-1-1 connects individuals 24/7 to over 800 community services to help meet their most basic needs.



CALL: 211

KIPDA*



KIPDA.org/social-services/aging-disability-resources/

KIPDA promotes and ensures meaningful and timely services are available for older adults and persons with disabilities to improve their health, safety, and overall well-being.



(502) 266-6084

**Kentuckiana Regional Planning & Development Agency*

METRO 3-1-1



LouisvilleKY.gov/government/Metro311

Metro311 is Louisville's customer service center that connects you to the city government and resolves your non-emergency issues.



CALL: 311

MY HEALTH E



MyHealthE.net

My Health E helps you find local health education classes, health fairs, and health related resources near you. Health education classes are available onsite, online or on demand.



(888) 685-3535

AARP KENTUCKY



Local.AARP.org/KY

AARP Kentucky shares job, health, and financial resources, as well as fun activities and events in Louisville.



(866) 295-7275

These sites were selected for inclusion on this brochure because they met one or more of the following criteria: a call center, a searchable resource database, or a clearinghouse of local and regional community supports and health services.

PHYSICAL SELF CARE	EMOTIONAL SELF CARE	PSYCHOLOGICAL SELF CARE
Take care of your body by taking time to listen and address its daily needs. What are you feeling? Thirst, hunger, pain, stress, tension, fatigue? Exercise through walking, running, aerobics, and yoga are a good way of working off stress while also ensuring your body is kept in shape Eating well balanced meals that meet individual nutritional needs is essential to maintaining ones physical well being Practice body calming activities such as reading, knitting, meditation, baking, bathing, or swimming that encourage a calm state of being Resource: https://www.uofmhealth.org/health-library/rlxsk	Ask for help when you need it. No one can do everything alone, and it is necessary to offload some of the feelings, hardships, and expectations in your life Practice gratitude and reflection as a means of addressing points of positivity within your life and defining points of improvement to be worked on See a therapist to work through difficult emotions or experiences, or simply to have someone to act as a filter for your thoughts and feelings Talk about your emotions and address feelings of stress and hardship within your life in order to address negative feelings Resource: https://emergency.cdc.gov/coping/selfcare.asp	Mental self care is the act of reducing stress levels and decluttering your mind as a means of addressing your overall mindset and improving your general state of being Turn off your screens. Remove excess light, noise, and information and allow yourself a moment to decompress Take time weekly to connect with friends and loved ones via phone, email, visits, or video calls. Connection is vital to maintaining a healthy emotional state Get good quality sleep and establish a daily routine to create a balanced lifestyle Resource: https://www.apa.org/topics/self-care

AGE FRIENDLY LOUISVILLE

SELF CARE AND STRESS MANAGEMENT FOR THE AGING ADULT

Self care can be defined as the practice of taking an active role in protecting one's own well-being and happiness, in particular during periods of stress, or: the practice of taking action to preserve or improve one's own health



RESOURCES ON SELF CARE AND AGING

The American Psychological Association
<https://www.apa.org/news/apa/2020/03/self-care-older-adults>

National Institute on Aging
<https://www.nia.nih.gov/health/topics>





CERTIFIED AGING IN PLACE SPECIALISTS

RESOURCE GUIDE FOR AGING IN PLACE HOME
MODIFICATION FOR OLDER ADULTS
& THOSE WITH DISABILITIES

CAPS CONTRACTORS

Comprehensive Construction | Remodeling

David Toews | Contractor

Company: BACK Construction
Address: 965 Contract Street, Lexington, KY 40505
Email: david@backconstruction.com
Website: <https://backconstruction.com/>
Contact: (859) 225-2225

William Wheeler | Contractor

Company: BACK Construction
Address: 965 Contract Street, Lexington, KY 40505
Email: bill@backconstruction.com
Website: <https://backconstruction.com/>
Contact: (859) 225-2225

Steve Thompson | Contractor

Company: Full Spectrum Construction Inc.
Address: 16812 Aiken Road, Louisville, KY 40245
Email: renovate@fullspectrum.ws
Contact: (502) 417-4343

Carrie Morgeson | Contractor

Company: Capable Living LLC
Address: 4033 Taylorsville Rd, Louisville, KY 40220
Email: CAPABLELIVINGLLC@gmail.com
Website: <http://capablelivingllc.com/>
Contact: (502) 309-4231

