

Carl's Story



Carl's journey with Senior Helpers began with a referral from the Veteran's Administration. The fire department had been called out when Carl pushed his emergency alert button after a fall, and when they saw his living conditions, the VA was contacted to coordinate care services.

Enter the incredible team at Senior Helpers Boise. With an excellent relationship with the VA, Senior Helpers wasted no time in coordinating a plan to help Carl. After her first visit and LIFE Profile Assessment, Client Services Manager Shelley realized that Carl needed much more than just a few hours of care a week. The assessment revealed many serious safety risks in the home and concerning Carl's health and wellness.

Living alone in a home that had fallen into disrepair, Carl's health challenges, including a Parkinson's diagnosis, prevented him from taking care of everyday

tasks, let alone major repairs. Most importantly, the bathroom floor was weak and rotting, posing a serious risk to his safety. It was clear that Carl was reaching out for a lifeline.

Recognizing the urgency of his situation, Senior Helpers contacted Carl's sister, Dianne, who had been expecting this call for years. "I knew there was more going on than what he let me know," she lamented. A proud man, Carl hadn't wanted to admit that he needed help, even though he had family who cared deeply about him and his well-being.

Working with Dianne, who lives out of state, Senior Helpers arranged for Carl to stay in a hotel while his home underwent much-needed repairs. Even his beloved dogs, Jigs and Sambo, were not left behind—Senior Helpers ensured they remained by his side throughout the transition.

LIFE Profile by the Numbers

RISK OF HOSPITALIZATION

Within the Next 6 Months



MEDICAL CONDITION MANAGEMENT

7 is Fully Managed



AUTONOMY PROFILE SCORE

41 - 51 is the Optimal Score for Positive Outcomes



SAFETY FACTORS

Out of 144 Environmental, Task, & Personal Safety Risks



Photo: Carl and his sister, Dianne



Photo: Carl and his caregiver, Colleen

With so many caring people dedicated to Carl's progress, he has continued to grow stronger, both physically and emotionally. Shelley says, "Carl has a twinkle in his eyes now. He has such a great sense of humor."

The team at the Boise office, including Carl's caregiver Colleen, began tackling a detailed plan to improve every aspect of his life. Their commitment to his well-being extended far beyond the basic necessities of care. Taking Carl under her wing, Colleen went above and beyond to transform Carl's life. From taking his laundry to the laundromat while repairs were being made to ensuring he never missed a meal, Colleen's compassionate care became the foundation of Carl's newfound stability.

Under Colleen's guidance, Carl began to thrive. She learned that he had been consuming soft drinks to cut the hunger when he was physically unable to prepare food. Colleen sat down with Carl to learn about his favorite foods, make grocery lists, and meal plan. He gained over 20 pounds, a testament to the nutritious meals she prepares and makes sure he eats.

Once the repairs to his home were completed, Carl was anxious to move back home with his dogs. Senior Helpers visited the home again to reassess the safety and Carl's needs. They implemented changes to Carl's home environment—such as relocating the hospital

bed and applying non-skid tape—demonstrating a keen understanding of his needs and a proactive approach to addressing his safety.

But it wasn't just physical improvements that transformed Carl's life. It was also the renewed connections with his loved ones. For years, he had shut himself off from family, afraid to ask for help. But his sister was finally able to reunite with him during Christmas, with the Senior Helpers team there to greet her. It was a very special moment that left no dry eyes in the house.

"To see his sister come in at Christmas was the most heartwarming thing I have ever seen. They haven't seen each other in years because he wouldn't let her come out and wouldn't tell her all of the issues he was having. For him to be sitting there with nice clean clothes on, hair done, gaining weight, house cleaned up, it's just amazing," Shelley says. She shares that Dianne couldn't stop commenting on how good he looks and how much she appreciates that Senior Helpers added phone handsets around the house to help Carl be able to take her calls—an easy fix that no one else had thought of to help them stay in touch.

With Colleen's help, he has started to engage with the world again, attending appointments and taking care of himself in ways he hadn't been able to before. The change to his home and surroundings provides a safe, clean, and comfortable place for him to spend time with his dogs and chat with Colleen while she buzzes about the house.

It was during one of their daily conversations that Colleen first learned of Carl's passion for hunting and fishing. His eyes would light up as he recounted tales of days spent in the great outdoors, his love for nature evident. They are currently planning a field trip to get Carl back out and doing the things he loves.

"Carl loves to watch animal shows with Colleen while they meal plan together. The talk about their lives and life events. And they laugh together a lot," Shelley shares.

In the end, Carl's journey has led to him not just reconnecting with his family, but to becoming a part of the Senior Helpers family as well.

Special thanks to the Senior Helpers office in Boise, ID for sharing this story with us.