

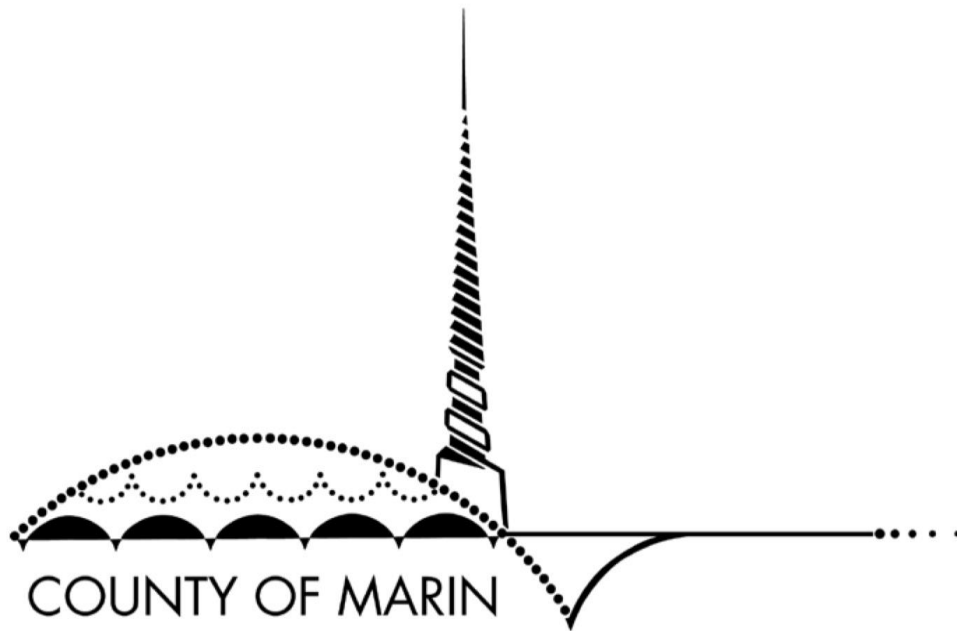
2015/2016 MARIN COUNTY CIVIL GRAND JURY

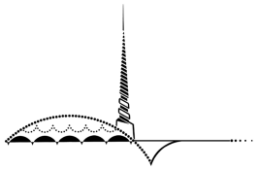
# The 911 First Responder Referral Program

*More Than a Band-Aid<sup>®</sup> For Seniors*

Report Date: June 9, 2016

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## The 911 First Responder Referral Program *More Than a Band-Aid<sup>®</sup> For Seniors*

### SUMMARY

9-1-1: ... *Okay, tell me exactly what's happened.* [actual call]  
Caller: *My mother, who's 81, has fallen and kind of collapsed.*  
9-1-1: *Are you with her now?*  
Caller: *She's laying on the floor now and I'm walking towards her now.*  
9-1-1: *Is she awake and breathing?*  
Caller: *Yes, she's awake and breathing.*  
9-1-1: *And when did this happen?*  
Caller: *Moments ago. Maybe five minutes.*  
9-1-1: *And do you know what caused the fall?*  
Caller: *We don't. She was leaning against the wall when my father walked in the room.*

Imagine you are a frail senior citizen living alone and finding it difficult to manage your daily chores and stay independent. Suddenly, you find yourself on the floor, a little banged up and unable to get up. What would you do? You would likely call 9-1-1 for help.

Most Marin County citizens have probably never needed to call 9-1-1 to report a medical emergency. But if they did, within a few minutes they would likely see a fire engine and ambulance arriving at their location and know that they would be in good hands.

When an emergency first responder (paramedic, firefighter, or police officer) arrives on scene, after they treat the patient, there are two alternatives: 1) transport the patient to a nearby hospital or 2) leave the patient at the scene. With an aging senior population, responders frequently find themselves returning to the same patients. While they are eager to address the immediate problem, they are unable to address the underlying issue: poor balance, poor diet, dementia, Alzheimer's or other memory-related disease, etc.