Kerrie Johnson Anthony | Contractor

Company: Capable Living LLC
Address: 4033 Taylorsville Rd, Louisville, KY 40220
Email: kjohnson917@gmail.com
Website: <http://capablelivingllc.com/>
Contact: (502) 309-4231

Gus McKinley | Contractor

Company: Gustin Construction, Inc.
Address: 2527 Dixie Hwy, FT Mitchell, KY 41017
Email: gus@gustinconstructioninc.com
Website: <http://www.gustinconstructioninc.com/>
Contact: (859) 331-0958

James Kegley | Contractor

Company: B.O.L.D. Company
Address: PO BOX 975 UNION, KY 41091
Email: james@theboldcompany.com
Website: <https://www.theboldcompany.com/>
Contact: (859) 657-6700

William Hundley | Contractor

Company: BACK Construction
Address: 965 Contract St., Lexington, KY 40505
Email: rob@backconstruction.com
Website: <https://backconstruction.com/>
Contact: (859) 621-4638

Kitchen & Bathroom Remodeling

David Duke | Contractor

Company: Duke Enterprise LLC
Address: 3089 Breckenridge Ln, Louisville, KY 40220
Email: david@kyrebath.com
Contact: 502-479-1001

TURN OVER FOR MORE RESOURCES 



Disclaimer: This resource is based on information provided by the NAHB, which is public knowledge and accessible by the public. Age Friendly Louisville does not endorse anyone on this list or take responsibility for subsequent actions or lack thereof.

FINANCIAL RELIEF

New Directions | Repair Affair

Address: 1617 Maple Street, Louisville, KY 40210
Contact: (502) 589-2272
Fax: (502) 589-3256
Website: <https://www.ndhc.org/programs-repair>
Qualifications: 60+; income less than \$13,500/ year

Center for Accessible Living

Website: <https://www.calky.org/>
Address: 501 S. 2nd Street, Louisville, KY 40202
Voice Contact: (502) 589-6620
Fax: (502) 589-3980
Toll Free: (844) 689-6620

Office of Housing | Home Repair Programs

Address: 444 S. 5th Street, Suite 500
Website: <https://louisvilleky.gov/government/housing>
Contact: (502) 574-5850
Qualifications: Vary upon program, age, income and need. Projects can be funded up to approximately 25K

Metro Housing Resource Center

Bert Williams & Bill Gatewood
Address: 2810 Dumesnil St. 40211
Contact: (502) 778-6664

SENIOR REAL ESTATE SPECIALISTS

What can a Senior Real Estate Specialist do for you?

- Help you manage the financial and emotional challenges of selling a long-held family home
- Creates a customized plan to market and sell your property
- Understands your unique needs and creating a customized plan to ensure your home meets those needs now and in the future
- Utilizes specialized knowledge in reverse mortgages, 401(k) accounts, and IRAs for your real estate transaction
- Connecting you with their vast network of movers, attorneys, home inspectors, and other experts to help you through the process

Susie Gullett | Realtor, ABR, SRES

Company: Family Realty
Email: susie@familyrealty.com
Contact: (502) 889 - 1288

Anne McAfee | Realtor

Company: Family Realty
Email: aMcafee@familyrealty.com
Contact: 502-415-8980

Colleen Hahn | Realtor

Company: Maguire Group Realty
Email: colleen@maguire-group.com
Contact: 502-741-0391

HOME MODIFICATION EQUIPMENT

Kenneth Gould

Company: Gould's Discount Medical
Address: 3901 Dutchmans Ln, Louisville, KY 40207
Email: keng@gouldsdiscounmedical.com
Contact: (502) 491-2000

Carrie Morgeson

Company: Capable Living LLC
Address: 4033 Taylorsville Rd, Louisville, KY 40220
Email: CAPABLELIVINGLLC@gmail.com
Website: <http://capablelivingllc.com/>
Contact: (502) 309-4231

Center for Accessible Living

Website: <https://www.calky.org/>
Address: 501 S. 2nd Street, Louisville, KY 40202
Voice Contact: (502) 589-6620
Fax: (502) 589-3980
Toll Free: (844) 689-6620

