

ElderCare Choices

FAQs (Frequently Asked Questions)

- **What is Elder Care Choices?**

Elder Care Choices is telephone-based consultation and referral service to help employees of subscribing companies manage the many responsibilities of caring for an older adult.

- **How can Elder Care Choices help an employee?**

When you call Elder Care Choices, a counselor will listen to your concerns, answer your questions and suggest appropriate services. After your conversation, the counselor will research specific resources that meet your loved one's needs and mail detailed written information about these resources to you within one to three days. Employees who have used the service report that it has saved them a considerable amount of time and energy in determining and locating appropriate resources. They also appreciate the advice and knowledge of a counselor trained in the elder care field.

- **Will anyone know that an employee has called Elder Care Choices?**

No. The counselor keeps all calls confidential. Summary records for each organization are maintained for tracking and reporting.

Eligibility

- **Who can use Elder Care Choices?**

Elder Care Choices is open to all eligible employees and their spouses.

- **Does the older person have to be a parent?**

No. The consultation and referral service can be used for other older adults for whom an employee may be providing care.

- **Does the older person need to live in Winston-Salem or nearby?**

No. Elder Care Choices can help an employee find services for an older adult who lives anywhere in the United States.

- **How often can an employee use Elder Care Choices?**

As often as the employee has a need for information or referrals.

Cost

- **How much does this program cost?**

There is no charge to an employee for using this service. The service is provided by the employer as a part of the benefits package.