

## BECOME A VOLUNTEER!

### YOU CAN MAKE A DIFFERENCE !

- \* **Elder Abuse and Consumer Fraud Prevention**
- \* **Elderly Legal Assistance**
- \* **GeorgiaCares**
- \* **Georgia Council on Aging**
- \* **Long Term Care Ombudsman**
- \* **Nutrition and Delivery of meals**
- \* **Senior Adult Victims' Advocacy**
- \* **Wellness**
- \* **Supportive Services and Senior Centers**
- \* **Other special projects**

#### WHAT YOU CAN GET OUT OF VOLUNTEERING:

- \* Meet people,
- \* Learn skills,
- \* Help people who need it,
- \* Get a reference,
- \* Build or improve your resume,
- \* Flexible hours,
- \* Volunteer in your community,
- \* A variety of opportunities for a variety of needs.

## Reaching out to Older Georgians

Division of Aging Services  
Attn: Sheila Phillips  
Two Peachtree St., N.W.  
Suite 9.398  
Atlanta, Georgia 30303-3142  
Phone: 404-657-5253  
Fax: 404-657-1727  
Email: [slphillips@dhr.state.ga.us](mailto:slphillips@dhr.state.ga.us)

<http://aging.dhr.georgia.gov/portal/site>

To locate aging services outside of Georgia call the toll free National Elder Care Locator at 800-677-1116.

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# Reaching out to Older Georgians



### INTERESTED IN:

- \* **VOLUNTEERING?**
- \* **INTERNSHIP OPPORTUNITIES?**
- \* **SERVICE LEARNING HOURS?**



**Division of Aging Services**

## AREA AGENCIES ON AGING

The 12 Area Agencies on Aging are the gateway to community services for older adults to find housing, attend senior centers, receive home-delivered meals, locate and attend adult day care, get information on Medicare, Medicaid and prescription assistance programs and more. The local Area Agency on Aging is the clearinghouse for information about volunteer opportunities.

\* SENIOR CENTER PROGRAMS



\* ADULT DAY CARE

\* TELEPHONE REASSURANCE



\* MEALS ON WHEELS DELIVERY

\* FRIENDLY VISITING

\* HEALTH PROMOTION ACTIVITIES



### Northwest Georgia

Contact: Carol Lockett 800-759-2963 or 1-800-759-2963

Counties served: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Murray, Paulding, Pickens, Polk, Walker, Whitfield

### Legacy Link/Georgia Mountains

Contact: Carol Boykin 770-538-2650 or 1-800-845-5465

Counties served: Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White

### Atlanta Regional Commission

Contact: Mary Byrd 404-463-3333

Counties served: Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale

### Southern Crescent

Contact: Mona Browning 706-675-6721 or 1-866-854-5652

Counties served: Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson

### Northeast Georgia

Contact: Peggy Jenkins 706-369-5650 or 1-800-474-7540

Counties served: Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton

### Lower Chattahoochee

706-256-2910 or 1-800-249-7468

Counties served: Chattahoochee, Clay, Crisp, Dooley, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor Webster

### Middle Georgia

Contact: Julie Hall 478-751-6489 or 1-888-548-1456  
Counties served: Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson

### Central Savannah River

Contact: Wallace White 706-210-2029 or 1-888-922-4464

Counties served: Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes

### Heart of Georgia Altamaha

Contact: Linda Hunter 1-888-367-9913

Counties served: Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox

### Southwest Georgia

Contact: Anne Bragg 229-432-1131 or 1-800-282-6612

Counties served: Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth

### Southeast Georgia

Contact: Wanda Taft 912-287-5888 or 1-888-732-4464

Counties served: Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware

### Coastal Georgia

Contact: Monica Couch 912-264-7363 ext. 226 or 1-800-580-6860

Counties served: Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh

# GENERAL OPPORTUNITIES

## ELDERLY LEGAL ASSISTANCE PROGRAM

The *Elderly Legal Assistance Program (ELAP)* provides legal representation, information and education in civil legal matters for Georgians aged 60 or older.

