



## Resource List for Older Adults in Middle TN During COVID-19

### INTRODUCTION:

The Council on Aging conducted a survey of Leadership Council members in April 2020 to assess the challenges and unmet needs of older adults during the COVID-19 pandemic.<sup>1</sup> Below are the key questions asked and the top results from the survey.

### Biggest challenges facing older adults & their families

- Social isolation
- Food & medication access/delivery
- Caregiver support & relief

### Needs NOT being met adequately

- Social connection
- Caregiver support & relief
- Food & medication access/delivery –AND– Emergency financial assistance

In an effort to better meet the needs of older adults during COVID-19, the Council on Aging compiled this Resource List (beginning on page 2). Resources address Social isolation/connection, Caregiver support & relief, Food & medication access/delivery, among other important services. \*This resource list is not comprehensive; additional help can be found on the United Way COVID-19 Response Fund website: <https://www.nashvilleresponsefund.com/>

### FOR GENERAL INFORMATION AND ASSISTANCE, OLDER ADULTS CAN CALL THESE MAIN HUBS:

**Council on Aging  
of Middle TN  
615-353-4235**

**Greater Nashville Regional Council  
[Area Agency on Aging & Disability]  
615-255-1010**

**United Way  
Greater Nashville  
2-1-1 or 1-800-318-9335**

<sup>1</sup> The Leadership Council is a multi-sector committee of 20+ government and nonprofit organizations in Middle TN that serve and safeguard older adults. The Council on Aging of Middle Tennessee is the convener and facilitator.

**Social Connection through Friendly Phone Support**

***HelpLine***

**Council on Aging of Middle TN**

**1-615-353-4235**

Call the Council on Aging for helpful resources to get through COVID-19, or for friendly phone support. Our HelpLine is for any older adult, caregiver, or aging services professional.

Website: <https://www.coamidtn.org/>



***Care Through Conversation***

**TN Commission on Aging & Disability**

**615-741-2056**

If you are 60+ years old or a caregiver, you can sign up to request a weekly call from a vetted volunteer. Volunteers will check in, assess your needs and connect you with information and support.

Website: <https://www.tn.gov/aging/our-programs/care-through-conversation.html>

***Community Connections – Friendly Voices***

**AARP-TN**

**1-888-281-0145**

“Sometimes, just hearing a friendly voice on the other line can help in challenging times.” This is a phone support program for older adults and loved ones, offered by trained AARP volunteers across the country.

Website: <https://aarpcommunityconnections.org/friendly-voices/>

***Care Management / Essential Needs Intake***

**FiftyForward**

**1-615-743-3416**

Any older adult in Davidson or Williamson County can call FiftyForward for an intake of essential needs, case management & support. Website: <https://fiftyforward.org/supportive-care/care-management/>

***Pandemic Pals***

**Gallatin Chamber of Commerce**

**615-452-4000**

This phone support program allows older adults to sign up to receive friendly phone check-ins. Interested community volunteers can also sign up to assist with meal deliveries and other needs.

Website: <https://www.gallatintn.org/programs-events/pandemic-pals>

*Many faith communities are also calling their members / congregants to maintain connection. If you would like to stay connected in this way, please call your local church, synagogue, mosque or temple.*

## Caregiver Support & Relief



### **HelpLine & Online Caregiving Resources Council on Aging of Middle TN**

**1-615-353-4235**

Are you a caregiver of an aging relative (spouse, parent, friend or other family member)? Are you a grandparent providing care for your grandchild? If you are having difficulty managing caregiving, work and/or homeschooling during the COVID-19 pandemic, call COA's HelpLine for a Care Consultation and check out our online Directory, Aging and Caring e-book, Empowering Grandparents e-book and care navigation tool, Roobrik. Website: <https://www.coamidtn.org/>

