



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

ABOUT THIS GUIDE:

The Council on Aging of Middle Tennessee (COA), a nonprofit organization serving older adults for 35 years, conducted a survey of Leadership Council members in April 2020 to assess the challenges and unmet needs of older adults and family caregivers during the COVID-19 pandemic.¹ Results from the survey led to the creation of this COVID-19 RESOURCE GUIDE FOR OLDER ADULTS & CAREGIVERS. The Guide was updated in August 2020 and translated into Spanish, Arabic and Kurdish.

This Guide is tailored for older adults but is not comprehensive; additional help can be found on the United Way of Greater Nashville's COVID-19 Response Fund website:

<https://www.nashvilleresponsefund.com/>

KEY QUESTIONS & RESPONSES FROM THE SURVEY:

What are the biggest challenges facing older adults & families right now?

- Social isolation
- Food & medication access/delivery
- Caregiver support & relief

What needs are NOT being met adequately?

- Social connection
- Caregiver support & relief
- Food & medication access/delivery –AND– Emergency financial assistance

AN IMPORTANT NOTE FOR ENGLISH LANGUAGE LEARNERS:

When using this Guide to request a program or service, please make sure to have someone who is proficient in English assist you with your call, as the organization may not have bilingual staff.

FOR GENERAL INFORMATION AND ASSISTANCE:

Council on Aging
of Middle TN
615-353-4235

Greater Nashville Regional Council
[Area Agency on Aging & Disability]
615-255-1010

United Way
Greater Nashville
2-1-1 or 1-800-318-9335

¹ The Leadership Council is a committee of over 20 nonprofit and government leaders in Middle TN whose agencies serve and safeguard older adults. The Council on Aging is the convener and facilitator.

Social Connection through Friendly Phone Support

Helpline

Council on Aging of Middle TN

1-615-353-4235

Call the Council on Aging for helpful information and referral to community services/resources. Our Helpline is for any older adult, caregiver, or aging services professional.

Website: <https://www.coamidtn.org/>

Care Through Conversation

TN Commission on Aging & Disability

1-615-253-4307

If you are 60+ years old or a caregiver, you can sign up to request a weekly call from a vetted volunteer. Volunteers will check in, assess your needs and connect you with information and support.

Website: <https://www.tn.gov/aging/our-programs/care-through-conversation.html>

Community Connections – Friendly Voices

AARP-TN

1-888-281-0145

“Sometimes, just hearing a friendly voice on the other line can help in challenging times.” This is a phone support program for older adults and loved ones, offered by trained AARP volunteers across the country.

Website: <https://aarpcommunityconnections.org/friendly-voices/>

Care Management / Essential Needs Intake

FiftyForward

1-615-743-3416

Any older adult in Davidson or Williamson County can call FiftyForward for an intake of essential needs, case management & support. Website: <https://fiftyforward.org/supportive-care/care-management/>

Pandemic Pals

Gallatin Chamber of Commerce

615-452-4000

This phone support program allows older adults to sign up to receive friendly phone check-ins. Interested community volunteers can also sign up to assist with meal deliveries and other needs.

Website: <https://www.gallatintn.org/programs-events/pandemic-pals>





COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

Many faith communities are also calling their members / congregants to maintain connection. If you would like to stay connected in this way, please call your local church, synagogue, mosque or temple.

Caregiver Support & Relief



Helpline & Online Caregiving Resources Council on Aging of Middle TN

1-615-353-4235

Are you a caregiver of an aging relative (spouse, parent, friend or other family member), or a grandparent providing care for your grandchild? If you are having difficulty managing caregiving, work and/or homeschooling during the COVID-19 pandemic, call COA's Helpline for a Care Consultation and check out our online Directory, Aging and Caring e-book, Empowering Grandparents e-book and care navigation tool, Roobrik. Website: <https://www.coamidtn.org/>

Telephone Caregiver Support Group Alzheimer's Tennessee

1-615-580-4244

If you are caring for someone with Alzheimer's disease or another type of dementia, times like these can make you feel especially isolated and alone. Call Alzheimer's Tennessee – Middle Tennessee office, or visit the website to join an Alzheimer's Caregiver Support Group. Support groups are meeting by phone or Zoom. Website: <https://www.alztennessee.org/support-groups>

Caregiver Support Group & Telehealth Counseling Jewish Family Service

1-615-356-4234

Join a warm and supportive group of caregivers at Jewish Family Service. The Caregiver Support Group meets every other Friday, alternating with a Grief Support Group. Through the COVID-19 pandemic, meetings will occur online. JFS also provides HIPAA-compliant telehealth counseling. Website: <http://jfsnashville.org/>

Support Group for Caregivers of Persons with Dementia Mental Health America of the MidSouth

1-615-269-5355

Join a support group for caregivers of persons with dementia, and/or seek additional support and services provided by Mental Health America of the MidSouth. Website: <https://www.mhamt.org/support/aging-alzheimers-services/>



