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*Front Cover Artwork "New Mexico Landscape with Sheep" by Patty Baker*

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Introduction

It is estimated that over 400,000 people from all walks of life are caring for loved ones at any one time in New Mexico. These caregivers provide assistance with tasks such as meal preparation, bathing, housekeeping, taking medications and a variety of other day-to-day activities. Most people, at some point in their lives, become caregivers. Unpaid caregivers are the backbone of support for elders and people with disabilities in the United States. There are many organizations and programs available throughout New Mexico dedicated to serving caregivers. The New Mexico Caregiver Resource Handbook is a guide to available services and resources.

Help for New Caregivers - Where to Start
As most people become caregivers at some point in time, it is important to plan ahead. You may find that your parent or spouse, sibling or adult child, friend or neighbor, has caregiving needs. It can happen quickly or gradually. Start by gathering information, assessing current and future needs, and identifying support. Have conversations with your family members and loved ones, discuss their wishes, and plan ahead.

The New Mexico Aging and Disability Resource Center (ADRC) is a one-stop call center to find out about services and resources in New Mexico. An ADRC counselor can help you with the first steps in determining caregiver needs and available services.

☎ 1-800-432-2080 or TTY 505-476-4937
💻 http://www.nmaging.state.nm.us/adrc.aspx
Planning

*Take time to think about some of the challenges ahead; get organized and start the caregiving conversation.*

**AARP** provides a publication entitled “Prepare to Care: A Planning Guide for Families”

- 1-888-687-2277
- https://www.aarp.org/

The New Mexico Aging and Long-Term Services Department “Person-Centered Planning Tool” can be used to assess your current or future needs, or those of your loved one.

- 1-800-432-2080 or TTY: 505-476-4937

The National Institute on Aging (NIA)

- 1-800-222-2225
- https://www.nia.nih.gov/

NIA publications:

“Getting Your Affairs in Order” is available in English and Spanish.


“Planning for Long Term Care”


**The National Council on Aging** has several tools and resources to assist caregivers in planning for, and identifying useful resources including:
• **Benefits Check-up**: a comprehensive online tool to use in screening for thousands of public and private programs including Medicaid expansion, property tax relief, and more
  - [https://www.benefitscheckup.org/](https://www.benefitscheckup.org/)

• **Economic Check-up**: tips and resources to manage a budget, save money, find work, and set financial goals
  - [https://www.economiccheckup.org/esi-home](https://www.economiccheckup.org/esi-home)

• **My Medicare Matters**: information and tools to use in exploring coverage options
  - [https://www.mymedicarematters.org/](https://www.mymedicarematters.org/)

**The Family Caregiver Alliance** maintains a comprehensive collection of family friendly information on caregiver issues and health related topics.
- 1-800-445-8106
- [www.caregiver.org/resources-health-issue-or-condition](http://www.caregiver.org/resources-health-issue-or-condition)

**The US Department of Health and Human Services** has a long-term care *Pathfinder* web site with basic information and planning tools. Long-term care can be defined as services and supports needed to meet health or personal needs over a long period of time. Research suggests most people over 65 will need long-term care at some point in their lives.
- [www.longtermcare.gov](http://www.longtermcare.gov)

**The Women’s Institute for a Secure Retirement (WISER)** has resources and information for caregivers on planning for retirement and managing finances. The booklet, “Financial Steps for Caregivers: What You Need to Know about Protecting Your Money and Retirement” is designed to help you identify financial decisions you may face as a caregiver. This decision can affect both your short-term and long-term financial security, including your own retirement.
- 202-393-5452
- [http://www.wiserwomen.org](http://www.wiserwomen.org)
Ready.Gov is a national public service campaign designed to educate and empower the American people to prepare for, respond to and mitigate emergencies, including natural and man-made disasters. Ready and its Spanish language version Listo, ask individuals to do four key things: (1) stay informed about the different types of emergencies that could occur and their appropriate responses (2) make a family emergency plan (3) build an emergency supply kit, and (4) get involved in your community by taking action to prepare for emergencies. And plan and prepare for pets and large animals.

📞 1-800-333-4636
🌐 https://www.ready.gov/
🌐 https://www.ready.gov/animals

Mymoney.gov is a product of the congressionally chartered Federal Financial Literacy and Education Commission, which is made up of more than 20 Federal entities that are coordinating and collaborating to strengthen financial capability and increase access to financial services for all Americans.

📞 1-800-333-4636
🌐 https://www.mymoney.gov/Pages/default.aspx

The Consumer Financial Protection Bureau is a U.S. government agency that offers clear impartial answers to hundreds of financial questions. Find the information you need to make more informed choices about your money.

📞 1-855-411-2372
🌐 https://www.consumerfinance.gov/

The Centers for Disease Control (CDC) MyMobility Plan provides a plan to stay safe, mobile, and independent.

🌐 https://www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility/
Finding Support

Reach out and secure the support and assistance of family members, friends, community or faith-based organizations.