### **Telephone Caregiver Support Group Alzheimer's Tennessee**

**1-615-580-4244**

If you are caring for someone with Alzheimer's disease or another type of dementia, times like these can make you feel especially isolated and alone. Call Alzheimer's Tennessee – Middle Tennessee office, or visit the website to join an Alzheimer's Caregiver Support Group. Support groups are meeting by phone or Zoom. Website: <https://www.alztennessee.org/support-groups>

### **Caregiver Support Group & Telehealth Counseling Jewish Family Service**

**1-615-356-4234**

Call Jewish Family Service to join a warm and supportive group of caregivers. The Caregiver Support Group meets every other Friday, alternating with a Grief Support Group. Through the COVID-19 pandemic, meetings will occur online. JFS also provides HIPAA-compliant telehealth counseling. Website: <http://jfsnashville.org/>

### **Support Group for Caregivers of Persons with Dementia Mental Health America of the MidSouth**

**1-615-269-5355**

Join a support group for caregivers of persons with dementia, and/or seek additional support and services provided by Mental Health America of the MidSouth. Website: <https://www.mhamt.org/support/aging-alzheimers-services/>



## Resource List for Older Adults in Middle TN During COVID-19

### ***Family Directed Respite Vouchers*** **Tennessee Respite Coalition**

**1-888-579-3754**

Call the TN Respite Coalition's statewide respite hotline to request weekly phone calls of support and encouragement. Additional offerings: a new Facebook support group for caregivers; "e-Care Packages" containing resources and self-care activities; vouchers for caregivers to use for respite.

Website: <https://tnrespite.org/services/>

## Food & medication access / delivery

### ***Ready-made meals for older adults, caregivers & families***

#### **Catholic Charities**

**1-615-352-3087**

Catholic Charities is providing ready-made meals for older adults, caregivers & families on Tuesdays and Thursdays, scheduled through the month of May. Call a day in advance to request a meal. Pick-up only.

Website: <https://www.cctenn.org/index.cfm>



### ***FiftyForward Fresh meal delivery / Care Management for older adults***

#### **FiftyForward**

**1-615-743-3416**

If you live in Davidson or Williamson County and you need help going grocery shopping during the early 'senior shopping hours,' OR if you need food delivered to your home, call FiftyForward. FiftyForward provides emergency food boxes with two weeks' worth of groceries and frozen foods. 'Big Mondays' are drive-through food pickup days at FiftyForward's Bordeaux Center. Website: <https://fiftyforward.org/>

### ***Drive-through Food Pantry – for pick-up***

#### **Graceworks Ministries**

**1-615-794-9055**

If you live in Franklin, TN and need food assistance, Graceworks Ministries is offering a drive-through food pantry Monday through Saturday from 9 a.m.-12 p.m. as well as Wednesdays from 4-7 p.m. Families with school-aged children can come once every 15 days while schools are closed. Families without school-aged children can come once every 30 days. Please stay in your car and follow directions as you enter the parking lot to access your food. Please bring your ID. Website: <https://www.graceworksministries.net/>



## Resource List for Older Adults in Middle TN During COVID-19

### ***Meal delivery and grocery assistance for older adults***

#### **Greater Nashville Regional Council (GNRC)**

**1-615-255-1010**

Call the Greater Nashville Regional Council (GNRC) if you would like free meals delivered to your home or prepared for pick-up. GNRC is providing these meals in partnership with local restaurants. Not all counties served by GNRC will be eligible for meal delivery/pick-up. If you need help paying for and/or picking up your groceries, or grocery shopping online, call GNRC; their volunteers are ready to help.

Website: <https://www.gnrc.org/>

### ***Kosher Food Pantry delivery & assistance with online grocery shopping***

#### **Jewish Family Service**

**1-615-356-4234**

Call the Jewish Family Service if you need kosher food delivered to your home and/or help using technology to grocery shop online. Website: <http://jfsnashville.org/>

### ***Meal delivery – for those who medically qualify***

#### **Metro Social Services**

**1-615-862-6400**

Call Metro Social Services if you would like to have meals delivered to your home, and the agency will determine if you medically qualify for meal delivery. Website: <https://www.nashville.gov/Social-Services.aspx>

### ***Food assistance for older adults***

#### **Mid-Cumberland Community Action Agency**

**1-615-742-1113**

Mid-Cumberland Community Action Agency can provide food assistance in Cheatham (615.792.3632), Robertson (615.384.1086), Rutherford (615.893.8938), Sumner (615.452.7570), Trousdale (615.444.4714), Williamson (615.790.5798) and Wilson (615.444.4714) Counties. Contact your local office for assistance.

