



Maryland Department of Aging

CAREGIVER SERVICES CORPS

Frequently Asked Questions

Q: Why is this service being offered?

- A. It is imperative that we do everything we can to keep older adults living in their homes safely during this crisis. The needs of older adults living in their homes can change very quickly, however. Their caregiver, or person who assists them in everyday tasks, may not be available to help them for a short period of time or the senior may be experiencing new support needs and they don't know where to turn. This service is being offered to provide a mechanism to quickly assess the needs of older adults and respond through the deployment of volunteer caregivers and other resources.

Q: If I am an older adult or someone who assists an older adult with everyday tasks, how do I access this system?

- A. Call 2-1-1. The 2-1-1 call specialist will transfer you to the **Caregiver Service Corps** call center if it is determined that the need is pressing and can be best served by the Corps. The service is available 7 days a week.

Q. Should older adults and those people who assist them utilize this service instead of calling 911?

- A. 9-1-1 should always be called for life – threatening emergencies. If you are having trouble breathing, are experiencing chest pains, have bleeding that won't stop, etc. please call 9-1-1. The CSC program is designed to serve older adults with pressing but not life – threatening emergencies.

Q. Is there a fee for this service or is it free?

- A. There is no fee for the service. The service is not designed to provide for ongoing long term needs of older adults but rather serve as a “stop-gap” program. People should always work with their primary care physician or insurance company to arrange for long term ongoing needs of more than a few days.

Q. What if I am not a family member or regular caregiver for a senior but I am concerned someone I know, such as a neighbor, appears to need assistance?

- A. Speak with the older adult or their family member to make them aware of this program. Also, be sure to suggest that the senior become enrolled in Senior Call Check. Visit <https://aging.maryland.gov/Pages/senior-call-check.aspx> for more information.

Q. What are the types of things the *Caregiver Services Corps* can do for older adults?

- A. There are a variety of tasks the CSC volunteers can perform. Some examples include:
- Assist with the individual’s self-administration of medications
 - Help with ambulation or transferring
 - Assist with bathing and completing personal hygiene routines
 - Arrange for delivery for essential groceries or prepared meals
 - Educate seniors on how to use video technologies to connect with loved ones or healthcare providers

Q. My father, mother or other senior family member lives in Maryland and I would like to get them connected to this program, but I live out of state. What number should I call to get connected to the Maryland CSC service?

- A. Call 800-337-8958

Q. My senior family member is not experiencing any problems at this time, but it would be helpful to get assistance checking in on his/her status.

- B. Maryland has a **Senior Call Check** program that is free for all residents 65 and older. Every senior who is serviced by the CSC command center will be enrolled in the Senior Call Check

program. Every day a telephone call will be placed to a participant at a regularly scheduled time. If the participant does not answer their first call, they will be tried two more times. If those calls go unanswered, additional calls will be made to notify an alternative person who is selected by the participant during program enrollment. You can also register directly for the Senior Call Check program by calling 1-866-50-CHECK (24325) or registering on-line at aging.maryland.gov.

Q. I don't want someone to come to my home, but I am an older adult and have questions about services in my community. Should I still call 2-1-1?

- A. Yes, you should call 2-1-1. The call specialists are available to answer your questions and refer you to a wide range of services (shelter, utility assistance, mental health, disability, legal services, etc.). If you have a pressing concern and the operator determines you would best be served by the CSC program your call will be transferred and they will serve you quickly.

Q. Are the call center services provided in different languages?

- A. Yes, 2-1-1 and the CSC call center provide services in a number of languages other than English.

Q. Should I call 2-1-1 if I think I have been exposed to COVID-19 and have symptoms such as a cough, fever, and tiredness?

- A. No, do not call 2-1-1. Call your doctor if you have these symptoms. Your doctor can help you determine if you should go to a hospital. If you don't have a regular physician call a local urgent care clinic or hospital emergency department for medical advice.