

Link2Care Spring 2007

A Publication of the Stanislaus County Public Authority



May is Elder Abuse Awareness Month

Elder Abuse —Spotting the Signs

Perhaps you suspect your elderly neighbor isn't caring for herself the way she needs to, but you aren't certain. Or maybe you wonder about some bruises you've seen on your aging uncle. You can't get rid of the nagging feeling that something's not right. But is it elder abuse? What should you look for, and what can you do? Knowing more about elder abuse and who to call for assistance can help you protect your loved ones.

What is Elder Abuse?

Elder abuse occurs when someone knowingly or unknowingly causes harm or a risk of harm to an older adult. It can take several forms, including physical abuse, sexual abuse, emotional abuse, financial abuse or neglect. People age 80 and older, especially women, are at a greater risk of experiencing elder abuse. Older adults who are dependent on others for basic care are particularly vulnerable.



For more information about Elder and Dependent Adult Abuse visit: www.elderabusecenter.org www.preventelderabuse.org www.mayoclinic.com/ health/elder-abuse/ha00041

What should you look for?

If you're concerned an older adult might be abused, knowing the signs and symptoms of abuse can help you determine if a problem exists. These signs and symptoms may include:

Physical injury. Examples of questionable injuries include bruises, cuts, burn or rope marks and

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If you suspect abuse, you should report it immediately by calling 1-800-336-4316 This line is answered 24 hours per day, 7 days a week.

IHSS Providers: Mandated Reporters

As a caregiver for the IHSS Program you are a Mandated Reporter. A Mandated Reporter is <u>required by law</u> to report known or *suspected* instances of abuse, neglect or financial exploitation to elders and dependent adults.

If you observe or have knowledge of an incident of abuse or neglect, or you are told by someone that abuse or neglect has occurred, it is your duty to report what you have seen or what you have been told. All reports will be investigated by trained social workers. *These social workers are required by law to keep your name confidential*.

Message from the Director

At this time of year I reflect upon what the past year brought and how to make the New Year more productive. Inevitably that means that I make resolutions; spend more time with family, don't eat so much junk food, get more exercise, save more money, etc. Included in my New Year's resolutions this year is to become better

prepared for a disaster. There is a lot of scary stuff going on in the world as well as natural disasters; and some experts predict it's only a matter of time before the next big earthquake hits California. We all need to do our part to keep ourselves and our families safe. Don't forget your pets, they're part of your family too. There is lots of information out there about how to be better prepared for emergency situations; a couple of useful websites are the Federal Government's website at <u>www.ready.gov</u> or their toll-free number 1-800-237-3239. The County also has some excellent information on its website at <u>www.stanemergency.com</u>. Below are some excerpts from the U.S. Department of Homeland Security's emergency preparedness checklist.

At a minimum your emergency kit should contain:

- 1 gallon of water per person per day (a minimum of three days)
- a three day supply of non-perishable food (canned goods, dried and packaged foods)
- a battery powered radio with extra batteries (or a hand crank radio)
- a flashlight with extra batteries (or a hand crank flashlight)
- a first aid kit with lots of bandages, ointments, alcohol/hydrogen peroxide, etc.
- a whistle (to summon help)
- filter masks (to block dust)
- moist towelettes
- wrenches and pliers (to turn off utilities)
- manual can opener
- garbage bags and ties (for waste)
- duct tape and towels (in case you need to block the outside air)
- personal medications for all family members
- family documents (important papers in case you have to start over again)
- credit cards and cash
- extra pair of glasses
- a change of clothing for each family member
- blankets or sleeping bags
- extra car keys
- any special items needed for infants or the elderly or disabled

Each family should assume that they will be required to survive upon their own for three days before help arrives. Having a good emergency kit can make the difference between living and dying. I want you all to survive the next disaster, so make that emergency kit today!

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Jeffrey M. Lambaren Executive Director



Self Neglect:

Older adults can hurt themselves, too

A common type of elder abuse occurs when older adults unintentionally jeopardize their own safety. Self-neglect can happen if an older adult deprives him or herself of necessities such as food, water or medication. If the older adult is mentally competent, yet consciously makes decisions that

put him or herself in harms way, it may be a case of self-neglect. Self-neglect often occurs in older adults who have declining health, who are isolated or depressed, or who abuse drugs or alcohol.

Signs that an older adult is neglecting him or herself include:

- *Neglecting personal hygiene
- *Wearing soiled or ragged clothes
- *Lacking food or basic utilities
- *Refusing to take medications

Contact Adult Protective Services if you know any older adults who may be neglecting their own needs and putting themselves in danger. Contact your loved one's doctor to report your concerns. Often, helping older adults who neglect themselves involves treating underlying conditions, such as depression.

Save Time, Save Lives: Emergency Supply Guidelines

While some emergency supplies last indefinitely, others should be checked or changed out regularly. Trying to remember when to check supplies can be difficult, so many experts recommend choosing daylight saving as the perfect reminder to update your safety supplies.

What to Check

Smoke Detector: You should change the batteries in your smoke detector twice a year, and check the test button each month. A smoke detector should be on every level of the house and in every bedroom, kitchen area and garage. Most detectors use a 9-volt battery that usually costs less than \$2. Often a new detector, including the battery, can be purchased for about \$5.