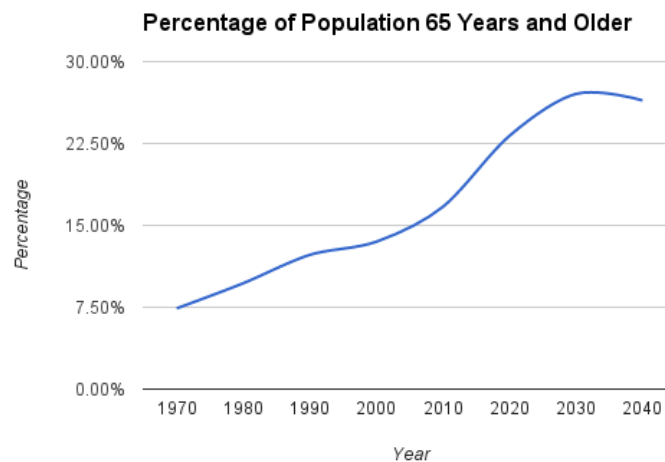
The *911 First Responder Referral Program* was launched by the San Rafael Fire Department in 2014 to empower emergency first responders to provide a referral, with the patient's consent, to *Aging and Adult Services Information and Assistance Program* (part of Marin County's Health & Human Services). If the patient doesn't want the referral at that time, the responder leaves information behind so the patient and caregivers can learn more about available programs and contact *Information and Assistance* when he or she is ready.

This report describes how the *911 First Responder Referral Program* can be a win-win-win for Marin County:

- **Senior citizens'** quality of life may improve by obtaining assistance in helping to manage their long-term issues.
- **Marin County's** Health & Human Services has an opportunity to intervene earlier to improve the client's health and wellness.
- **Emergency first responders** receive fewer 9-1-1 calls.

## BACKGROUND

The percentage of Marin County residents who are at least 65 years old (*senior citizens*) has been growing steadily for decades and is estimated to continue to grow for at least another decade<sup>1</sup>:



Many chronic health issues afflict senior citizens<sup>2</sup>: heart disease, hypertension, stroke, emphysema, asthma, chronic bronchitis, cancer, diabetes and arthritis. Having one or more of these health problems increases the chances of falling<sup>3</sup>. According to the U.S. Centers for Disease Control and Prevention<sup>4</sup>:

- One-third of Americans aged 65+ fall each year.
- Every 13 seconds, an older adult is treated in the emergency room for a fall; every 20 minutes an older adult dies from a fall.
- Falls are the leading cause of fatal injury and the most common cause of nonfatal trauma-related hospital admissions among older adults.
- Falls result in more than 2.5 million injuries treated in emergency departments annually, including over 734,000 hospitalizations and more than 21,700 deaths.
- In 2013, the total cost of fall injuries was \$34 billion.
- The financial toll for older adult falls is expected to increase as the population ages and may reach \$67.7 billion by 2020.

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<sup>1</sup> <http://www.bayareacensus.ca.gov/counties/MarinCounty.htm> and California Department of Finance: Report P-1 (Age): State and County Population Projections by Major Age Groups, 2010-2060 (by decade) (<http://www.dof.ca.gov/research/demographic/reports/projections/P-1/>)

<sup>2</sup> Federal Interagency Forum on Aging-Related Statistics, *Older Americans 2012: Key Indicators of Well-Being* [http://agingstats.gov/agingstatsdotnet/Main\\_Site/Data/2012\\_Documents/Docs/EntireChartbook.pdf](http://agingstats.gov/agingstatsdotnet/Main_Site/Data/2012_Documents/Docs/EntireChartbook.pdf)

<sup>3</sup> <http://www.healthinaging.org/aging-and-health-a-to-z/topic:falls/info:causes-and-symptoms/>

<sup>4</sup> <http://www.cdc.gov/homeandrecreationalafety/falls/adultfalls.html> and <https://www.ncoa.org/resources/falls-prevention-fact-sheet/>

Besides the previously mentioned chronic health issues, senior citizens are increasingly affected by Alzheimer's disease<sup>5</sup>:

- One in nine people age 65 and older has Alzheimer's disease.
- It is the fifth leading cause of death for those age 65 and older.
- In 2015, approximately 473,000 people age 65 or older will develop Alzheimer's disease in the United States.
- Between 2000 and 2013, deaths attributed to Alzheimer's disease increased 71 percent.

