



# Caregivers' *Resource Guide*

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Building a support system with  
people who understand.



# Caregivers' Resource Guide

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## Introduction

"We are here to answer your questions and find programs and services in our area that are designed to make life easier for you and those you love. It is our privilege to assist seniors, persons with disabilities and their caregivers in our 19 county region. For nearly 50 years, the Area Agency on Aging 3 has been a leader in helping those who desire safe, dignified, independent living."

Caring for a family member or close friend is one important things that you can do in your life. It may start with something simple like driving them to the store or a doctor's appointment Later, you may find yourself taking more time off from work, preparing meals or handling bills. No matter where you are in the journey of family caregiving—just beginning to anticipate a need, helping coordinate a big move or taking care of a family member full time—having a good resource to help guide both you and your loved one will make the process easier.

This resource guide is a practical tool to help you on your journey as a caregiver. You'll find information, resources and checklists to help you get organized and find the support that you might need.

Give us a call...we would be happy to help.



## How AAA3 Can Help

The Area Agency on Aging 3 offers various programs to help assist individuals and their caregivers throughout different levels of care. It's important as a caregiver that you have access to information as well as resources to help you as well as help you loved one or friend that you are assisting.

Our Find A Ride Program, Care Coordination Program, and Powerful Tools for Caregivers Workshops are just a few of the program AAA3 offers and are designed with caregivers and individuals in mind.

### Find A Ride

The Area Agency on Aging 3 links individuals who need access to transportation with a community transportation provider. We have a call center staffed by transportation specialists to help make transportation information easily accessible in our region.

How does it work?

Anyone can call our office for a free assessment of community transportation options. Our Mobility Management team and transportation specialists will work to connect you to the option that is most appropriate and affordable for you.



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.

### Care Coordination Program

Care Coordination provides information and access to home and community-based services for individuals who are at risk of needing institutional care. The Care Manager assists with access to services and links consumers to additional resources available in the community. Services such as personal care, homemaking, adult daycare, respite, etc. are available to help the individual (and the caregiver) remain as independent as possible in the community.



Programs available under Care Coordination include:

#### Alzheimer's Respite Program

This program provides services that assist the caregiver and those living with Alzheimer's disease or related dementia diagnosis to enable the person to remain in the community.

#### National Family Caregivers Support Program

This program provides support, education, and service linkage to aide the caregiver to better understand their role, as well as when and how to access and utilize assistance, which provides stress reduction and the ability to understand and better care for their loved ones.

### Powerful Tools for Caregivers

PTFC is a 6 week workshop conducted by the Area Agency on Aging 3's Health Education Department. Each workshop has 8-12 participants and meets for an hour and half once a week.

This workshop was developed at Oregon State University, and is facilitated by 2 trained, lay leaders.

Subjects addressed include:

1. Stress management
2. Communication with family, friends, medical community
3. Self-care
4. Dealing with difficult emotions
5. Caregiving decisions



The Area Agency on Aging 3 offers various programs to help assist individuals throughout different levels of care. It's important as a caregiver that you have access to information as well as resources to help you as well as help you loved one or friend that you are assisting.

Try not to anticipate what your loved one might say or how they will react. Just get the conversation started. It will likely take place over time. Be open. Express your love and concern and, most importantly, listen. Once you've started the conversation, you may wish to bring in a few other trusted family members or friends to be part of the process.



## Goals & Needs Checklist By AARP

Use this list to start the conversation about what is most important to your loved ones and what strengths they bring to bear.

Goals	Strengths
_____ To remain healthy and active	_____ Able to advocate for self
_____ To stay/move near family	_____ Adequate savings and/or income
_____ To remain in my own home for as long as possible	_____ Low-maintenance single-story home
_____ To stay active with religious or community groups	_____ Family and friends nearby
_____ To maintain hobbies	_____ Relationships with family
_____ To be around people	_____ Other
_____ To move to a residence with support services	
_____ To move to a more accessible home (one story or apartment with elevator)	
_____ To be financially secure and/or to budget for future needs	
_____ To travel/visit home country	
_____ Other	

## Needs

First determine if there is an immediate need under each area. If there is not a pressing issue, prioritize the tasks to be addressed and develop a timeline.



## General Needs Assessment

(One for each individual who will need care)

Use this list to start the conversation about what is most important to your loved ones and what strengths they bring to bear.

