

Where Do I Start?

Your personal caregiving picture & conversation guide

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YOUR ROLE

Family Navigator

You can't be there every day — but you can be the one who keeps things organized.

What You're Carrying

6 concerns across 5 areas. That's a lot for one person to hold.

● MOM'S SAFETY

- I worry about her falling
- I'm not sure her home is set up safely anymore

● MOM'S HEALTH

- I don't know if she's taking her meds right

● MOM'S HAPPINESS

- Mom seems lonely or isolated

● THE FAMILY SIDE

- I feel like I'm the only one paying attention

● YOUR OWN WELLBEING

- I think about this more than I probably should

What You Can Do From Where You Are

Things you can own from anywhere:

- Find Top-Rated local pros for grab bars, ramps, or home modifications [Find Local Help]
- Review and prioritize safety improvements from anywhere [Home Safety Tasks]
- Order safety items online (grab bars, night lights, non-slip mats)
- Keep Mom's full medication list in one place — doses, schedules, refill dates [Medicines]
- Manage insurance calls, claims, or prior authorizations
- Look up health questions in plain language — no medical jargon [Ask a Health Question]
- Keep Mom's emergency contacts, allergies, and conditions always accessible [Emergency Preparedness]
- Schedule regular video calls — even 10 minutes helps [Video Calls]

Things that need someone there:

- Use your phone to check each room for fall hazards — get a personalized safety report in minutes [Room Safety Check]
- Check past Room Checks to see what has been fixed and what still needs attention [Safety Check History]
- Go to a doctor's appointment with her — take notes
- Check the medicine cabinet for expired, duplicate, or risky combinations [Medicines]
- Track what you're noticing day to day — energy, mood, appetite, confusion [Daily Wellness]
- Log symptoms as they happen so you have real data for the doctor [Symptoms]

Your Conversation Starter Kit

Talking to Mom

"Have you had any close calls lately? I want to make sure things feel safe and comfortable for you."

"How are you keeping track of your medications these days? I want to make sure we've got a good system."

"Who have you seen this week? I want to make sure you're getting out and seeing people you enjoy."

"I want to make sure we're all working together to support you. Would it be okay if I talked to the family about how we can help?"

Tip: Focus on "we" and "together" — not "you need" or "you should."

Talking to Family

"Falls are the #1 risk for seniors at home. Can someone do a walk-through of the house this week?"

"Mom's health needs regular eyes on it. Can someone go to the next doctor's appointment?"

"Mom seems isolated. Can we set up a rotation so someone connects with her regularly?"

"I've been thinking about Mom a lot. Can we set up a call to figure out who's doing what? I have some ideas."

"I need to be honest — this is taking a toll on me. I need more support. Can we figure this out together?"

Tip: Be specific. "Can you handle the insurance calls?" works better than "Can you help more?"

Your #1 Next Step This Week

THIS WEEK

Call Mom and ask one question: "How are you keeping track of your medications?" Just listen.

Just listen. Don't fix anything yet. You're gathering information.

DISCLAIMER

This document is for your personal records. It is not medical, legal, or financial advice. For questions about this information, talk to your family, caregiver, doctor, or the appropriate licensed professional.