With the growth of the elderly population emergency medical providers throughout the United States have developed a number of programs that address their common health challenges:

- In 2002, the City of Berkeley (California) launched *The Senior Injury Prevention Program*<sup>6</sup>, a collaboration between Berkeley's Fire Department, Health & Human Services, and the Division of Aging. While Alameda County's *Senior Injury Prevention Project*<sup>7</sup> actively educates people in senior centers, the City of Berkeley wanted to support their fire departments, who could do more with frequent "elderly lift assist" calls. With over 13,000 senior citizens, emergency first responders currently refer 4-5 seniors/month to the Aging Services Division for follow-up case management services.
- In 2003, Hawaii's State Department of Health, Injury Prevention and Control Section started working with community partners to prevent falls among senior citizens<sup>8</sup> and developed a *Hawaii Falls Prevention State Plan*<sup>9</sup>. Concerned that the increasing volume of fall-related injuries being treated by emergency healthcare providers will threaten Hawaii's healthcare system, they have convened a number of Hawaii Fall Prevention Conferences.
- In 2007, Satellite Beach<sup>10</sup> (Florida) started offering fall-prevention fairs and providing 90-minute free in-home risk assessments. After conducting approximately 100 home inspections, emergency first responders have seen a 7% drop in falls with injuries and hip fracture-related incidents were reduced by 37%<sup>11</sup>.
- In 2010, San Diego<sup>12</sup> (California) implemented an electronic system for paramedics to provide medical case manager referrals for "vulnerable patients". Using a combination of 9-1-1 and 2-1-1, these patients are able to access (free or low cost) community services to obtain help for finding food, housing and other senior services. As a result, connecting seniors to services within the community reduced the 9-1-1 system call volume. *2-1-1 San*

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<sup>5</sup> [https://www.alz.org/facts/downloads/facts\\_figures\\_2015.pdf](https://www.alz.org/facts/downloads/facts_figures_2015.pdf)

<sup>6</sup> [http://www.ci.berkeley.ca.us/Health\\_Human\\_Services/Division\\_on\\_Aging/Senior\\_Companion\\_Caregiver\\_and\\_Injury\\_Prevention\\_Programs.aspx](http://www.ci.berkeley.ca.us/Health_Human_Services/Division_on_Aging/Senior_Companion_Caregiver_and_Injury_Prevention_Programs.aspx)

<sup>7</sup> <http://stopfalls.org/advocacy/success-stories/alameda-county-senior-injury-prevention-project/>

<sup>8</sup> <http://health.hawaii.gov/injuryprevention/files/2013/09/HIPP-2012-2017-Falls-Prevention-671KB.pdf>

<sup>9</sup> [https://www.hawaiiadrc.org/Portals/\\_AgencySite/2013Falls.pdf](https://www.hawaiiadrc.org/Portals/_AgencySite/2013Falls.pdf)

<sup>10</sup> <http://www.satellitebeachfire.com/#!fall-prevention/c11m6>

<sup>11</sup> Statistics provided by Satellite Beach Fire Rescue (Florida)

<sup>12</sup> <http://www.jems.com/articles/print/volume-41/issue-2/features/how-san-diego-ems-integrated-system-wide-conditional-social-referrals-in-eprcs.html>

Diego<sup>13</sup> also offers a free *Are You OK?* automated daily phone call as a senior safety check.

- In 2013, Delaware County (Ohio) launched the *First in Response To Seniors*<sup>14</sup> (FIRST) program. Their initial challenge was establishing clear internal communication among the various team members: first responders, service coordinators, directors and legal representatives. A grant from local Area Agency on Aging<sup>15</sup> covers 85% of the cost of the program. Of the 477 referrals in 2015, eight individuals were enrolled in a Community Support Program, and 26 individuals had new services added to their established care plans. Thus, the FIRST program accelerated the establishment and/or addition of much needed services.
- In 2014, Central Mason Fire & EMS<sup>16,17</sup> (Washington State) joined with the Mason County EMS Council to create a *Falls Prevention Program*, which has since expanded to five surrounding Washington counties. Their baseline data showed that senior citizens comprised 2/3 of hospital admissions for falls, and their initial EMS referral program reduced falls by about 10%. They are hoping to reduce falls to a total of 30% using the *Otago Exercise Programme*<sup>18</sup>.
- In 2015, police, fire and EMS agencies in Hamburg (New York)<sup>19</sup> began offering free fall prevention safety checks.