Area of Need	Types of Possible Tasks	Point Person
Home Maintenance and Living Situation	_____ Pay rent/mortgage _____ Home repairs/modifications _____ Ongoing maintenance _____ Safety concerns _____ Grocery shopping & meal preparation _____ Lawn care _____ Pet care _____ Housekeeping _____ Research alternative living situations _____ Other: _____	_____ _____ _____ _____ _____ _____ _____ _____
Financial Affairs	_____ Paying bills _____ Keeping track of financial records _____ Managing assets _____ Applying for and supervising public benefits	_____ _____ _____ _____
Transportation Needs	_____ Driving decisions _____ Coordinating rides _____ Locating transportation services	_____ _____ _____
Personal Care	_____ Coordinating personal care activities _____ Help with daily grooming and dressing _____ Rides to hair stylist _____ Clothes shopping	_____ _____ _____ _____
Health Care	_____ Monitor and record physical and emotional symptoms _____ Arrange medical appointments, transportation, and someone to accompany as needed _____ Submit medical insurance and bills _____ Explain medical decisions _____ Medication management (fill prescriptions, fill pill boxes, give reminders and dispense medications) _____ Perform medical tasks (wound care, injections, and catheter) _____ Obtain medical bracelet and/or medical alert system if needed	_____ _____ _____ _____ _____ _____ _____
Adaptive Devices	_____ Ordering, maintaining and paying for adaptive devices _____ Training on how to use devices _____ Other	_____ _____ _____



# Personal & Home Information Checklist

(One for each individual who will need care)

Name: \_\_\_\_\_

X	Personal Information	Where Is It Kept?	Contact Name
	Social Security Card		
	Birth Certificate		
	Marriage Certificate		
	Death Certificate (for deceased spouse)		
	Divorce Papers		
	Military Records branch of service VA ID#: discharge papers:		
	Driver's License/Organ Donor Card		
	Passport/Citizenship Papers		
	Address Books (names and addresses of friends and colleagues)		
	Lists of church & community memberships and contact information		
	Information on waiting lists or contracts with retirement communities/nursing homes		
	Information on funeral arrangements		
	Pet Care: Vet, Sitter, Walker		
	Beautician/Barber		
	Lawyer		
	Other		
	Passwords		

X	Home Item	Where Is It Kept?	Contact Name
	Mortgage Company Name: Amount due:		
	Rental Management Company: Amount due:		
	Rental/Real Estate Agent:		
	Gas/Electric/Water Company:		
	Cable/Internet/Telephone:		
	Home Security Company:		
	Homeowners Insurance Agent: Insurance Policy #: Homeowners Premium:		
	Garbage/Recycle Service Pickup Day is: M T W Th F (circle)		
	Home Services: • Handy person • Lawn care		



# Health Checklist

PHARMACY Name	PHONE #	LOCATION
PHARMACY Name	PHONE #	LOCATION
DOCTOR Name	PHONE #	ADDRESS
DOCTOR Name	PHONE #	ADDRESS
DOCTOR Name	PHONE #	ADDRESS
DOCTOR Name	PHONE #	ADDRESS
DOCTOR Name	PHONE #	ADDRESS
DENTIST Name	PHONE #	ADDRESS
HOME CARE AGENCY	PHONE #	ADDRESS

X	Item	Where Is It Kept?	Contact Name
	Medicare Original or Medicare Advantage: ID Number:		
	Medicare Prescription Drug Coverage: ID Number: <i>(does not apply to an Advantage plan with drug coverage)</i>		
	Other Health Insurance Policy (Medigap): Company: Premium: Payment schedule:		
	Veterans Health System: ID #:		
	Do Not Resuscitate (DNR) Order:		
	Living Will/Advance Directives		
	Durable Power of Attorney for Health Care		
	Other		



## Additional Beneficial Checklists

Name: \_\_\_\_\_

Transportation Checklist		
X Item	Notes	Where Is It Kept?
Auto(s):	Make(s):	
Auto Loan Information:		
Title for Car(s):		
Auto Insurance Company:		
Recreational Vehicles: Title: Insurance:		
Transportation Services (such as ACCESS van or local cab service):		