The Aging and Disability Resource Center can connect you to community and faith-based organizations.
   ☏ 1-800-432-2080 or TTY: 505-476-4937
   🌐 http://www.nmaging.state.nm.us/adrc.aspx

The Alzheimer’s Association® can provide help, education, support, and resources for those living with or caring for someone with Alzheimer's or other dementias.
   ☏ 1-800-272-3900
   🌐 https://www.alz.org/help-support

The Fisher Center for Alzheimer’s Research Foundation provides a publication entitled “How to Assemble a Caregiving Team”.
   🌐 www.alzinfo.org/articles/assemble-caregiving-team/

Lotsa Helping Hands is a simple, secure website to communicate and organize caregiving tasks and activities with your community of support.
   🌐 http://lotsahelpinghands.com/

AARP tips for creating a caregiving team.
   ☏ 1-888-687-2277
   🌐 http://www.aarp.org/relationships/caregiving-resource-center/info-12-2011/set-up-caregiving-team.html
The Rosalynn Carter Institute for Caregiving (RCI) offers education and training products for family and professional caregivers. “10 Tips for Caregivers” is a compilation of RCI’s best for caregiver’s advice.

☎ 229-928-1234

💻 [http://www.rosalynncarter.org/10_Tips_for_Caregivers/](http://www.rosalynncarter.org/10_Tips_for_Caregivers/)

The American Heart Association provides a support network for caregivers of people with heart disease.

☎ 1-800-242-8721

💻 [https://www.heart.org/en/health-topics/caregiver-support](https://www.heart.org/en/health-topics/caregiver-support)

The American Lung Association in New Mexico is the leading organization working to save lives by improving lung health and preventing lung disease through education, advocacy and research. The Association facilitates support communities for people facing lung disease and their caregivers.

☎ 1-800-586-4872


The American Diabetes Association – 8 Tips for Caregivers: provides resources about all types of diabetes as well as information for caregivers and others affected indirectly by the disease and is committed to educating and supporting those living with the disease.

☎ 1-800-342-2383


National Kidney Foundation is the leading organization in the U.S. dedicated to the awareness, prevention and treatment of kidney disease for hundreds of thousands of healthcare professionals, millions of patients and their families, and tens of millions of Americans at risk.

☎1-800-622-9010  ☎️ [https://www.kidney.org/](https://www.kidney.org/)
National Alliance on Mental Illness – New Mexico is a mental health organization dedicated to empowering and enlightening New Mexico’s diverse population thru advocacy, education and support.

📞 505-260-0154 or 1-800-953-6745

💻 http://naminewmexico.org/

Cancer Services of New Mexico provides services to reduce cancer suffering for New Mexico’s families. Services include:

- Family Cancer Retreats
- Legal, Insurance, and Paperwork Assistance (LIPA) Program
  🌐 www.NMCancerHelp.org
- Family Cancer Resource Bags
- Caregiver Support Program
  📞 505-259-9583
  🌐 www.cancerservicesnm.org/

The Brain Injury Alliance of New Mexico assists in creating a better future for those living with brain injury, those who care for them, and professionals.

📞 505-292-7414 or 1-800-292-7415

💻 https://www.braininjurynm.org/

The New Mexico Parkinson’s Coalition is dedicated to supporting persons with Parkinson's, their family, friends and broader community to enhance the quality of life for individuals with Parkinson’s through education, awareness and support.

📞 1-800-256-0966

💻 http://www.nmparkinson.org/

CareConnection/CareLinx, part of AARP Family Caregiving, puts you in touch with products and services designed to help you save time, save money, ease your burden and enjoy the most quality time possible with your loved one.

💻 https://www.carelinx.com/start/aarp/
The National Hospice and Palliative Care Organization advocates for the terminally ill and their families. It also develops public and professional educational programs and materials to enhance understanding and availability of hospice and palliative care.

☎ 703-837-1500

🌐 [https://www.nhpco.org/](https://www.nhpco.org/)

The American Stroke Association provides a support network for caregivers of people who have experienced a stroke.

☎ 1-800-242-8721

New Mexico Aging Network
Services

The New Mexico Aging and Long-Term Services Department, through New Mexico area agencies on aging (AAAs) and their network of providers, funds a variety of programs and services. These services are generally provided to persons over the age of 60. Services that may be helpful include:

▪ Information and Assistance
▪ Counseling/Support Groups
▪ Respite Care
▪ Homemaking
▪ Nutrition Counseling
▪ Home-Delivered Meals
▪ Transportation
▪ Legal Services
▪ Health Promotion
▪ Senior Companion Programs
▪ Adult Protective Services
▪ Prescription Drug Assistance
▪ Grandparents Raising Grandchildren and Kinship Caregiver Programs

The New Mexico Aging and Disability Resource Center

☎ 1-800-432-2080 or TTY: 505-476-4937
HTTPS://WWW.NMAGING.STATE.NM.US/ADRC.ASPX

Contact your Local AAA for information available in your community:

▪ City of Albuquerque/Bernalillo County AAA: Serves Bernalillo County
  ☎ 505-764-6400HTTPS://WWW.CABQ.GOV/SENIORS/
▪ Non-Metro AAA: Serves all NM Counties, except Bernalillo
  ☎ 1-866-699-4927HTTPS://WWW.NONMETROAAA.COM/
▪ Navajo AAA: Serves the Navajo Nation
  ☎ 928-729-4520HTTPS://WWW.NAAA.NAVAJO-NSN.GOV/
▪ Indian AAA: Serves New Mexico’s 19 Pueblos and 2 Apache Nations
  ☎ 505-690-5306HTTPS://WWW.NMAGING.STATE.NM.US/AAA.ASPX
Caregiving can present unique issues and challenges. Legal resources may assist caregivers and their families with addressing them.

