

When making a referral to the AREA AGENCY ON AGING, please include the following information:

- Name of the elderly person
- Address
- Phone number (if possible)
- Reason you feel the person needs help

**Below: Office Addresses & 24 Hour
Toll Free Referral Numbers
AREA AGENCY ON AGING**

Boise / Ada County
Senior Solutions
3010 W. State Street, Suite 120
Boise, Idaho 83703
345-7777 or 345-7783
www.seniorsolutions.bz

Mountain Home / Boise / Weiser & Area Cities
Sage Community Resources
25 West Idaho
Weiser, Idaho 83672
In Treasure Valley: 549-2411 or 1-800-859-0324

Twin Falls / Magic Valley Areas
College of Southern Idaho
P.O. Box 1238
Twin Falls, Idaho 83303
736-2122 or 1-800-574-8656

Pocatello / Southeastern Idaho Areas
Southeast Idaho Council of Governments
214 East Center
Pocatello, Idaho 83201
233-4032 or 1-800-526-8129

Idaho Falls / Eastern Idaho Areas
Eastern Idaho Community Action Partnership
Contact Person: Emily Hoyt
357 Constitution Way
Idaho Falls, Idaho 83402
522-5391 or 1-800-632-4813

The Gatekeeper Program Works...

Without it, many of our vulnerable elderly would never get the attention or assistance they need.

- If you observe any combination of the signals listed, please call the Area Agency on Aging.
- If you believe the individual in need is unable or unwilling to call, please make the phone call yourself. You can request to remain anonymous.
- If you feel an elderly person needs help, more than likely he or she does.



Assistance for Senior Citizens



Community support for the elderly

Chances are you know one.

A senior citizen living alone, perhaps without all of the vim and vigor of earlier years, but certainly not without the pride of being independent.

In their advancing years, seniors sometimes need a watchful eye and a helping hand. That's why Intermountain Gas supports the Gatekeeper Program.

Please be aware of seniors and their condition. If you see changes in their appearance, physical or mental behavior, or living conditions, please call the Commission on Aging or a local Senior Center and help will be on the way.



THE GATEKEEPER PROGRAM

GATEKEEPER is a program designed to bridge the gap between elderly in need and social service agencies.

A Gatekeeper referral to the **Area Agency on Aging** can provide assistance with the following:

- Legal Services
- Nutrition
- Home Repair
- Chore Services
- Counseling
- Case Management
- Health Care
- Housing
- Employment
- Transportation
- Social Security
- Food Stamps

Situations / Signals Suggesting a call to the Area Agency on Aging is necessary

◆ *Personal appearance*

- Changes in grooming habits

◆ *Condition of home*

- Exterior and/or interior in poor repair
- Old newspapers lying around, calendar on wrong month or year
- Little or no food
- Strong odors
- Many pets
- Many empty alcohol containers

◆ *Little or no understanding of what is being said or done*

- Confused
- Disoriented
- Inappropriate responses
- Forgetful
- Repetitiveness while talking

◆ *Substance abuse*

- Alcohol
- Other drugs

◆ *Emotional health / depression*

- Dejected – states, “I don’t care, no use going on”
- Complains of not eating or sleeping – early morning awakening
- Appears anxious, fidgety
- Anger and hostility directed at self, you or another
- Recent loss through death of relative/friend
- Death of pet(s)
- Suspected abuse, neglect or exploitation of older person

◆ *Physical losses*

- Loss of hearing, sight
- Inability to move easily
- Chronic physical illness
- Many medicine bottles

◆ *Economic and social problems*

- Low income – poor
- Confusion about money
- Unable to go outside to grocery or drug store
- Lack of social relationships
- No mention of family or friends
- May state “no one cares”