

# Supporting older adults

Older adults at higher risk may be feeling more stress. Learn about ways to support the older adults in your life.



## Ways you can help

Understand medications and medical supplies. Make sure that you know about all prescription and/or over-the-counter medications and medical supplies, such as diabetes test strips and oxygen your loved one needs. See if it's possible to have extra medication and supplies available. The recommendation is to have a two-week supply on hand, if possible. Talk with your doctor or chemist to learn how you can get what you need.

- **Create a plan for food and other supplies.** Take stock of food in your household as well as additional necessities, such as toilet roll, pet food and forms of entertainment such as books or magazines. Establish who will arrange food or supply delivery, if need be, including prepared meals. Know how much is needed. Create a back-up plan.
- **Understand the rules at care facilities.** If your loved one is in a care facility, make sure that you understand what rules they have in place about visits, communication, infection control and medical care.
- **Stay connected.** Make a plan for how you'll communicate with your loved one. Set a regular time of day to call and check in. Consider several methods of staying connected, such as phone calls, text messaging, email, social media and/or face-to-face computer time. Cards or letters by post may also help an older adult stay engaged.
- **Make a list of emergency contacts.** Have a list of phone numbers of family, friends, neighbours, healthcare providers, the local health department and other community organisations. Post the list on your fridge or another central location in your home. Make sure that your loved one also has easy access to this list.
- **Know about community resources.** If your loved one depends on community support and services (for example, an organisation that delivers meals), make sure that their needs are being met. Know who to contact in case there are problems or disruptions.



**Critical support when you need it**

Visit [optumwellbeing.com/criticalsupportcenter](https://optumwellbeing.com/criticalsupportcenter) for additional critical support resources and information.



**This programme should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest accident and emergency department.** This programme is not a substitute for a doctor's or professional's care. This programme and its components may not be available in all locations, and coverage exclusions and limitations may apply.

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