Financial Checklist		
X Item	Notes	Where Is It Kept?
Bank Records (checking/savings accounts) Pin number clues Online banking/accounts with passwords & clues		
Trusts		
Will		
Durable Power of Attorney for Finances		
Any Rental Agreements or Business Contracts		
Complete List of Assets & Debts		
List of Routine Household Bills		
Federal & State Tax Returns (past 3-5 years): Tax Preparer:		
Records of Any Personal Loans Made to Others:		
Financial Planner or Broker:		
Life Insurance Policy or Policies:		
Disability Insurance (long- and short-term):		
Long-Term Care Insurance:		
Safe Deposit Box(es): Location(s): Number(s): Keys:		



## Sample Caregiving Plan

A caregiving plan can be simple or as detailed as you and your team desire. Use this simple plan to determine the goals, steps, person responsible and timing together. Try to include a self-care goal for yourself and your team.

Name: \_\_\_\_\_ Date Started: \_\_\_\_\_

Team Members: \_\_\_\_\_

Contact Info: \_\_\_\_\_

Need	Steps	Person Responsible	Timeframe
1. Better understand and manage Mom's medical care	a. Create chart of medications to be taken when (make multiple copies for team) b. Buy pill organizer c. Get calendar to mark all appointments d. Mom signs form giving doctor permission to discuss medical care with me and my sister e. Take notes at each appointment in journal—get written instructions from doctor f. Confirm follow-up & any appointments		
2. Move Mom to a new home	a. Determine amenities and services needed b. Determine budget c. Research locations d. Research facility types e. Sort through stuff to be sold or given away		
3. For the caregiver: Relax with friends once a week	a. Call Mary on Monday for a movie on Friday		

Day	Tasks	When	Person Responsible	Plan
Monday	1. Check whether medications have been taken 2. Go to doctor's appt and manage Mom's medical care	End of day 1:00 p.m.	Daughter Mary Daughter Ann	Call and review pill box Drive to appt, get prescriptions, set in pill box
Tuesday	1. Go grocery shopping 2. Check on medications	After work	Son Alan	Call Mom for grocery list at lunch.  Check pill box when dropping off groceries. Look in fridge for spoiled food.
Wednesday	1. Check on medications	End of day	Daughter Mary	Call and review pill box
Thursday	1. Check on home-delivered meals on the holiday 2. Check on medications	Today End of day	Daughter Mary Daughter Mary	Call agency about holiday meals.  Call and review pill box

Make a weekly schedule M-Sun or even monthly to help with daily tasks and regular routine.





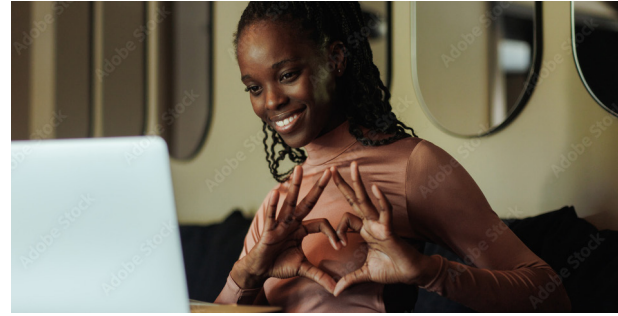
## Long Distance Support

How to provide meaningful support from a distance

When family members live far away from the person with care needs, it may be challenging to determine how to provide meaningful care and support. Too often, in these situations, all of the care and support falls on the shoulders of one primary care partner who lives close. Information provided by Our Family, Our Way.

### 1. Gathering information

When there's a new diagnosis, a new medication, or a new therapy option, you can volunteer to gather information in order to help the person with care needs and the primary care partner make medical decisions. For example, you can "research" healthcare providers, insurance options, local services, or support groups.



### 2. Scheduling appointments and organizing a calendar

It can take a good deal of time to schedule healthcare provider appointments and manage the calendar of the person with care needs. By setting up and utilizing an online family calendar, you can help the person with care needs and primary care partner coordinate all the complex things that go along with care and support. Offer to make calls, schedule appointments, and add events to the family calendar.

### 3. Online shopping

Grocery store delivery and online shopping options make assisting with shopping easier than ever. Consider taking care of weekly grocery shopping online and scheduling a delivery or pick up at a time that is convenient for the person with care needs and/or the primary care partner. These days, shipping is available for almost any item that might be needed.