Website: <https://www.midcumberland.org/>

### ***Meal delivery for older adults – outside of Davidson County***

#### **Mid-Cumberland Human Resource Agency**

**1-615-331-6033**

Mid-Cumberland Human Resource Agency operates in all 12 Middle Tennessee counties outside of Metro Davidson County. If you live in a Middle Tennessee county outside of Davidson and you need meals delivered to your home, call the Mid-Cumberland Human Resource Agency. Website: <http://www.mchra.com/>



## Resource List for Older Adults in Middle TN During COVID-19

### ***Emergency Food Box program – for pick-up***

#### **Second Harvest Food Bank**

**1-615-329-3491**

Call the Second Harvest Food Bank to receive emergency food boxes if you have been affected by the March 3<sup>rd</sup> tornadoes and COVID-19 in Davidson or Wilson counties. There is no income requirement to receive these food boxes, but you will need to bring an ID for all adults in your household, along with proof of address. To find the closest pick-up location near you, see this website: <https://www.secondharvestmidtn.org/get-help/>

### ***Meal delivery for older adults***

#### **St. Luke’s Community House**

**1-615-350-7893**

St. Luke’s Community House is offering meal deliveries 2x/week to older adults.

Website: <https://www.stlch.org/>

### ***Food delivery for older adults***

#### **The Store**

**1-615-460-8331**

If you are 65+ years old and cannot leave your home due to the risk of COVID-19, you can apply to receive food deliveries from The Store. The Store is accepting delivery requests from residents in these zip codes: 37201, 37203, 37304, 37206, 37207, 37208, 37210, 37211, 37212, 37214, and 37216.

Website: <http://www.thestore.org/>

### ***Supplemental Nutrition Assistance Program (SNAP)***

#### **TN Department of Human Services**

**1-866-311-4287**

The Supplemental Nutrition Assistance Program (SNAP) provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. If you need assistance applying for SNAP benefits because you have a disability or don’t speak English, please call the Family Assistance Service Center at the phone number listed above. After the recorded message, you will reach an operator who can provide you with an interpreter. Website: <https://faonlineapp.dhs.tn.gov/>

### ***Meal delivery for older adults***

#### **Williamson County Meals on Wheels**

**1-615-762-7746**

If you live in Williamson County and would like meals delivered to your home on a weekly basis, call the Williamson County Meals on Wheels.



## Emergency financial assistance



*For a comprehensive, up-to-date list of all of the organizations in Middle Tennessee that are providing emergency financial assistance during the COVID-19 health and economic crisis, visit the United Way COVID-19 Response Fund website: <https://www.nashvilleresponsefund.com/individuals>*

## Legal Assistance

### ***Advance Directives***

**Honoring Choices Tennessee**

**Help@advancedirectivestn.org**

An Advance Directive is a written statement of a person's wishes regarding medical treatment, made to ensure those wishes are carried out should the person be unable to communicate them to a doctor. Honoring Choices Tennessee makes it easy to create your own Advance Directive, in just 4 easy steps.

Website: <https://advancedirectivestn.org/>

### ***Tennessee Senior Law Alliance***

**Legal Aid Society of Middle Tennessee and the Cumberland & Tennessee Alliance for Legal Services**

**1-844-HELP4TN (1-844-435-7486)**

This is a free legal helpline for any Tennessean age 60+ who is living in poverty, facing homelessness, hunger, abuse and exploitation, lack of access to benefits and/or healthcare.