Legal Resources for the Elderly Program (LREP) provides a toll free helpline, available state-wide, to people 55 years and older and provides referral, legal advice and brief services. LREP also publishes a “Senior Legal Handbook”, available in English and Spanish, that provides comprehensive New Mexico information regarding legal considerations and resources that affect planning for the future.

📞 1-800- 876-6657
🌐 https://www.nmbar.org/

The Senior Citizens Law Office provides free legal advice and representation to Bernalillo County seniors age 60 and over on healthcare, public benefits, advance directives, consumer rights and other issues such as estate planning, wills, transfer on death, POA’s, affidavits and simple probate’s.

📞 505-265-2300
🌐 http://sclonm.org/

Pegasus Legal Services for Children provides civil legal services to New Mexico’s vulnerable children and youth. Pegasus can assist grandparents raising grandchildren, or other kinship caregivers, statewide, in obtaining kinship-guardianship.

📞 505-244-1101
🌐 www.pegasuslaw.org

New Mexico Legal Aid provides outreach, training, education, and quality representation to low income people.

📞 505-243-7871
🌐 https://www.newmexicolegalaid.org/
The New Mexico Developmental Disabilities Planning Council’s Office of Guardianship provides a statewide publicly-funded guardianship services program for “guardians of last resort” to incapacitated income- and resource-eligible adults. They also provide Mental Health Treatment Guardians for appointment by the courts. They can petition for appointment of a guardian and pay for a “corporate guardian” for people who are eligible.

📞 1-800-779-6183
🌐 https://www.nmddpc.com/

Disability Rights New Mexico promotes and protects the legal rights of persons with disabilities by providing services such as information and referral, client advocacy, group advocacy, and training on legal rights issues.

📞 1-800-432-4682
🌐 http://www.drnm.org/

Native American Disability Law Center The Law Center's mission is to advocate for the rights of Native Americans with disabilities in the Four Corners area.

📞 505-566-5880
📞 1-800- 862-7271
🌐 https://www.nativedisabilitylaw.org/
Dementia Specific Information, Resources and Training

Dementia caregiving can be a full time job. Learn about resources that are available for support.

The Alzheimer’s Association®, New Mexico Chapter, provides information, support and services to New Mexicans with Alzheimer’s disease or dementia, their families and caregivers. Some of the available resources include a 24/7 helpline, care consultation, caregiver education & training, support groups, respite reimbursement and safety.

📞 1-800-272-3900 or 505-266-4473
🌐 https://www.alz.org/newmexico

- Consumer and Caregiver Educational Packets
  📚 https://www.alz.org/professionals/healthcare-professionals/for-patients-caregivers/downloadable-resources

- Education Classes - Evidence Based Caregiver Training
  - Skills for Dementia Caregiving (aka Savvy Caregiver) is an evidence-based training program for families and caregivers of those with Alzheimer’s disease or related dementias. The program, which has been demonstrated to increase caregiver knowledge, skill and confidence, while reducing caregiver stress, includes seven, 2-hour weekly classes, meeting for 7 weeks. Respite reimbursement funds may be available.

  - Habilidades Para el Cuidado de la Demencia (también conocido como el programa Savvy Caregiver) is a Spanish cultural and linguistic
translation of the Skills for Dementia Caregiving (aka Savvy Caregiver) curriculum. It is offered in the northeastern and southwestern parts of New Mexico. The program includes two days of training, using a telenovela (soap opera) format.

- **Single Session Classes** on topics from “10 Warning Signs” to “Legal Issues”.
  - [https://alz.org/newmexico/helping_you/savvy_caregiver_other_free_classes?](https://alz.org/newmexico/helping_you/savvy_caregiver_other_free_classes?)

