# Long-Term Care

**At the start of the counseling session, remember to:**

- ❑ Ensure your site is free from distractions, protects clients' privacy, and accommodates clients' needs.
- ❑ Have publications, computers, and phones handy.
- ❑ Tell clients about SHIBA, the volunteers' role, confidentiality, and the disclaimer. Explain why we ask personal questions.
- ❑ Give clients the *How Did We Do?* Comment Card.
- ❑ Ask clients how we can help them.

Counseling Steps

❑ Step 1: **Listen to clients** describe their questions, concerns, situations, etc.

❑ Step 2: **Ask any clarifying questions** needed, including CCR questions not yet answered.

❑ Step 3: Ensure clients know **definition of long-term care**. ("Long-term care" means medical and non-medical services needed by people with prolonged illness or disability. Long-term care services often help people with cognitive impairment, and help people perform activities of daily living [ADLs] or independent activities of daily living [IADLs].)

❑ Step 4: **Ensure clients know the definitions of ADLs, IADLs, and cognitive impairment**.

❑ Step 5: **Identify whether clients**:
- o Are **looking for options** to plan for long-term care
- o Already have a plan but **have questions or problems**

❑ Step 6: **Give clients any publications** that may help.

<u>If clients want more help:</u>

❑ Step 7: **Work through "What is my Situation?"** in the *Long-Term Care Options Workbook* with clients. You may already have some answers from the CCR. Tell clients they don't have to answer questions right then (if they want to think or if they see questions as too personal). These questions will help clients identify which options may be best for them.

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Counseling Steps

- ☐ Step 8: **Explain why private health insurance and Medicare often don't pay for long-term care**.
- ☐ Step 9: If clients have something they **think will pay for long-term care, clarify if needed**.
- ☐ Step 10: **Refer to basic long-term care costs** and advise where to find more information.
- ☐ Step 11: **Mention four ways to arrange for long-term care**, and let clients know some of these ways may be used together.
- ☐ Step 12: **Check for clients' understanding**.

<u>If clients want more help:</u>

- ☐ Step 13: **Find out if clients want more detail** on options, or have questions about an existing long-term care product or plan.
- ☐ Step 14: If clients have questions or want details, **go to the appropriate section of the workbook and review with them**.
- ☐ Step 15: If clients ask questions beyond our scope, **refer them to specialized resources**.

**At the end of the counseling session, remember to:**

- ☐ Find out if clients have other questions.
- ☐ Use the CCR and BenefitsCheckUp® to identify other programs clients may be eligible for.
- ☐ Warn clients about fraud.
- ☐ Summarize next steps. Note any follow-up steps and related referral phone numbers on the Comment Card.
- ☐ Find out if clients, or other family or household members, need help with health care coverage.
- ☐ Complete the CCR form or CATS record.