Website: <https://las.org/tennessee-senior-law-alliance/>



## Resource List for Older Adults in Middle TN During COVID-19

### Mental Health

***For a comprehensive, up-to-date list of all of the organizations in Middle Tennessee that are providing mental health assistance during the COVID-19 health and economic crisis, visit the United Way COVID-19 Response Fund website: <https://www.nashvilleresponsefund.com/individuals>***

#### ***Alive Griefline - Grief Support & Individual grief counseling***

##### **Alive Hospice**

**1-615-963-4732**

Alive Hospice offers professional grief support to anyone who is grieving from the loss of a loved one, regardless of whether that loved one was a patient at Alive Hospice. Up to 26 sessions of individual grief counseling are free for family and friends of Alive Hospice patients, but a fee is charged to family or friends whose loved one was not a patient of Alive Hospice. No one will be denied service due to inability to pay.

Website: <https://www.alivehospice.org/griefsupport>

#### ***Care Consultations & Educational videos***

##### **Alzheimer's Tennessee**

**1-888-326-9888**

Alzheimer's Tennessee provides care consultations to help navigate through the difficult decisions and uncertainties that people with Alzheimer's and their families face at every stage of the disease. Consultations include assessment of needs, assistance with planning and problem-solving and supportive listening.

Alzheimer's Tennessee also provides these two sets of educational videos on its website: Caregiver Academy and Living Will Academy videos. Website: <https://www.alztennessee.org/>

#### ***Telehealth – Mental Health counseling***

##### **Insight Counseling Center**

**1-615-383-2115, extension 100**

Insight Counseling Center's mission is to restore lives to wholeness mentally, emotionally, and spiritually. Insight provides therapy to individuals, couples, and families. An income-based fee scale is available. During this time of social distancing, Insight is providing telehealth-only. Telehealth means counseling sessions take place online via a secure platform, or by telephone for those who do not have computers.

Website: <https://insightcounselingcenters.org/>





## Resource List for Older Adults in Middle TN During COVID-19

### ***Mental Health counseling & related services***

#### **Mental Health America of the MidSouth**

**1-615-269-5355**

The mental health impact of COVID-19 will persist longer than the physical virus. Consider the anxiety, trauma, and depression caused by job loss, isolation, seclusion, and the unpredictability about the virus that threatens the life and safety of individuals and their family members. Mental Health America of the MidSouth has made these mental health resources available:

1. Text “TN” to 741741 to reach the Crisis Text Line and to immediately be connected to a trained crisis counselor 24/7. For more information, visit the website: <https://www.crisistextline.org/>
2. The “My Health Care Home” website directs Middle Tennesseans to their nearest charitable clinic (i.e., Matthew Walker, Neighborhood Health, Neighborhood Health, etc.). It includes prescription discounts, screenings, and more information. Visit the website: <https://myhchtn.org/>
3. The Suicide Prevention Lifeline phone number is 800-273-8255. If preferred, you can go to the website and participate in a chat feature: <https://suicidepreventionlifeline.org/>
4. Mental Health America (national office) offers free, anonymous, evidence-based screenings for anxiety, depression, trauma, etc. Parents can take a screening to determine if their children are showing symptoms of depression or anxiety. The back-end of the screenings provides local resources and do-it-yourself exercises to help. <https://screening.mhanational.org/screening-tools?ref=MHAMT>

Mental Health America of the MidSouth website: <https://www.mhamt.org/>

## Veteran Services

### ***Essential Services***

#### **Operation Stand Down Tennessee**

**1-615-248-1981 (Nashville)**

**1-931-896-2184 (Clarksville)**

Operation Stand Down Tennessee provides veterans with essential services including: transitional housing, emergency financial assistance, VA benefit claims, career services, and basic needs such as food and hygiene supplies. Services are by appointment only, in-person or virtually. To make an appointment in either Nashville or Clarksville, call the number listed above or email [Nashville@osdtn.org](mailto:Nashville@osdtn.org) or [Clarksville@osdtn.org](mailto:Clarksville@osdtn.org).

Website: <https://www.osdtn.org/>