- **Support Groups** for caregivers of persons with Alzheimer’s disease and related dementias
  - ☎️ 1-800-272-3900 or 505-266-4473
  - [https://www.alz.org/events/event_search?etid=2&cid=0](https://www.alz.org/events/event_search?etid=2&cid=0)

- **MedicAlert® Alzheimer's Association Safe Return®** provide a MedicAlert® identification bracelet or pendant jewelry that comes engraved with the MedicAlert® Alzheimer's Association Safe Return® 24-hour nationwide emergency toll free number that utilizes a community support network, including local Alzheimer Association chapters and law enforcement agencies, for locating individuals with Alzheimer's or a related dementia that wander, or have a medical emergency, no matter when or where the person is reported missing.
  - ☎️ 1-800-272-3900 or 505-266-4473

- **Project Lifesaver®** is an enrollment based program. Enrolled citizens wear a small personal transmitter around their wrist or ankle that emits an individualized tracking signal. If an
enrolled citizen goes missing, the caregiver notifies the local Project Lifesaver agency, and a trained emergency team responds. Available only in certain locations in New Mexico.

 cidade 1-800-272-3900 or 505-266-4473

**Silver Alert** is a notification that is sent out statewide, similar to an Amber Alert, if a loved one goes missing, is 50 years or older, and has irreversible deterioration of intellectual faculties. How it works: Fill out a Silver Alert Report form with as much information as possible; attach a recent color photograph to the form, then take both to your local law enforcement agency.

- 1-800-432-2080 or TTY: 505-476-4937
- [https://www.dps.nm.gov/silver-alert-information](https://www.dps.nm.gov/silver-alert-information)
- [http://www.nmaging.state.nm.us/silver-alert.aspx](http://www.nmaging.state.nm.us/silver-alert.aspx)

Or visit **The New Mexico Department of Public Safety**

- 505-827-9300

**The National Institute on Aging Alzheimer’s Disease Education & Referral Center**

- 1-800-438-4380
- [https://www.nia.nih.gov/health/alzheimers](https://www.nia.nih.gov/health/alzheimers)

**The Lewy Body Dementia Association (LBD)** Families and caregivers can connect directly on a regional basis, through the LBD Caregiver Link.

- 1-888-204-3054
- [https://www.lbda.org/go/lbd-caregiver-link](https://www.lbda.org/go/lbd-caregiver-link)
The Association for Frontotemporal Degeneration (AFTD) AFTD helps care partners forge meaningful connections providing emotional support, practical caregiving tips and strategies.

☎ 1-866-507-7222

https://www.theaftd.org/living-with-ftd/support-for-care-partners/
Long Distance Caregiving

In today's world, many families are geographically spread apart and not always able to provide hands-on care. While living at a distance can complicate caregiving, there are resources to help.

The National Institute on Aging (NIA) to get started with long-distance caregiving.

📞 1-800-222-2225
ıp https://www.nia.nih.gov/health/getting-started-long-distance-caregiving

The Alzheimer’s Association® “Long-Distance Caregiving” tips and resources.

📞 1-800-272-3900

AARP for help for long-distance caregivers

📞 1-888-687-2277
ıp http://www.aarp.org/home-family/caregiving/care-guides/long-distance-caregiving/#

Family Caregiver Alliance

📞 1-800-445-8106
ıp https://www.caregiver.org/handbook-long-distance-caregivers
Resources for Veterans and Their Families

Are you a veteran or caring for a veteran? Resources for veterans, their families and caregivers can be obtained from the following:

US Department of Veterans Affairs, VA Caregiver Support provides a Caregivers Toolbox, and find out more about VA caregiver benefits and services.

📞 1-855-260-3274
🖥️ https://www.caregiver.va.gov

US Department of Veterans Affairs, Albuquerque Regional Office

📞 1-844-698-2311
🖥️ https://www.benefits.va.gov/albuquerque/

The New Mexico Department of Veterans’ Services Network of Care for Service Members, Veterans & Their Families is a one-stop-shop for virtually all services, information, support, advocacy, and much more.

📞 505-383-2400
🖥️ http://www.nmdvs.org/

Elizabeth Dole Foundation Hidden Heroes Caregiver Community (HHCC) is an online support group that offers a positive place for military caregivers of all eras to connect with one another. Moderated by caregivers, the HHCC is a welcoming environment for military caregivers to share their stories, seek advice, and find commonality in the challenges they face.

🖥️ https://www.elizabethdolefoundation.org/hidden-heroes/
The Rosalynn Carter Institute for Caregiving Operation Family Caregiver (OFC) coaches the families of newly returning service members and veterans to manage the difficulties they face when they come home. OFC is a personalized program, tailored specifically to the struggles of each family.

☎ 229-928-1234

🌐 http://www.rosalynncarter.org/OpFamCaregiver/

Easter Seals Military and Veteran Caregiver

The Easter Seals website provides hour-long on-demand educational sessions for all military caregivers, providing tips and tools on topics including depression, childcare, intimacy, hearing loss, caregiver self-care and home safety. Select webinars are available in Spanish.

☎ 1-800-221-6827

🌐 https://www.easterseals.com/explore-resources/for-caregivers/military-caregiving-education.html
Grandparents Raising Grandchildren or Kinship Care

“The Second Time Around” is often used to describe the journey of “grandparents raising grandchildren”, or other older relatives raising children. The journey can be joyful and enriching for both parties but many legal, financial, and social challenges are associated with this responsibility. The following local and national resources are available to assist you in this journey:

The NM Aging & Disability Resource Center provides information on resources and services in your community.