### TYPES OF VOLUNTEERS AND TRAINING

- \* Intake
- \* Research and writing
- \* Data entry

### GENERAL DUTIES:

- \* Educate seniors and professionals.
- \* Provide supportive services.

### FOR MORE INFORMATION:

Please call Sheila Phillips at 404-657-5253.



## ELDERLY ABUSE AND CONSUMER FRAUD PREVENTION

*Elderly Abuse and Consumer Fraud Prevention* provides community education and professional training on elder abuse, neglect and exploitation (including financial exploitation). Education is also provided on consumer fraud that affects the elderly such as telemarketing fraud, home repair fraud and identity theft.

### GENERAL DUTIES:

- \* Educate seniors and professionals.
- \* Provide supportive services to victims.

### FOR MORE INFORMATION:

Please call Jennifer Hogan at 404-657-9589.

## SENIOR ADULT VICTIMS' ADVOCATE

*Senior Adult Victims' Advocate (SAVA)* provides assistance to older adults, age 60 and over, who are victims of abuse, neglect, or exploitation.

### TRAINING

- \* Two days of class room training are required.

### GENERAL DUTIES:

- \* Provide telephone assurance.
- \* Assist with court appearances.
- \* Provide access to support groups.

### FOR MORE INFORMATION:

Please call 888-774-0152 or, in metro Atlanta, call 404-657-9589.



# OPPORTUNITIES REQUIRING SPECIFIC TRAINING

## GEORGIACARES

*GEORGIACARES* is a private-public partnership that helps seniors who have questions about Medicare, Medicaid, supplemental insurance (Medigap), long-term care insurance and other health insurance. This program is known as Georgia's SHIP (State Health Insurance Assistance Program). *GeorgiaCares* also seeks to enroll every eligible senior in all applicable low-cost prescription assistance programs. It also includes the Senior Medicare Patrol Project to educate seniors on detecting and reporting Medicare fraud, waste and abuse.

### TYPES OF VOLUNTEERS AND TRAINING

- \* Senior Medicare Patrol: Twelve hours of classroom training are required.
- \* Prescription Drug Counseling: Five hours of classroom training are required.
- \* SHIP: A minimum of eighteen hours of classroom training are required.
- \* Lifelong planning: Eighteen hours of classroom training are required.

### SPECIFIC DUTIES:

- \* Help seniors apply for all low-cost prescription drug programs.
- \* Assist seniors with complicated Medicare problems.
- \* Educate consumers about long-term care financing options.
- \* Make referrals to appropriate agencies.
- \* Provide community education.
- \* Provide office assistance hotline counseling.
- \* Perform data entry.

### FOR MORE INFORMATION:

Please call 800-669-8387.



## LONG-TERM CARE OMBUDSMAN

A *Long-Term Care Ombudsman* seeks to improve the quality of life of residents of nursing homes and personal care homes.

### WHAT TYPES OF ISSUES DOES AN OMBUDSMAN HANDLE?

- \* Rights of long-term care facility residents.
- \* Care provided in long-term care facilities.
- \* Transfers and discharges from long-term care facilities (including assistance with appeals).

### TYPES OF VOLUNTEER OMBUDSMAN AND TRAINING:

- \* *Ombudsman Visitor*: Ombudsman Visitors get to know residents, learn to identify problems and refer them to Staff Ombudsman. 8 hours of classroom training is required.
- \* *Certified Ombudsman*: A Certified Ombudsman conducts complaint investigations. 24 hours of classroom training, 10 days of field training with a Staff Ombudsman and must pass a written exam.

### SPECIFIC DUTIES:

- \* Visit residents, identify complaints and concerns.
- \* Spend a minimum of eight hours each month.
- \* Monitor facilities for the implementation of residents' rights as well as for resident care and staffing.
- \* Encourage self-advocacy and interaction among residents and between residents, staff and the community.
- \* Identify issues, complaints and concerns that should be referred to the Staff Ombudsman.
- \* Maintain confidentiality.
- \* Submit monthly report. Attend required training.

### FOR MORE INFORMATION:

Please call Vickie D. Seitman at 404-371-3804