The public might not be aware, but most fire departments and fire protection districts in Marin County offer free home safety inspections upon request. In addition to offering inspections to look at all home hazards (structure, vegetation, fall-prevention, etc.), the Novato Fire Protection District offers a *Fall Prevention Program* that addresses several concerns that contribute to elderly falls<sup>20</sup>. Their first responders will soon be distributing a *Tips to Prevent Falls* handout.

Less well known than the emergency 9-1-1 service, the 2-1-1 service offered throughout the United States “connects callers with hundreds of programs to help people find food, housing, health care, senior services, child care, legal aid, volunteer opportunities and much more.”<sup>21</sup> Accredited by the Alliance of Information and Referral Systems (AIRS)<sup>22</sup>, the United Way of the Bay Area operates the *Bay Area 211* free helpline for five counties<sup>23</sup>. The 2-1-1 service provides resource information from local agencies and it is up to the caller to make contact with any service or agency.

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<sup>13</sup> <http://www.211sandiego.org/>

<sup>14</sup> <http://firehouse-servcoord.org/pages/16>

<sup>15</sup> <http://www.n4a.org/>

<sup>16</sup> Emergency Medical Services (EMS)

<sup>17</sup> <http://www.kitsapsun.com/news/local/mason/>

[first-responders-take-new-approach-with-seniors-prone-to-falls-ep-693524697-355196461.html](http://www.kitsapsun.com/news/local/mason/first-responders-take-new-approach-with-seniors-prone-to-falls-ep-693524697-355196461.html)

<sup>18</sup> [http://www.acc.co.nz/PRD\\_EXT\\_CSMP/groups/external\\_providers/](http://www.acc.co.nz/PRD_EXT_CSMP/groups/external_providers/)

[documents/publications\\_promotion/prd\\_ctrb118334.pdf](documents/publications_promotion/prd_ctrb118334.pdf)

<sup>19</sup> <http://www.twcnews.com/nys/buffalo/news/2015/12/15/>

[fire-police-and-ems-personnel-volunteer-to-offer-fall-prevention-services-to-the-elderly.html](http://www.twcnews.com/nys/buffalo/news/2015/12/15/fire-police-and-ems-personnel-volunteer-to-offer-fall-prevention-services-to-the-elderly.html)

<sup>20</sup> Developed in partnership with Dominican University of California’s Department of Occupational Therapy

<sup>21</sup> <https://uwba.org/211>

<sup>22</sup> <http://www.air.org/i4a/pages/index.cfm?pageID=3376>

<sup>23</sup> Service also available at <http://211bayarea.org/>

## METHODOLOGY

In researching this topic, the Grand Jury:

- Investigated similar programs in other states.
- Interviewed Marin fire chiefs to learn how emergency medical services and the *911 First Responder Referral Program* are deployed in their service area.
- Interviewed staff in Marin County Health & Human Services to understand how the County handles these referrals.
- Interviewed United Way of the Bay Area staff who oversee 2-1-1 implementation.

## DISCUSSION

In June 2014, the San Rafael Fire Department launched the *911 First Responder Referral Program*. Although emergency first responders observed recurring senior-related issues, they were limited to treating the immediate problem, but could do nothing to prevent its recurrence. The *911 First Responder Referral Program* developed a simple form that is sent to a referral team. The form is provided to the referral team *only if* the senior citizen or adult agrees that such additional aid or assistance is necessary and desired. However, in the early months they were challenged by the limited capacity of the referral team.

In January 2015, Marin County's Aging and Adult Services<sup>24</sup> established the *Information and Assistance Program* (I&A), to provide customized client-centered referral support. Before I&A was launched, people wanting information on County programs would have to navigate a complicated automated phone system. The new program was to provide a higher level of service, a single contact point, and a system for follow through.

Early in 2015, San Rafael Fire Department started working with the *Information and Assistance Program* to streamline the referral process and ensure referral tracking. The resulting collaboration allows first responders to initiate a referral and know that help would be available much sooner.

The *911 First Responder Referral Program* does not change what responders do or how they do it—they simply are given “another tool for their toolbox” to help their patients. The program simplifies the responder's job by using a standardized form and relying on Aging and Adult Services *Information and Assistance Program's* expertise to find the best solutions for the patient. Since Marin County Aging and Adult Services helps both seniors and adults, the *911 First Responder Referral Program* can also refer adults for help, although the majority of medical 9-1-1 callers are senior citizens.