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

Family Directed Respite Vouchers **Tennessee Respite Coalition**

1-888-579-3754

Call the TN Respite Coalition's statewide respite hotline to request weekly phone calls of support and encouragement. Additional offerings: a Facebook support group for caregivers; "e-Care Packages" containing resources & self-care activities; vouchers for respite. Website: <https://tnrespite.org/services/>

Food & medication access / delivery

FiftyForward Fresh meal delivery / Care Management for older adults

FiftyForward

1-615-743-3416

If you live in Davidson or Williamson County and you need help accessing food (groceries and/or meals), call FiftyForward. FiftyForward provides and delivers emergency food boxes, older adult-specific groceries, and hot and frozen meals to older adults in need. Website: <https://fiftyforward.org/>



Drive-through Food Pantry – for pick-up

Graceworks Ministries

1-615-794-9055

If you live in Franklin, TN and need food assistance, Graceworks Ministries is distributing food by appointment. Households may schedule to pick up food once every 30 days, or once every 15 days (if there are school-age children in the household). The appointment process is easy to complete on the Graceworks website. Website: <https://www.graceworksministries.net/>

Grocery delivery assistance for older adults

Greater Nashville Regional Council (GNRC)

1-615-255-1010

The Greater Nashville Regional Council (GNRC) can deliver groceries for older adults when GNRC volunteers are available. To receive grocery delivery assistance, you must be able to order and pay for your groceries online, and the GNRC volunteer will pick them up and deliver them to you. Website: <https://www.gnrc.org/>



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

Kosher Food Pantry delivery & assistance with online grocery shopping **Jewish Family Service**

1-615-356-4234

Call the Jewish Family Service if you need kosher food delivered to your home and/or help using technology to grocery shop online. Website: <http://jfsnashville.org/>

Meal delivery – for those who medically qualify **Metro Social Services**

1-615-862-6400

Call Metro Social Services if you would like to have meals delivered to your home, and the agency will determine if you medically qualify for meal delivery. Website: <https://www.nashville.gov/Social-Services.aspx>

Food assistance for older adults **Mid-Cumberland Community Action Agency**

1-615-742-1113

Mid-Cumberland Community Action Agency can provide food assistance in Cheatham (615.792.3632), Robertson (615.384.1086), Rutherford (615.893.8938), Sumner (615.452.7570), Trousdale (615.444.4714), Williamson (615.790.5798) and Wilson (615.444.4714) Counties. Contact your local office for assistance. Website: <https://www.midcumberland.org/>

Meal delivery for older adults – outside of Davidson County **Mid-Cumberland Human Resource Agency**

1-615-331-6033

Mid-Cumberland Human Resource Agency operates in all 12 Middle Tennessee counties outside of Metro Davidson County. If you live in a Middle Tennessee county outside of Davidson and you need meals delivered to your home, call the Mid-Cumberland Human Resource Agency. Website: <http://www.mchra.com/>

Emergency Food Box program – for pick-up **Second Harvest Food Bank**

1-615-329-3491

Call the Second Harvest Food Bank to receive emergency food boxes if you have been affected by the March 3rd tornadoes and COVID-19 in Davidson County. No income requirement, but an ID is required for all adults in your household, along with proof of address. To find the closest pick-up location near you, see this website: <https://www.secondharvestmidtn.org/get-help/>



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

Transportation to medical appointments or the grocery store

Senior Ride Nashville

1-615-610-4040

Senior Ride Nashville is an affordable, assisted ride service that pairs a senior who needs a ride with a volunteer who can give one. If you live in one of these current service areas (Madison, Donelson, Old Hickory, Hermitage, East Nashville or West Nashville), are age 60+ and need transportation to essential destinations like medical appointments or the grocery store, call Senior Ride Nashville. Website: <https://www.seniorridenashville.org/>

Meal delivery for older adults

St. Luke's Community House

1-615-350-7893

St. Luke's Community House is offering meal deliveries 2x/week to older adults 60+ who live in West Nashville. Website: <https://www.stlch.org/>

Food delivery for older adults

The Store

1-615-460-8331

If you are 65+ years old and cannot leave your home due to the risk of COVID-19, you can apply to receive food deliveries from The Store. The Store is accepting delivery requests from residents in these zip codes: 37201, 37203, 37304, 37206, 37207, 37208, 37210, 37211, 37212, 37214, and 37216.

Website: <http://www.thestore.org/>

Supplemental Nutrition Assistance Program (SNAP)

TN Department of Human Services

1-866-311-4287

The Supplemental Nutrition Assistance Program (SNAP) provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. If you need assistance applying for SNAP benefits because you have a disability or don't speak English, please call the Family Assistance Service Center at the phone number listed above. After the recorded message, you will reach an operator who can provide you with an interpreter. Website: <https://faonlineapp.dhs.tn.gov/>

Meal delivery for older adults

Williamson County Meals on Wheels

1-615-762-7746

If you live in Williamson County and would like meals delivered to your home on a weekly basis, call the Williamson County Meals on Wheels.