📞 1-800-432-2080 or TTY 505-476-4937
⏰ [Website: http://www.nmaging.state.nm.us/adrc.aspx]

AARP Grandfamilies Guide

📞 1-888-687-2277
⏰ [Website: www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-getting-started.html]

The City of Santa Fe Division of Senior Services Grandparents Raising Grandchildren Program administers funds available to assist grandparents or kinship caregivers who pay out-of-pocket expenses for medical services, food, clothing and more for those they care for. Persons age 55 or older who live in the city/county of Santa Fe, and who show proof of actively caregiving and providing financial assistance for those they care for, may receive up to $200.00 annually per household for reimbursable expenses.

📞 505-955-4761
⏰ [Website: https://www.santafenm.gov/division_of_senior_services]
Las Cumbres Community Services Grandparents Raising Grandchildren Program is the primary resource in northern New Mexico for information and support regarding children and adults with developmental disabilities or mental health challenges. The agency answers requests and calls for assistance from city and county government departments, churches, businesses, schools, provider networks and individual service providers, as well as from families and individuals seeking specialized services and support.

📞 505-955-0410
🌐 [https://www.lascumbres-nm.org](https://www.lascumbres-nm.org)

The New Mexico Human Services Department/Income Support Division (ISD) offers emergency food assistance, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Low Income Energy Assistance, and health coverage (Medicaid).

📞 1-800-283-4465
🌐 [http://www.hsd.state.nm.us/](http://www.hsd.state.nm.us/)

Pegasus Legal Services for Children provides civil legal services to New Mexico’s vulnerable children and youth. Pegasus can assist grandparents raising grandchildren, or other kinship caregivers, statewide, in obtaining kinship-guardianship.

📞 505-244-1101
🌐 [www.pegasuslaw.org](http://www.pegasuslaw.org)

The American Bar Association/Center on Children and the Law/Grandfamilies provides information on laws & legislation affecting grand families, legal, educational & financial resources, and publications for grand families.

🌐 [www.grandfamilies.org](http://www.grandfamilies.org)
Head Start and Early Head Start programs promote school readiness, support the mental, social, and emotional development of children from birth to age 5 throughout New Mexico. Under Head Start regulations, when a family receives kinship or foster care for a child, such child is considered categorically income eligible for free enrollment into the program.

📞 1-866-6481

🌐 [https://www.earlylearningnm.org/head-start-amp-early-head-start](https://www.earlylearningnm.org/head-start-amp-early-head-start)

Family Infant Toddler Program provides early intervention services to eligible infants and toddlers with qualifying developmental delays or disabilities and their families up to age 3.

📞 1-877-696-1472

🌐 [https://nmhealth.org/about/ddsd/pgsv/fit/](https://nmhealth.org/about/ddsd/pgsv/fit/)

The New Mexico Children, Youth and Families Department provides an array of prevention, intervention, rehabilitative and after-care services to New Mexico children and their families. The Department oversees services in the following areas: Early Childhood, Child Protective, Juvenile Justice and Children’s Behavioral Health.

📞 505- 827-8400

📞 To report child abuse or neglect 1-800-333-7233

🌐 [https://cyfd.org/](https://cyfd.org/)
Choosing Residential Care

When it is no longer safe or practical for a loved one to be cared for at home, it may be necessary to consider a residential facility such as an assisted living residence or a nursing home. There are many factors to consider when making the decision, including the type of care that your loved one may need.

The National Institute on Aging provides information about choosing a nursing home as well as paying for care.

📞 1-800-222-2225
🌐 https://www.nia.nih.gov/health/choosing-nursing-home
🌐 https://www.nia.nih.gov/health/paying-care

The Family Caregiver Alliance provides information about types of residential care.

📞 1-800-445-8106
🌐 www.caregiver.org/residential-care-options

The Alzheimer’s Association®, New Mexico Chapter provides information, support and services to New Mexicans with Alzheimer’s disease or dementia, their families and caregivers.

📞 505-266-4473 or 1-800-272-3900

The New Mexico Health Care Association provides information and resources to help make decisions regarding long-term care for a loved one.

📞 505-880-1088
🌐 www.nmhca.org/
New Mexico Long-Term Care Ombudsman Program

Ombudsmen provide advocacy and assistance by offering residents in long-term care facilities a means to voice their concerns and have their complaints addressed. The program works to resolve problems and improve both quality of life and quality of care for the residents.

Ombudsmen can help residents in long-term care facilities with the following:

- Abuse, neglect or exploitation
- Food complaints
- Lost laundry/personal items
- Medication errors
- Medicaid and Medicare benefits and charges
- Discharge/room changes
- Lack of activities
- Long-term care resources
- Call bells not being answered
- Resident rights
- Billing and medical records
- Care planning
- Environment conditions and safety
- Legal decision making
- Person-centered care

📞 1-866-451-2901
🖥️ [http://www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx](http://www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx)
Adult Protective Services

If you suspect that a vulnerable adult is being abused, neglected, or exploited, call Adult Protective Services Statewide Intake, toll free, 1-866-654-3219, or at 505-476-4912. There is someone available 24/7 to assist you in making emergent reports of adult abuse, neglect, and exploitation.