To date, the Fire Department has trained 60 San Rafael Fire Department first responders and 40 San Rafael Police Department patrol officers to recognize elderly patients with age-related problems and connect them with community resources these patients might not be aware of.

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<sup>24</sup> <http://aging.livelonglivewellmarin.org/>

## The Process

When someone in San Rafael calls 9-1-1 with a medical emergency:

1. 9-1-1 dispatches appropriate emergency medical services.
2. Emergency first responders (usually a fire engine and ambulance) arrive and begin appropriate treatment.
3. The *911 First Responder Referral Program* can begin after the patient is stable. While treating the patient, first responders are also trained to be aware of their surroundings, looking for obvious indications<sup>25</sup> that the patient has some underlying problems, such as: their home in disarray; they are heating their home with an oven; they are at risk for medication interaction complications; they do not have a local support network; they have insufficient or inedible food; their memory is impaired. While a person may appear fine in public, in private it may be clear to the responder that they are at risk.
4. If the responder determines that their patient already has a social worker assigned to them (in conversation, looking at their Vial of L.I.F.E.<sup>26</sup>, or from a relative), which is the case for approximately 10% of the 9-1-1 medical callers, the responder contacts the patient's social worker and shares their observations.
5. Based on the indications, the responder may offer to complete a *Request to Phone Me With Help* Form for services (see Appendices A and B). The fear that many patients express is the possibility of a loss of independence and being forced to leave their home. The responder explains that *Request to Phone Me With Help* simply allows a social worker to contact them with help and refer them to appropriate services. If the patient agrees to the referral, the patient signs the form.
6. The responder faxes the signed form to the *Information and Assistance Program* and also logs their referral into a first responder referral database. Health Insurance Portability and Accountability Act (HIPPA) regulations<sup>27</sup> are followed to ensure that the patient's health information is handled in confidence. If they do not wish to fill out the form, an information sheet (see Appendices C and D) is left behind to educate the patient and their caregivers about County resources.
7. Marin County's Aging and Adult Services *Information and Assistance Program* receives the referral. They are mandated by the Older American's Act<sup>28</sup> to respond and follow-up on 100% of all assistance referrals. Sharing the programs and resources that might be a good match for the client's<sup>29</sup> needs ("resource counseling") and contacting the client's

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<sup>25</sup> In response to a 9-1-1 call, first responders are allowed to enter a dwelling without a warrant to render emergency aid and assistance to a person whom they reasonably believe to be in distress and in need of that assistance. Once inside on that basis, rendering that assistance could include checking for medications, but also might include looking for other health and welfare hazards that are in plain view.

<sup>26</sup> A small plastic vial containing an overview of a patient's medical history stored in the refrigerator. It is available for free from any fire station in Marin County. <http://vialoflife.com/>

<sup>27</sup> <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/HIPAAGenInfo/downloads/hipaalaw.pdf>

<sup>28</sup> [http://www.aoa.gov/AoA\\_Programs/OAA/Index.aspx](http://www.aoa.gov/AoA_Programs/OAA/Index.aspx)

<sup>29</sup> Health and Human Services staff refer to first responder *patients* as *clients*.

family caregiver or nearby aide, as appropriate, the social worker helps these people become aware of the client's situation. The social worker can also facilitate program enrollment, including "a soft handoff"—to personally introduce them to an appropriate program representative. At any point the client has the choice to decline service help.

8. First responders follow up with the *Information and Assistance Program* to ensure that patient referrals were contacted, and update the patient's status in the first responder database.

## **Funding**

The San Rafael Fire Department's direct cost to implement the *911 First Responder Referral Program* is under \$5,000/year, which the San Rafael Fire Department considers an investment in their strategy to slow the growth rate of their 9-1-1 call volume.

## **Program Results**

The San Rafael Fire Department's first responders enthusiastically endorse the program<sup>30</sup>:

"It's an incredible tool to use."

"We're hungry to solve problems that have aggravated us and eager to use our skills."

"It feels good to do this."