### 4. Filling mail order prescriptions

Similar to online shopping, most insurance companies provide an option for mail order prescriptions. Sometimes, by using this option, you can get 90-day refills instead of just 30-day quantities. Volunteering to set up the mail order feature and managing that process can be a real time-saver for the person with care needs and primary care partner.

### 5. Providing financial assistance & assistance with financial management

If you are able, you can contribute money toward items to help the person with care needs or lighten the load for the primary care partner. For example, you could cover - or share the cost of - a housekeeper, someone to mow grass or shovel snow, transportation expenses or health care expenses. Even if you are not able to contribute money, you can assist with managing the finances of the person with care needs and/or the primary care partner. Helping to set up online and/or automatic bill payments may help relieve some stress and worry.

### 6. Calling, writing, or video visiting regularly

Even when it's not feasible to visit in-person regularly, make it a habit to call or write often. Sending an email, dropping a card in the mail, or sending a small gift can help them feel cared for and supported. Utilize technology for remote visits. Schedule time to Zoom or FaceTime with your family member.



## Effective Communication

General communication tips for your family meeting

Effective family meetings involve the opportunity for each family member to share their thoughts about the care and support arrangement and then work together to incorporate those perspectives into the best possible plan for your family. However, many families worry they won't be able to communicate well with each other when they start talking about care and support issues.

### 1. Think about the best time to talk

You may have family members who are "not morning people" or don't do very well in the evening. It can be difficult to have good communication when you're not fully awake or are very tired. Try to plan your family meeting at a time when family members, and especially the person with care needs, will be at their best.



### 2. Set some communication ground rules

At the very beginning of your meeting, agree to some ground rules about how you want to treat each other during your meeting, such as...

- Everything is 'on the table.'
- No raising voices.
- Everyone gets a chance to talk.
- Everyone put away phones and devices.

You may find it helpful to write down your ground rules and post them where everyone can see them.

### 3. Use "I" messages

When we begin certain statements with "you," we tend to make others feel defensive. However, "I" messages can be used to share feelings, concerns, needs, and expectations without making the other person feel attacked. For example,

- I feel overworked and would really appreciate some help. vs. You never help.
- I feel misunderstood and it makes me feel upset. vs. You don't understand how I feel.

### 4. Talk with the person who needs care, not about them

Some families have a tendency to talk about the person with care needs as if they are not in the room. This can make the person with care needs feel as if they don't have a say in their own life and may cause them to become upset. If you hear yourselves saying, he, she, or they when referring to a person who is in the meeting, there's a good chance you're talking about and not with them.

### 5. Share the air (give everyone a chance to talk)

In most families, there are "talkers," and there are "quiet ones." Talkers often find it easy to share their thoughts out loud, and quiet ones often need a little time to process their thoughts before they speak. Moments of silence can be uncomfortable for talkers, and they might feel they need to fill the silence, which can make it difficult for the quiet ones to share. Don't feel like you have to fill all the silence. Take a moment to check in with the quiet ones and see if they have anything they would like to say. Give everyone time to process and discuss before moving on to the next item.

### 6. Take a break

If you feel you are just not communicating well with each other, despite your best efforts, take a break from your meeting for a few minutes, a few hours, or even a few days. It might just not be the right time for your discussion. But, before you take a break, pick a time to meet again.



## Better care starts with self care.

Are you a family member, friend, or neighbor that helps someone with things like bathing, dressing, errands, taking medication, or even getting to appointments?



If you help at all, YOU are a caregiver!

We use TCARE (TAILORED CAREGIVER ASSESSMENT AND REFERRAL) a caregiver assessment tool that focuses on the needs of the family caregiver. Through a series of questions, we can find those areas of stress that can lead to caregiver burnout. An individualized care plan is then created to help the family caregiver manage their role and identity as a caregiver. Our staff will help you get connected to services such as support groups, counseling, caregiver support and education, financial assistance, benefits counseling, and respite to reduce those stressors.

TCARE has helped over 100,000 people just like **YOU!**



Improved overall health of caregiver and care recipient by 84%<sup>1</sup>



Reduced nursing home / assisted living facility placement by 18-24 months<sup>1</sup>



Reduced clinical depression, stress burdens, and financial concerns.<sup>1</sup>

We know that being a family caregiver can be very demanding and stressful. We are here to help. You are not alone! Please contact us to get connected to a Caregiver Specialist.