CAPS CONSTRUCTION CONSULTANT

Adam Sears | Consultant

Company: Silver Spaces
Address: 4600 Old LaGrange Road, Buckner, KY 40010
Website: SilverSpaces.com
(online home assessment tools available)
Email: asears@silverspaces.com
Contact: 502-263-8468

Rodriguez Holt | Consultant

Email: rmh5108@gmail.com
Contact: (502) 500-9234

MOVING & RELOCATION

Courtney Eckerle

Company: Suddath
Address: 201 Gibson Rd, Louisville, KY 40207
Email: COURTNEY.EGOLF@GMAIL.COM
Contact: (260) 471-1502

CAPS REALTORS

Janet Royer | Realtor

Company: Milestone Realty Consultants
Address: 3609 Walden Drive Lexington, KY 40517
Email: jroyer@qx.net
Contact: (859) 552-9655

Traci Willis | Realtor

Address: 299 E. Cambridge Lane, Nicholasville, KY 40356
Email: traciwillisrealtor@gmail.com
Contact: (859) 333-4641

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Are you a **Contractor?**
Social Service or **Health Care**
Professional who serves **older adults** or
those with **disabilities?**



Ever considered earning your
Certified Aging in Place Specialist (CAPS)
Certification?

What is a **Certified Aging in Place Specialist?**

*The **Certified Aging-in-Place Specialist (CAPS)** program teaches the technical, business, and customer service skills essential to carrying out home modifications for those seeking to safely and successfully age in place.*

Become a CAPS & we will add you to our CAPS Resource & websites list for those in need of your CAPS services.

For more information flip this page or visit:
National Association of Home Builders
www.nahb.org/education-and-events/education



Cost & Fees

Course Fees:

- NAHB Members: \$279
- Non-members: \$419

CAPS Graduation Application Fee:

Premium

- NAHB Member Fee: \$145.00
- Non-Member Fee: \$218.00

CAPS Graduation Application Fee:

Standard

- NAHB Member Fee: \$75.00
- Non-Member Fee: \$110.00

Annual Renewal Fees:

- NAHB Members: \$55
- Non-members: \$83

To Access All CAPS Certification & Course Information

Visit: National Association of Home Builders at www.nahb.org/education-and-events/education

CAPS QUICK TIPS & LINKS:

- **Create a login**
- **Accessing the Course Schedule Visit:**
 - www.nahb.org/Education-and-Events/Education/Education-Calendar-Search#sort=relevancy
- **How to earn your CAPS:**
 - www.ageinplace.com/aging-in-place-professionals/how-to-become-a-certified-aging-in-place-specialist-caps/
- **CAPS Application Fees and Instructions:**
 - www.nahb.org/Education-and-Events/Education/Designations/Certified-Aging-in-Place-Specialist-CAPS/CAPS-Application-Fees-and-Instructions

NAHB Contact

Professional Designation Helpline
Phone: (800) 368-5242 ext. 8154
Email: designations@nahb.org

Manageable & Achievable

CAPS Curriculum & Requirements Checklist



All Courses Completed (Virtually or In Person):

- CAPS I : Marketing and Communicating with the Aging in Place Client
- CAPS II : Design Concepts for Livable Homes and Aging in Place
- CAPS III : Details and Solutions for Livable Homes and Aging in Place



Graduation Application Submission



CAPS Code of Ethics Submission



If you are a Remodeler or Contractor you are also required to submit:

- Liability and workers compensation insurance documentation OR employment from a company that has both of those
- Your company's business license

Continuing Education Requirements

CAPS designation holders must complete 12 hours of building/remodeling industry or aging-in-place continuing education every three years.



Elder Abuse



Approximately
1 in 10 Americans
aged 60+ experience
elder abuse

Elder Abuse can take
different forms:

- physical abuse
- sexual abuse
- neglect
- financial exploitation

To learn more about
elder abuse and other
Age-Friendly Louisville
initiatives call
502-588-4340 ext 2
or visit agefriendlylou.com



What can we do about it?

