

ONE INCIDENT AWAY ...

Home Assessment Proves to be Life-Saving Visit

A social worker called her local Area Agency on Aging Senior Center to set up a senior on home-delivered meals.

Administrator Maria obtained the senior's information and made an appointment for the next day to deliver a meal and perform an in-home assessment.

Maria arrived at the senior's home at the scheduled time, 10:00 am, but there was no answer after knocking loudly and calling out 'Meals on Wheels.' She also tried to call her but the phone had been disconnected. Maria left and immediately called the social worker contact to tell her of her concerns, but the social workers phone went to voice mail and so she left a message. Concerned, Maria went back to the senior's home and tried one more time but still got no response. She left her business card in the door and called the social worker a second time to let her know she had tried once again.

On the way back to her Senior Center, Maria received a phone call from the social worker who was following up on Maria's concerns. Maria had been right to be concerned - the senior was there, had fallen, and had been laying there for 11 hours after falling the night before. The fire department was called and they kicked the door in for access and rescue.

Both the social worker and senior were so grateful Maria had called and notified them. Because of her quick response, all ended well for this homebound senior.

Your Area Agency on Aging in Missouri has expert help.

"We want to be here when you need us."



Core Services:

Supportive Services Caregiver Encouragement Nutrition Health and Wellness Advocacy

Additional Support:

Care Coordination Medicare Enrollment Tax Assistance Transportation Respite



Care Connection

Central Missouri Mid-America Mid-East Northeast Missouri Northwest Missouri Region X

Southeast Missouri

SeniorAge

St. Louis