<sup>1</sup>TCARE & Oliver Wyman surveyed working individuals who were also family caregivers. Statistics based on 307 survey responses from full time working individuals who currently or previously had a parent that required their assistance with long term care needs.

## ALZHEIMER'S ASSOCIATION SUPPORT GROUPS

### NORTHWEST OHIO CHAPTER



### Presented By: Alzheimer's Association Northwest Ohio Chapter

Allen County Caregiver Support Group

Meets on the 1st Tuesday of the month  
7:00 p.m. to 8:00 p.m.

Kessler Estates  
2075 N Eastown Road, Lima

Registration is required.  
Please call the Helpline at 800-272-3900 to register

Visit [alz.org/nwohio](http://alz.org/nwohio) to learn more about caregiver programs and resources. To further extend your network of support, visit ALZ connected®, our online community, at [alzconnected.org](http://alzconnected.org).

FOR YOUR SAFETY, MASKS ARE REQUIRED

### Build a support system with people who understand.

Alzheimer's Association support groups, conducted by trained facilitators, are a safe place for people living with dementia and their care partners to:

- Develop a support system.
- Exchange practical information on challenges and possible solutions.
- Talk through issues and ways of coping.
- Share feelings, needs and concerns.
- Learn about community resources.



## National Support and Helpful Resources

### AARP

- AARP Caregiving Resource Center: [www.aarp.org/caregiving](http://www.aarp.org/caregiving) or 877-333-5885
- Advance Directive Forms: [www.aarp.org/advancedirectives](http://www.aarp.org/advancedirectives) Free, downloadable state-specific advance directive forms and instructions
- AARP Care Guides: [www.aarp.org/careguides](http://www.aarp.org/careguides)
- AARP Local Caregiver Resource Guides: [www.aarp.org/caregiverresourceguides](http://www.aarp.org/caregiverresourceguides)
- AARP Caregiving Tools: [www.aarp.org/caregivingtools](http://www.aarp.org/caregivingtools) - web-based tools to find services, keep track of health records and more.
- AARP Medicare Q&A Tool: [www.aarp.org/MedicareQA](http://www.aarp.org/MedicareQA)
- AARP Health Law Answers: [www.healthlawanswers.org](http://www.healthlawanswers.org)
- AARP I Heart Caregivers: [www.aarp.org/iheartcaregivers](http://www.aarp.org/iheartcaregivers) - Share your caregiving story and connect with others.
- AARP Long-Term Care Cost Calculator: [www.aarp.org/longtermcarecosts](http://www.aarp.org/longtermcarecosts)
- AARP Online Caregiving Community: [www.aarp.org/caregivingcommunity](http://www.aarp.org/caregivingcommunity) - Join & connect with other caregivers like you.

### Administration on Community Living (ACL): [www.acl.gov](http://www.acl.gov)

The federal agency responsible for advancing the concerns and interests of older people. The website has a variety of tools and information for older adults and family caregivers.

### Alzheimer's Association: [www.alz.org](http://www.alz.org) or 800-272-3900

Resources, tools, and a 24-hour helpline for people with Alzheimer's disease and their families.

### American Cancer Society: [www.cancer.org](http://www.cancer.org) or 800-227-2345.

From basic information about cancer and its causes to in-depth information on specific cancer types—including risk factors, early detection, diagnosis and treatment options.

### American Diabetes Association: [www.diabetes.org](http://www.diabetes.org) or 800-342-2383

Resources and research to prevent, cure and manage diabetes.

### American Heart Association: [www.heart.org](http://www.heart.org) or 800-242-8721

Resources will help you better care for someone who has heart disease or who has had a heart attack, heart surgery or a stroke.

### Argentum: [www.argentum.org](http://www.argentum.org)

Information and resources on assisted living options and how to find them.

### Care.com: [www.care.com](http://www.care.com)

Improving the lives of families and caregivers by helping them connect in a reliable and easy way.

### Caregiver Action Network: [www.caregiveraction.org](http://www.caregiveraction.org) or 202-454-3970

Information, educational materials and support for family caregivers.

### CaringInfo: [www.caringinfo.org](http://www.caringinfo.org)

A national engagement initiative to improve care at the end of life.