Report Possible Abuse

**ELDER ABUSE TOLL
FREE HOTLINE**
1-800-752-6200

Share Resources

**National Center on
Elder Abuse**
1-855-500-3537
<https://ncea.acl.gov>

Department of Justice
1-800-877-8339
<https://www.justice.gov/>

**Kentucky Attorney
General**
1-877-ABUSE TIP
(1-877-597-2331)
<https://ag.ky.gov/>

**Kentucky Cabinet for
Health and Family
Services**
1-800-372-2973
<https://chfs.ky.gov>

**ElderServe Inc.
Crime Victim Services**
(502) 736-3829
<https://elderserveinc.org>

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MOBILITY & ACCESS

TRANSPORTATION RESOURCE GUIDE FOR OLDER ADULTS & THOSE WITH DISABILITIES

Not sure which
resource to use?

 Call your:

Health Insurance Company
if there is a medical need for
transportation of any kind.

Call your insurance to ask which
transportation services they use &
if they will cover or reimburse the
costs.

Some insurance plans will cover
more tips than just medical need.
i.e. trips to grocery, exercise
facilities, etc.

KIPDA PROGRAM

Every Commute Counts

Need help getting to work and other events?
We offer rewards to commuters who choose
alternatives to driving alone.

Eligibility: A commute that begins and/or ends within the
9 counties of: Clark and Floyd counties in Indiana; &
Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, &
Trimble counties in Kentucky, you're eligible for services.

Register at: <https://everycommutecounts.org/>
Contact: 502-267-5400

Social Services Voucher Program

Those ages 60+ are assisted in paying for transportation
to medical appointments; trips to doctor appointments,
lab work, and ongoing medical treatment.
(CANNOT be eligible for Medicaid Transportation)

KIPDA provides a self-directed personal assistance
model which allows participants to choose who provides
their ride.
Vouchers are \$7.00 one way or \$14.00 round trip.

Contact: KIPDA's ADRC: 502-266-5571

ELDER HELPERS

Senior Transportation Services | Free Elder Care Provided By Dedicated Volunteers

Our volunteers are willing to help with carrying groceries,
run errands, give rides, entertain (i.e. sing, dance, and
make you laugh!), help out with making phone calls,
writing letters and reading, help with cleaning and help
with cooking.

Sign Up Online at: elderhelpers.org



ABLE CARE TRANSPORTATION

Medical and Non-Medical Transportation:
Providing Safe and Reliable Transportation in
Louisville, KY and the Surrounding Communities

Able Care Transportation provides reliable and safe non-emergency medical transportation. We offer both medical and non-medical concierge transportation for senior, disabled, handicapped, and special needs clients. We specialize in ambulatory transportation, including clients who walk with a cane or walker, or need wheelchair transport. We also offer stretcher transport.

Website: www.ablecaretransport.com
Contact: (502) 267-1911

HOME INSTEAD

Transportation Assistance Activities & Benefits

Our professional CAREGivers don't just drop off and pick up your elder family members. Instead, we help your loved ones get ready, accompany them and provide any assistance required at the destination. Then, everyone returns home safely and settles back in. Our CAREGivers will even put the groceries away.

Visit Online: www.homeinstead.com
Contact: (502) 230-9682

TARC 3

Apply for TARC 3 if you have a medical condition prohibiting you from being able to access regular TARC stops & services.

Apply for TARC 3 at: www.agefriendlylou.com/mobility-resources and click download TARC 3 Application and follow instructions provided.

Contact: (502) 231-3217 for questions or concerns.



JEWISH FAMILY AND CAREER SERVICES

Passport Around Louisville Service (PALS)

An easy-to-use, affordable program that helps senior adults maintain their independence by providing transportation services.

PALS operation hours:
Monday - Friday | 9 a.m. to 5 p.m.

Sedans & Wheelchair Accessible Vans available.

Contact: Aaron Guffey for qualification assessment:
(502) 452-6341 ext. 301

Website:
<https://jfcslouisville.org/transportation>

JENCARE SENIOR MEDICAL CENTERS

Door-To-Doctor

Non-emergency transportation for JenCare Medicare Advantage patients who qualify. Door-to-Doctor transportation when you need to see your primary care physician or specialist for regularly scheduled appointments or last-minute visits.

Locations:
2406 W Broadway, Louisville
· (502) 775-1211
8019 Dixie Highway, Suite 101, Louisville
· (502) 333-3121
1918 Hikes Lane, Suite 102, Louisville
· (502) 473-4067

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