Marin County's Aging and Adult Services *Information and Assistance Program* (I&A) now has social workers answering calls, doing program intakes and personally helping callers understand available resources to *Live Long Live Well*<sup>31</sup>. Compared to local 2-1-1 service, I&A provides a much more personalized, comprehensive and up-to-date free service, by phone, email, and website.<sup>32</sup> They shared a typical success story:

"A year ago, I reached out to an elderly couple referred by the *911 First Responder Referral Program*, who were confused and disoriented. After speaking to the wife for a while, she gave me the number for her daughter in Sonoma, and I called her to find out more about her parents' situation. The daughter stated that she visits her parents every weekend and prepares food for them. After assessing the parents' situation, I gave the daughter resources for home caregiver agencies, linked her to telephone equipment for the hard of hearing, and gave her information for home-delivered meals. The daughter was very pleased with our outreach in Aging and Adult Services."

In 2015 there were 41 Aging and Adult Services referrals from the San Rafael Fire Department. That might not sound like many referrals for a service area with an estimated senior population<sup>33</sup> of 10,038 and 5,936 medical 9-1-1 calls. However, in previous years, these 41 people had been

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<sup>30</sup> Interviews conducted with the San Rafael Fire Department

<sup>31</sup> <http://aging.livelonglivewellmarin.org/#projects>

<sup>32</sup> <https://www.marinhhs.org/aging-adult-services>

<sup>33</sup> [http://factfinder.census.gov/bkmk/cf/1.0/en/place/San\\_Rafael\\_city,\\_California/POPULATION/PEP\\_EST](http://factfinder.census.gov/bkmk/cf/1.0/en/place/San_Rafael_city,_California/POPULATION/PEP_EST)

responsible for over 375 calls, 90% of which were fall-related, with some people making up to three fall-related calls a day.<sup>34</sup>

### **Next Steps**

The Marin County Fire Chiefs Association, inspired by the results of the San Rafael Fire Department program, is working on identifying next steps towards a County-wide emergency first responder program and protocol. They feel that they have “hit a homerun” for fire prevention and response, and now want to “hit a homerun” for healthcare. Many Association members have already been implementing components of the *911 First Responder Referral Program*. The goal now is to create a better referral tracking database, offer trainings, and to develop a consistent community outreach for the program.

### **Conclusion**

Since the publication of the 2014 Grand Jury Report *Aging in Marin: What’s the Plan?*<sup>35</sup>, the County of Marin’s Aging and Adult Services has streamlined a senior citizen referral strategy with emergency first responders. While the *911 First Responder Referral Program* is still very much in its infancy, the Grand Jury applauds the initiative of the San Rafael Fire Department and Marin County’s Aging and Adult Services *Information and Assistance Program*. Based on similar programs in the United States, the Grand Jury expects that this program, when rolled out County-wide, will not only make a significant difference in the lives of senior citizens, it will make better use of existing local social services, and will likely reduce many preventable 9-1-1 medical calls.

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<sup>34</sup> Statistics provided by San Rafael Fire Department

<sup>35</sup> [http://www.marincounty.org/~media/files/departments/gj/reports-responses/2013/aging\\_in\\_marin.pdf](http://www.marincounty.org/~media/files/departments/gj/reports-responses/2013/aging_in_marin.pdf)

## FINDINGS

- F1. Marin County's Aging and Adult Services *Information and Assistance Program* is a highly proactive team of caring professionals who have a strong desire to provide personalized assistance for improving lives of adults in the County.
- F2. The San Rafael Fire Department has done an effective job implementing the *911 First Responder Referral Program* and fostering an efficient relationship with the Aging and Adult Services *Information and Assistance Program*.
- F3. The Marin County Fire Chiefs Association has a strong desire to roll out a consistent *911 First Responder Referral Program*, which could be successful in every fire department throughout Marin County.

## RECOMMENDATIONS

- R1. Marin County fire chiefs should implement the *911 First Responder Referral Program* County-wide.
- R2. Marin County fire chiefs should create a community outreach campaign for the *911 First Responder Referral Program*.
- R3. Marin County police chiefs and Sheriff should have their patrol officers/deputies attend the *911 First Responder Referral Program* training.
- R4. Marin County paramedic agencies should have their emergency first responders attend the *911 First Responder Referral Program* training.
- R5. Private ambulance companies serving Marin County should have their emergency first responders attend the *911 First Responder Referral Program* training.

Note: At the time this report was prepared, information was available at the websites listed.