### Eldercare Locator: [www.eldercare.gov](http://www.eldercare.gov) or 800-677-1116

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

### Elizabeth Dole Foundation: [www.elizabethdolefoundation.org](http://www.elizabethdolefoundation.org)

Created to help American military caregivers by strengthening the services afforded to them through innovation, evidence-based research, and collaboration.

### Family Caregiver Alliance: [www.caregiver.org](http://www.caregiver.org) or 800-445-8106

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

### LeadingAge: [www.leadingage.org](http://www.leadingage.org)

Consumer information on long-term care facilities and services, and how to access them.

### Medicare: [www.medicare.gov](http://www.medicare.gov) or 800-633-4227 - The official U.S. government site for Medicare.

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

### National Academy of Elder Law Attorneys: [www.naela.org](http://www.naela.org)

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find information on legal issues affecting older adults and a database of elder law attorneys by state.



## National Support and Helpful Resources

### National Alliance for Caregiving: [www.caregiving.org](http://www.caregiving.org)

Organization dedicated to improving the quality of life for caregivers and individuals through research, innovation and advocacy.

### National Alliance for Hispanic Health: [www.healthymamericas.org](http://www.healthymamericas.org) or 866-783-2645

The Hispanic Family Health Helpline and its Su Familia provide free and confidential health information for Hispanic families.

### National Association for Home Care & Hospice: [www.nahc.org](http://www.nahc.org)

Consumer information on how to select a home care provider or hospice.

### National Association of Home Builders: [www.nahb.org/caps](http://www.nahb.org/caps) or 800-368-5242

A web-based directory of certified aging-in-place specialists who can identify and/or provide home modifications that make a home accessible, safer and more comfortable.

### National Association of Social Workers: [www.socialworkers.org](http://www.socialworkers.org)

This organization maintains a directory of licensed social workers at [www.helppro.com/nasw](http://www.helppro.com/nasw).

### National Clearinghouse for Long-Term Care Information: [www.longtermcare.gov](http://www.longtermcare.gov)

Information and tools to help plan for long-term care needs.

### National Hospice and Palliative Care Organization: [www.nhpco.org](http://www.nhpco.org) or 800-646-6460

Provides free consumer information on hospice care and puts the public in direct contact with hospice programs.

### National Multiple Sclerosis Society: [www.nationalmssociety.org](http://www.nationalmssociety.org)

Offers resources and support to navigate the best life through the challenges of MS.

### National Parkinson Foundation: [www.parkinson.org](http://www.parkinson.org) or 800-473-4636

Events, research progress and resources for those affected by Parkinson's disease.

### National Respite Network: [www.archrespice.org](http://www.archrespice.org)

A service that helps people locate respite services.

### NIH Senior Health: [www.nihseniorhealth.gov](http://www.nihseniorhealth.gov) or 800-222-2225

Fact sheets from the U.S. National Institutes of Health can be viewed online or ordered for free.

### Rosalynn Carter Institute for Caregiving: [www.rosalynncarter.org](http://www.rosalynncarter.org)

Created to support caregivers, both family and professional, through efforts of advocacy, education, research and service.

### SAGECAP: [www.sageusa.org/sagecap](http://www.sageusa.org/sagecap)

An organization providing counseling, information, support groups and more to gay, lesbian, and bisexual and transgender caregivers.

### Social Security Administration: [www.ssa.gov](http://www.ssa.gov) or 800-772-1213

Help and information on eligibility and benefits are available online. Phone help is available 7 a.m. to 7 p.m. ET Monday through Friday.

### State Health Insurance Assistance Program (SHIP): [www.shiptacenter.org](http://www.shiptacenter.org) or 877-839-2675

Your local SHIP offers one-on-one counseling assistance for people with Medicare and their families.

### The Conversation Project: [www.theconversationproject.org](http://www.theconversationproject.org)

Created to help people talk about their wishes for end-of-life care.

### Veterans Affairs: [www.caregiver.va.gov](http://www.caregiver.va.gov) or 855-260-3274

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver support programs for veterans.

### Village to Village Network: [www.vtvnetwork.org](http://www.vtvnetwork.org)

An organization that helps communities start Villages, which are membership-based groups that respond to the needs of older people within a geographic area. Find Villages across the U.S. online.

### 2-1-1: [www.211.org](http://www.211.org)

A free and confidential service that helps people across North America find the local resources they need.

