Frequently Asked Questions

What is Caregiver Solutions™?
Caregiver Solutions™ is a telephone-based information and coaching service for older adults with health challenges and their family or friend caregivers. Offered by Northern Area Multi Service Center (NAMS), Caregiver Solutions™ provides ongoing support and helps find practical solutions to meet your needs, adjust to changes, or plan for the future. Through personalized coaching, Caregiver Solutions™ can assist with decisions and managing daily activities in ways that are best for you.

Who will I be talking to?
A Care Consultant. This professional specializes in coaching adults with health challenges and their caregivers. He or she is trained to provide quality information, organize help from family and friends, assist with finding and using services, and suggest approaches to care.

Who participates in Caregiver Solutions™?
Caregivers of any age and adults with health challenges age 60 years and over. A caregiver is someone who helps a family member, neighbor, or friend with daily activities, tasks, or health-related decisions. The care receiver may have a chronic health condition or disability and needs assistance from the caregiver and others.

Is Caregiver Solutions™ right for me?
Caregiver Solutions™ helps find simple and practical solutions to improve care. If you need help finding services; communicating with a doctor; involving family and friends in care; improving home safety; managing medications; coping with stress; or planning for the future, Caregiver Solutions™ may be right for you.

Do I have to go anywhere to use Caregiver Solutions™?
No. You do not have to leave your home to use Caregiver Solutions™. All communication is done over the telephone.

If I change my mind, can I stop using Caregiver Solutions™?
Yes, you can stop using Caregiver Solutions™ anytime.

Who do I need to contact with questions about Caregiver Solutions™?
Please contact our Care Consultant at 412.781.5002.

“BRI Care Consultation [and design] is a service mark of the Benjamin Rose Institute on Aging.”