Emergency financial assistance



For a comprehensive, up-to-date listing of all of the organizations in Middle Tennessee that are providing emergency financial assistance during the COVID-19 health and economic crisis, visit the United Way COVID-19 Response Fund website:

<https://www.nashvilleresponsefund.com/individuals>

Legal Assistance

Advance Directives

Honoring Choices Tennessee

Help@advancedirectivestn.org

An Advance Directive is a written statement of a person's wishes regarding medical treatment, made to ensure those wishes are carried out should the person be unable to communicate them to a doctor. Honoring Choices Tennessee makes it easy to create your own Advance Directive, in just 4 easy steps.

Website: <https://advancedirectivestn.org/>

Tennessee Senior Law Alliance

Legal Aid Society of Middle Tennessee and the Cumberland & Tennessee Alliance for Legal Services

1-844-HELP4TN (1-844-435-7486)

This is a free legal helpline for any Tennessean age 60+ who is living in poverty, facing homelessness, hunger, abuse and exploitation, lack of access to benefits and/or healthcare.

Website: <https://las.org/tennessee-senior-law-alliance/>



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

Mental Health

Alive Griefline - Grief Support & Individual grief counseling

Alive Hospice

1-615-963-4732

Alive Hospice offers professional grief support to anyone who is grieving from the loss of a loved one, regardless of whether that loved one was a patient at Alive Hospice. Up to 26 sessions of individual grief counseling are free for family and friends of Alive Hospice patients, but a fee is charged to family or friends whose loved one was not a patient of Alive Hospice. No one will be denied service due to inability to pay.

Website: <https://www.alivehospice.org/griefsupport>

Care Consultations & Educational videos

Alzheimer's Tennessee

1-888-326-9888

Alzheimer's Tennessee provides care consultations to help navigate through the difficult decisions and uncertainties that people with Alzheimer's and their families face at every stage of the disease. Consultations include assessment of needs, assistance with planning and problem-solving and supportive listening.

Alzheimer's Tennessee also provides these two sets of educational videos on its website: Caregiver Academy and Living Will Academy videos. Website: <https://www.alztennessee.org/>

Therapy, Psychiatric Services & Case Management

Centerstone

1-877-HOPE123 (1-877-467-3123)

Centerstone offers intake, therapy, psychiatric services and case management. All services are virtual during the COVID-19 pandemic. In addition, beginning 8/17/20, Centerstone is providing FREE short-term supportive counseling, referrals for community resources and emotional wellness and coping skills for individuals in 20 Middle Tennessee counties whose mental health is being negatively impacted by COVID-19. To participate in this new program, call 1-888-460-4351. Website: <https://centerstone.org/locations/tennessee/>

Telehealth – Mental Health counseling

Insight Counseling Center

1-615-383-2115, extension 100

Insight Counseling Center's mission is to restore lives to wholeness mentally, emotionally, and spiritually.

Insight provides therapy to individuals, couples, and families. An income-based fee scale is available. During this time of social distancing, Insight is providing telehealth-only. Telehealth means counseling sessions take place online via a secure platform, or by telephone for those who do not have computers.

Website: <https://insightcounselingcenters.org/>



COVID-19 RESOURCE GUIDE For Older Adults & Caregivers in Middle TN

HIPAA-compliant Telehealth – Mental Health counseling

Jewish Family Service

1-615-356-4234

Jewish Family Service provides HIPAA-compliant telehealth counseling. JFS clinicians are experienced at addressing the psychological changes of aging such as the loss of a loved one, decline in physical ability, changing expectations of life, etc.. JFS accepts private health insurance and Medicare. Sliding-fee scale based on the client's ability to pay may also be available. Website: <http://jfsnashville.org/>

Mental Health counseling & related services

Mental Health America of the MidSouth

1-615-269-5355

Mental Health America of the MidSouth has made these mental health resources available:

1. Text "TN" to 741741 to reach the Crisis Text Line and to immediately be connected to a trained crisis counselor 24/7. For more information, visit the website: <https://www.crisistextline.org/>
2. The "My Health Care Home" website directs Middle Tennesseans to their nearest charitable clinic (i.e., Matthew Walker, Neighborhood Health, Neighborhood Health, etc.). It includes prescription discounts, screenings, and more information. Visit the website: <https://myhchtn.org/>
3. The Suicide Prevention Lifeline phone number is 800-273-8255. If preferred, you can go to the website and participate in a chat feature: <https://suicidepreventionlifeline.org/>
4. Mental Health America (national office) offers free, anonymous, evidence-based screenings for anxiety, depression, trauma, etc. After the screening, participants will receive local resources and do-it-yourself exercises to help. <https://screening.mhanational.org/screening-tools?ref=MHAMT>

Mental Health America of the MidSouth website: <https://www.mhamt.org/>

Veteran Services

Essential Services

Operation Stand Down Tennessee

1-615-248-1981 (Nashville)

1-931-896-2184 (Clarksville)

Operation Stand Down Tennessee provides veterans with essential services including: transitional housing, emergency financial assistance, VA benefit claims, career services, and basic needs such as food and hygiene supplies. Services are by appointment only, in-person or virtually. To make an appointment in either Nashville or Clarksville, call the number listed above or email Nashville@osdtm.org or Clarksville@osdtm.org.

Website: <https://www.osdtm.org/>