Adult Protective Services is mandated by New Mexico law to provide a system of protective services to persons over the age of 18 who are unable to protect themselves from abuse, neglect, or exploitation. New Mexico has a “Duty to Report” provision in its Adult Protective Services Act (27-7-30) which states: “Any person, or financial institution, having reasonable cause to believe that an incapacitated adult is being abused, neglected or exploited shall immediately report that information to Adult Protective Services.” Investigations and support services are conducted through a network of regions and field offices that cover all New Mexico counties.

☎ 1-866-654-3219 or 505-476-4912
💻 http://www.nmaging.state.nm.us/Adult_ProtectiveServices.aspx
Caregiving and Work

Many people find themselves juggling work and caregiving. This can cause increased stress as caregivers meet the demands of work while trying to meet the needs of their loved ones. Employers are beginning to recognize this as a workplace issue and some may offer support.

The federal **Family Medical Leave Act** requires employers with 50 or more employees to offer up to 12 weeks a year of unpaid leave (26 weeks when caring for an active service member), while protecting employees’ jobs and health insurance benefits. Other types of benefits may include flexible work hours, telecommuting, job sharing, counseling, employee assistance programs, brown-bag educational presentations and support groups.

- [https://www.dol.gov/whd/fmla/employeeguide.htm](https://www.dol.gov/whd/fmla/employeeguide.htm)

**Family Caregiver Alliance**

- Phone: 1-800-445-8106
- [https://www.caregiver.org/work-and-eldercare](https://www.caregiver.org/work-and-eldercare)

**AARP**

- Phone: 1-888-687-2277
- [www.aarp.org/relationships/caregiving-resource-center/info-08-2010/pc_balancing_work_and_caregiving.html](www.aarp.org/relationships/caregiving-resource-center/info-08-2010/pc_balancing_work_and_caregiving.html)
Self-Care for the Caregiver

One day you might realize that you are caring more for someone else than you are for yourself.

Family Caregiver Alliance Publication - “Taking Care of YOU – Self-Care for Family Caregivers”

www.caregiver.org/taking-care-you-self-care-family-caregivers

The AARP Caregiving Resource Center provides a host of information with tools and tips for caregivers including managing stress, the importance of staying connected with family and friends, juggling work and caregiving, and making time for your own needs.

1-877-333-5885

The Alzheimer’s Association® Caregiver Center

https://www.alz.org/help-support/caregiving

Go4life is an exercise and physical activity campaign from the National Institute on Aging, designed to help you fit exercise and physical activity into your daily life.

https://go4life.nia.nih.gov/

Health Promotion and Healthy Aging Programs can assist caregivers in maintaining their health and reducing stress.

505-850-0176
https://www.pathstohealthnm.org/
1-800-432-2080
www.nmaging.state.nm.us/healthy-aging-andprevention.aspx
What is Respite Care?

Respite care is a term used to describe a variety of services that offer caregivers “time off” from caregiving responsibilities, giving them needed breaks to rest and renew their energies, pursue interests, schedule medical and other appointments for themselves, or take care of other responsibilities. Not all respite is the same. Become familiar with what’s available in your area and what you need for your particular situation. Put a plan in place and start using respite before there is a crisis or an emergency.

Five Most Common Types of Respite Care

In-Home Respite: The individual receiving care is able stay in her/his own home. Depending upon care needs, you can choose from a variety of services such as personal care, homemaking, skilled care, and companion services. In home aides can be employed privately, through an agency or as part of a government program.

Adult Day Care: Offers services in a community-based setting and may provide meals and transportation. Your loved one will have an opportunity to socialize and participate in a variety of activities in a safe environment.

Informal Support: Includes other family members, friends, and neighbors, members of religious congregations, and volunteers who offer to help with caregiving. You can work with these individuals to put together a schedule of times when they are available to care for your loved one and provide respite for you.

Facility-Based Respite: Group homes, nursing facilities and other specialized facilities may provide emergency and planned respite care, including overnight and extended stays of a few days or even a few weeks. This type of respite care can support an extended
absence of the primary caregiver to visit family out-of-state, take a vacation or attend to medical needs that may require hospitalization or an extended period of recovery.

**Emergency Respite:** If you are unexpectedly unable to care for your loved one, emergency respite care can help. Conduct research on local resources, including residential care and family, friends and neighbors who are willing to help, and put a plan in place for emergency situations that may occur.

**How Do I Pay for Respite Care?**
Most respite care is paid for privately. Costs for respite care vary according to the type of provider and the services needed. Private health insurance and Medicare generally do not cover respite care, but some financial assistance may be available through Medicaid, community providers, managed care organizations, governmental programs or long-term care insurance. Eligibility, applications, waiting lists, and benefits differ according to funding source.

**The Alzheimer’s Association® New Mexico Chapter** offers a respite voucher program that provides up to $800 per year, per person, to caregivers of those with dementia to use in paying a respite provider. It also offers a one-time, $1,000 emergency respite voucher program.