Reports issued by the Civil Grand Jury do not identify individuals interviewed. Penal Code Section 929 requires that reports of the Grand Jury not contain the name of any person or facts leading to the identity of any person who provides information to the Civil Grand Jury. The California State Legislature has stated that it intends the provisions of Penal Code Section 929 prohibiting disclosure of witness identities to encourage full candor in testimony in Grand Jury investigations by protecting the privacy and confidentiality of those who participate in any Civil Grand Jury investigation.

## **REQUEST FOR RESPONSES**

Pursuant to Penal code section 933.05, the grand jury requests responses as follows:

From the following governing bodies:

- Bolinas Fire Protection District (R1, R2)
- Central Marin Police Authority (R3)
- City of Belvedere (R3)
- City of Larkspur (R1, R2)
- City of Mill Valley (R1, R2, R3)
- City of Novato (R3)
- City of San Rafael (R1, R2, R3)
- City of Sausalito (R3)
- CSA #28 (West Marin Paramedic) (R4)
- CSA #31 (County Fire) (R1, R2)
- Kentfield Fire Protection District (R1, R2)
- Marinwood Community Service District (R1, R2)
- Novato Fire Protection District (R1, R2)
- Ross Valley Fire Department (R1, R2)
- Southern Marin Emergency Medical-Paramedic System (R4)
- Southern Marin Fire Protection District (R1, R2)
- Stinson Beach Fire Protection District (R1, R2)
- Tiburon Fire Protection District (R1, R2)
- Town of Corte Madera (R1, R2)
- Town of Fairfax (R3)
- Town of Ross (R3)
- Town of Tiburon (R3)

The governing bodies indicated above should be aware that the comment or response of the governing body must be conducted in accordance with Penal Code section 933 (c) and subject to the notice, agenda and open meeting requirements of the Brown Act.

From the following individuals:

- The Marin County Sheriff (R3)

The following individuals are invited to respond:

- Police Chief, Belvedere Police Department (R3)
- Police Chief, Central Marin Police (R3)
- Fire Chief, Corte Madera Fire Department (R1, R2)
- Police Chief, Fairfax Police Department (R3)
- President, Falcon Critical Care Transport (R5)
- President, Falck/verihealth, Inc. (R5)

- Fire Chief, Larkspur Fire Department (R1, R2)
- President, Marin County Fire Chiefs Association (R1, R2)
- Fire Chief, Marin County Fire Department (R1, R2)
- President, Marin County Police Chiefs Association (R3)
- Fire Chief, Mill Valley Fire Department (R1, R2)
- Police Chief, Mill Valley Police Department (R3)
- Chief Executive Officer, NORCAL Ambulance (R5)
- Police Chief, Novato Police Department (R3)
- Police Chief, Ross Police Department (R3)
- Fire Chief, San Rafael Fire Department (R1, R2)
- Police Chief, San Rafael Police Department (R3)
- Police Chief, Sausalito Police Department (R3)
- President, St. Joseph's Ambulance Service (R5)
- Police Chief, Tiburon Police Department (R3)

**APPENDIX A: Request to Phone Me with Help Form (English)**

**Request to Phone Me with Help**

First Responder Referral Project  
Information and Assistance to Keep You Safe and At Home

Name \_\_\_\_\_ Phone (415) \_\_\_\_\_

Address \_\_\_\_\_

Family Caregiver? No  Yes

Name \_\_\_\_\_ Phone \_\_\_\_\_

Any other help, such as a neighbor?

Name & relationship \_\_\_\_\_ Phone \_\_\_\_\_

Describe Situation \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**By signing below, I invite you to ask Marin County Aging and Adult Services to phone me about my situation, and allow them to contact other help organizations as needed.  
I would like help with:**

- Transportation to medical appointments.     Taking care of my spouse or partner.
- House cleaning and organizing.     Food shopping and meals.     Reducing trip hazards.
- Having more social activities.    Other \_\_\_\_\_

\_\_\_\_\_  
**Signature of Patient or Caregiver**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
First Responder Name

\_\_\_\_\_  
Station/ Shift

\_\_\_\_\_  
Station Phone or Personal Cell

-If this person was transported to Emergency: KP  MGH  NCH

**First Responder** — please fax this completed form to **both**:  
1. Marin County Aging & Adult Services: (415) 473-7042 or (415) 473-6465  
phone (415) 457-4636, M-F 8:30-5    [www.mainhhs.org/aging-adult-services](http://www.mainhhs.org/aging-adult-services)  
2. San Rafael Fire Department, Station 51 – (415) 453-1627

The 911 First Responder Referral Project is a cooperative initiative of Senior Access, the City of San Rafael Fire Department and the Marin County Fire Chief's Association.