- 📞 505-266-4473 or 1-800-272-3900
- 🌐 [https://www.alz.org/newmexico](https://www.alz.org/newmexico)

**The United States Veterans Administration (VA)** provides services specifically for caregivers, including respite care.

- 📞 1-855-260-3274
- 🌐 [www.caregiver.va.gov/](http://www.caregiver.va.gov/)

**New Mexico Senior Companions** is a program of the Corporation for National and Community Service, Senior Corps, and in NM, in partnership with the Aging and Long-Term Services
Department. Senior Companions are volunteers 55 and over who provide assistance and friendship to seniors who have difficulty with daily living tasks, such as shopping or paying bills. The program aims to keep seniors independent longer, and provide assistance to family caregivers.

- 1-800-432-2080 or TTY: 505-476-4937
- [http://www.nmaging.state.nm.us/adrc.aspx](http://www.nmaging.state.nm.us/adrc.aspx)

**New Mexico’s Area Agencies on Aging** may fund respite care providers or support programs in your area:

- **Albuquerque/Bernalillo County Area Agency on Aging** - *Serves Bernalillo County*
  - 505-764-6400
  - [http://www.cabq.gov/seniors](http://www.cabq.gov/seniors)

- **Non-Metro Area Agency on Aging** - *Serves all New Mexico counties, except Bernalillo*
  - 1-866-699-4927
  - [www.nonmetroaaa.com/](http://www.nonmetroaaa.com/)

- **Navajo Area Agency on Aging** - *Serves the Navajo Nation*
  - 928-729-4522

- **Indian Area Agency on Aging** - *Serves New Mexico’s 19 Pueblos and 2 Apache Nations*
  - 505-690-5306
  - [www.nmaging.state.nm.us/aaa.aspx](http://www.nmaging.state.nm.us/aaa.aspx)

**Medicare Hospice Benefit** If someone is eligible for Medicare and is in hospice, their caregivers may be eligible for respite under the Medicare Hospice benefit.

- 1-800-633-4227, TTY 1-877-486-2048

**New Mexico Human Services - Medicaid** If your loved one is enrolled in a Medicaid home and community based waiver
program, they may be eligible to receive a respite benefit. Contact your care manager to determine if respite care is a benefit provided under your loved one’s health care plan.

📞 1-888-997-2583
🌐 https://nmmedicaid.portal.conduent.com/static/index.htm

For More Information

The New Mexico Aging and Disability Resource Center can provide information on respite care services.

📞 1-800-432-2080 or TTY: 505-476-4937
🌐 http://www.nmaging.state.nm.us/adrc.aspx

The Alzheimer’s Association® Caregiver Center has information to assist caregivers in the basics of respite care.

📞 1-800-272-3900
🌐 https://www.alz.org/help-support/caregiving/care-options/respite-care

The National Respite Network and Resource Center (ARCH) helps families locate respite and crisis care services in their communities.

📞 703-256-2084
🌐 https://archrespite.org/consumer-information
Other New Mexico Resources

The New Mexico Direct Caregivers Coalition (NMDCC) was created to enhance and promote family and professional direct care workers, supporting their professional development and advancing issues of importance to the field of long-term and direct care. The Coalition maintains a caregiver registry, a job-matching service that connects all categories of caregivers with care agency providers and directly with care recipients.

☎ 505-867-6046
💻 http://www.nmdcc.org/

New Mexico County Cooperative Extension Service Offices provide practical, research-based knowledge and programs to New Mexico citizens in every county in the state. Major areas of focus include: Diabetes, Disaster Preparedness, Family Health & Wellness, Family Life & Child Development, Family Resource Management, Food & Nutrition, and Food Technology.

☎ 575-646-3015
💻 https://aces.nmsu.edu/county/

The New Mexico's Health Insurance Exchange (NMHIX) is the marketplace to shop, compare and buy health insurance.

☎ 1-855-996-6449
💻 www.bewellnm.com/

The New Mexico Human Services Department provides:

- Medicaid and Children’s Health Insurance Program
- Supplemental Nutrition Assistance Program (SNAP)
- SNAP Education Program
- Temporary Assistance for Needy Families
- The Emergency Food Assistance Program
- School Commodity Foods Program
• Meals for the Homeless
• General Assistance (for individuals with disabilities and low incomes)
• Community Services Block Grant
• Refugee Resettlement Program
• Low-Income Home Energy Assistance Program
• Child Support Establishment and Enforcement
• Behavioral Health Services for mental illness, substance abuse and compulsive gambling.
  📞 505-476-9266
  🌐 [http://www.hsd.state.nm.us/Behavioral_Health_Services_Division.aspx](http://www.hsd.state.nm.us/Behavioral_Health_Services_Division.aspx)
• Medical Assistance Division Customer Service
  📞 1-888-997-2583
• Income Support – Customer Service Center
  📞 1-800-283-4465
• Low-Income Home Energy Assistance Program
  📞 1-800-283-4465
• Behavioral Health Services Division
  📞 505-476-9266

**New Mexico Crisis and Access Line Services** are available to help New Mexico residents with any behavioral health crisis. Services include:

• Crisis intervention for suicidal and homicidal thoughts
• Assistance with non-life-threatening mental health emergencies
• Trauma response
• Assistance with finding treatment resources
• Assistance for those who have family members or loved ones who are experiencing a mental health crisis.
  📞 1-855-662-7474
  🌐 [https://www.nmcrisisline.com/](https://www.nmcrisisline.com/)
The New Mexico Brain Network (NMBN) is a network of patients, family members and advocate organizations representing the range of brain and behavioral health conditions across New Mexico. The group meets monthly for information sharing, networking, education and to undertake common initiatives.

https://brain.health.unm.edu/community_brainnet.php

The National Council on Aging (NOCA) – Benefits Enrollment Centers (BEC) helps seniors and younger adults with disabilities to apply for other programs, such as Supplemental Security Income, State Pharmaceutical Assistance Programs, local transportation assistance, tax relief, and more.

571-527-3900

https://www.ncoa.org/centerforbenefits/becs/meet-the-becs/

Adelante Development Center, Inc., Albuquerque, NM

505.273.5222 or 1-844-266-2236

https://goadelante.org/community-resources/benefits-connection-center/

The San Juan Center for Independence provides services, promotes independent living and empowers individuals with disabilities to live independently in their communities with necessary supports.

505-566-5827

http://www.sjci.org/

The New Mexico Technology Assistive Program (NMTAP) offers free services to New Mexicans with disabilities to help them get the assistive technology (AT) services they need. It is a statewide program designed to increase knowledge of, access to, and acquisition of assistive or adaptive technology for anyone with any disability, anywhere in the state, of any age.

1-877-696-1470

http://www.tap.gcd.state.nm.us/
The American Public Transportation Association is a national organization whose role is to strengthen and improve public transportation and to ensure public transportation is available and accessible for all Americans in communities across the country.

https://www.apta.com/resources/links/unitedstates/Pages/NewMexicoTransitLinks.aspx

The New Mexico Association for Home & Hospice Care offers online directories of in-home and hospice care providers. Database consists of member agencies of the New Mexico Association for Home and Hospice care.

📞 505-889-4556

🌐 https://www.nmahc.org/

The New Mexico Department of Public Safety protects human life and property through the detection and prevention of criminal activity and enforcement of state laws and regulations.

📞 1-866-654-3219


The New Mexico Department of Health, Division of Health Improvement provides compliance oversight of nursing and residential care facilities.

📞 505-827-5274

🌐 https://nmhealth.org/about/dhi/
Other National Resources

- Alzheimer’s Disease Education and Referral Center
  📞 1-800-438-4380
  🌐 www.nia.nih.gov/health/alzheimers

- American Red Cross
  📞 1-800-733-2767
  🌐 www.redcross.org/

- Caring Connections
  📞 1-800-658-8898
  🌐 www.caringinfo.org/i4a/pages/index.cfm?pageid=1

- National Alliance for Caregiving
  📞 301-718-8444
  🌐 www.caregiving.org/

- Caregiver Action Network
  📞 202-454-3970
  🌐 caregiveraction.org/

- National Cancer Institute
  📞 1-800-422-6237
  🌐 www.cancer.gov/

- National Hispanic Council on Aging
  📞 202-347-9733
  🌐 www.nhcoa.org/
• National Hospice and Palliative Care
  ☏ 703-837-1500
  ✉ www.nhpco.org/

• National Indian Council on Aging
  ☏ 505-292-2001
  ✉ nicoa.org/

• National Resource Center on LGBT Aging
  ☏ 212-741-2247
  ✉ www.lgbtagingcenter.org/resources/resource.cfm?r=883

• Social Security Administration
  ☏ 1-800-772-1213, TTY 1-800-325-0778
  ✉ www.ssa.gov/

• Eldercare Locator
  ☏ 1-800-677-1116
  ✉ https://eldercare.acl.gov/Public/index.aspx

• Medicare.gov
  ☏ 1-800-633-4227
  ✉ https://www.medicare.gov/

• Alzheimers.gov
  ☏ 1-800-438-4380
  ✉ https://www.alzheimers.gov/index.html

• Center for Disease Control (CDC) Alzheimer’s Disease and Healthy Aging
  ☏ 1-800-232-4636
  ✉ https://www.cdc.gov/aging/index.html
• Benefits.gov
  1-800-333-4636
  https://www.benefits.gov/categories

• Family Care Navigator
  1-800-445-8106
  https://www.caregiver.org/family-care-navigator

• National Institute of Neurological Disorders
  1-800-352-9424
  https://www.ninds.nih.gov/Disorders/Patient-Caregiver-Education

• Healthcare.gov
  1-800-318-2596
  https://www.healthcare.gov/

• USA.gov Caregiver Support
  1-844-872-4681
  https://www.usa.gov/disability-caregiver
Artwork “NM Landscape with Sheep: by Patty Baker