**APPENDIX B: Request to Phone Me with Help Form (Spanish)**

**Solicitud para llamarme con Ayuda  
Proyecto de Referencia del Departamento de Bomberos  
Información y Asistencia para mantenerse seguro en casa**

Nombre \_\_\_\_\_ Telefono (415) \_\_\_\_\_

Direccion \_\_\_\_\_

Tiene cuidado familiar? No  Si

Nombre \_\_\_\_\_ Telefono \_\_\_\_\_

Recibe otro tipo de ayuda; como de un vecino?

Nombre y Relacion \_\_\_\_\_ Telefono \_\_\_\_\_

Describe su Situacion

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Al firmar a continuación, les permito pedir a el Servicios para Adultos del Condado de Marin que me llame por mi situación, y les permito ponerse en contacto con otras organizaciones de ayuda, según sea necesario.

Me gustaría ayudar con:

- Transporte a las citas médicas.  Cuidado de mi cónyuge o pareja.  
 Limpieza y organización de la Casa. La compra de alimentos. La reducción de riesgos de tropiezos.  
 Tener más actividades sociales. Otros \_\_\_\_\_

Firma del Paciente o Cuidador \_\_\_\_\_

Fecha \_\_\_\_\_

Nombre del Respondedor \_\_\_\_\_

Estacion/grupo \_\_\_\_\_

Tel de la estacion o personal \_\_\_\_\_

Si Esta persona fue trasladada a Emergencias: KP  MGH  NCH

**Respondedor por favor envíe por fax este formulario completo a ambos:**

**1. Marin County Aging & Adult Services: (415) 473-7042 o (415) 473-6465**

Telefono (415) 457-4636, L-V 8:30-5

[www.mainhhs.org/aging-adult-services](http://www.mainhhs.org/aging-adult-services)

**2. Departamento de Bomberos de San Rafael, Estacion 51 – (415) 453-1627**

El Proyecto de Acceso para Adultos es una iniciativa de cooperación del 911, Departamento de Bomberos de la Ciudad de San Rafael, y la Asociación de Jefes de Bomberos del Condado de Marin.

## Marin County Aging and Adult Services

**Information & Assistance,**  
**(415)-457-INFO, (415) 457-4636**  
[457-info@marincounty.org](mailto:457-info@marincounty.org)  
Monday – Friday, 8:30am – 5pm

**Community Resource Guide**  
[MarinHHS.org/Resources](http://MarinHHS.org/Resources)  
[MarinHHS.org/Aging](http://MarinHHS.org/Aging)

### **Do you need equipment or supplies?**

**ReCARES**, provides free gently used health care equipment, such as walkers, wheelchairs, canes and commodes, and unused medical supplies, such as wound dressings and adult diapers, **Wednesdays 11am-2pm**,  
3100 Kerner Blvd, San Rafael, **(415) 388-8198**

*LIVE Long LIVE Well*  
[www.Livelonglivewellmarin.org](http://www.Livelonglivewellmarin.org)

**Servicio para Adultos y Envejecimiento del  
Condado de Marin**

**Informacion y Asistencia**  
**(415)-457-INFO, (415) 457-4636**  
**[457-info@marincounty.org](mailto:457-info@marincounty.org)**  
**Lunes – Viernes, 8:30am – 5pm**

**Guia de Recursos y Servicios**  
**[MarinHHS.org/Resources](http://MarinHHS.org/Resources)**  
**[MarinHHS.org/Aging](http://MarinHHS.org/Aging)**

**¿Necesita equipos o suministros?**

**ReCARES**, proporciona equipos de atención gratuitos de salud con poco uso, como andadoras, sillas de ruedas, bastones y cómodas. Suministros médicos no usados, tales como vendajes para heridas y pañales para adultos. Los miércoles de 11 a.m.-2 p.m

**3100 Kerner Blvd, San Rafael, (415) 388-8198**

*Vive Mas Vive Bien*  
**[www.Livelonglivewellmarin.org](http://www.Livelonglivewellmarin.org)**