Water Supply: Water needs to be changed every six months to keep it fresh. Storing water in plastic containers, such as a 2-liter soda bottle is recommended. Be sure to thoroughly wash any container you use before filling. Seal tightly and change every six months. A gallon of water equals a little more than 3.75 liters, so using two 2-liter plastic bottles for each person each day is a good estimate for your emergency supply.

Other items: Food, clothes and medications should be checked every six months and changed if needed. Kids quickly outgrow their clothing; no one wants to find a long sleeved sweater and wool pants in their emergency supplies for summer!

The Department of Homeland Security offers a free brochure to help you and your family get ready. Call 1-800-BE-READY to request a copy. FEMA (Federal Emergency Management Agency) also has a free guide titled "Are you Ready?" available by calling 1-800-480-2520.

Sources: www.RedCross.org, www.FEMA.gov, http://www.ag.ndsu.nodak.edu, www.stanemergency.com, www.whitehouse.gov

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Caregiver's Corner

Time to plan that Vacation!!!

I know what you may be thinking. A vacation? Impossible! But as a caregiver, taking care of yourself is just as important as taking care of a loved one. You may not be able to afford the 10-day Hawaiian vacation, but I hope that you find some inspiration in the next few pages that will encourage you to take time out for yourself.

For some, it isn't money that prevents a vacation, it's time. They feel they can't leave their loved one to go and enjoy time for themselves. Who will take care of the recipient? How will the recipient do with a change of schedule? Finding a substitute caregiver is their biggest challenge.

For others, it's guilt. They could take time off, but would feel terrible leaving if they went out to enjoy themselves and left their loved one behind. Putting their needs first is not a place they are used to going, and it seems selfish or unkind to plan a getaway for themselves.

For still others, it is a money issue. They have friends or family members to help care for their recipient, but no money or transportation to get away for a few days or hours. Planning a vacation is set aside for the day they win the lottery!

I found much inspiration in the articles here at Caregivers Corner. These articles were written by caregivers just like you, who struggle with all the emotional, physical, and financial issues you may be facing. I hope you will find encouragement in the ideas that might spark a bit of excitement and motivation to plan your own "summer vacation" this year.

Planning to have a great time...

Here are some tips on how to plan and prepare for a vacation:

1. Vacations, even if only for 2 or 3 days, are very important to prevent caregiver burnout. Just a change in location can give you a new outlook. If you would like to travel with the one you provide care for, know that many hotels and cruise ships now accommodate persons with special needs and e

hotels and cruise ships now accommodate persons with special needs and equipment.

2. The amount of planning required for a caregiver vacation is directly related to the amount of special equipment and other items the one you care for needs. Plan ahead. Make a list and check it twice. Keep the list for your next vacation.

3. If you take a vacation on your own, be sure the person filling in for you has your cell phone number and telephone numbers where you will be staying. Check to make sure your loved one has sufficient medication and supplies to last while you are gone. Advise the person filling in for you of your loved one's special needs and preferences. If you provide care every day, write out a schedule of your loved one's daily activities.

4. If you travel with your loved one, expect to go at a slower pace. He or she may also need to rest during the day. If you go at a pace your loved one can manage, you both can have a very enjoyable trip.

5. Travel can teach you new things about the places and people you visit. It can also teach you something new about your loved one and yourself. Enjoy your vacation!



Things to Do

Excerpt of article taken from www.benrose.org

Strategies to "Get Away"

Even when you can't go anywhere

With severely intensive caregiving, caregivers may not be able to have any time off, even for short breaks. They merely abide. They stay prepared. They choose to remain in their position as caregivers with such great love. But all caregivers need breaks. Little breaks, big breaks, everyone needs diversions from the daily onslaught. With caregiving, "taking a break" could simply mean that you are taking things as they come. And if that means finding a place to be alone to scream your lungs out for the duration of one full minute—so be it.

At any given moment, we always have the overriding choice to STOP and PICTURE a BETTER picture. This break may simply be a "daydream," but if it helps you cope with caregiving, it is a great break.

When you meditate or daydream you truly are taking that much needed break. There have been years when I couldn't even break away to run to the store. Hence the unpleasant phrase, "doesn't get out much" may have stuck, but not enough to stop me from meditating. Meditation has saved me over and over again.

Every so often take a few minutes for yourself. Sit. Breathe. Let your mind relax, then picture happier scenes. A key component of "picturing" is that you must relax deeply in order to allow

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Set aside just

\$7 a week and

you could be

visiting sunny

Mexico in

October.

If You've got the Money Honey, I've Got the Time....Budget Friendly Vacation Ideas

You can be cruising to Mexico in July if you set aside just \$20 per week starting now. Can't afford \$20 per week? Set aside just \$7 a week and you could be visiting sunny Mexico in October. Earning \$8.25 per hour, one hour of work each week could go toward your vacation. With a cruise, all your food, entertainment and sleeping accommodations are taken care of at one price, making it an excellent way to plan for a trip on a budget. Ask a friend or family member to join you now in saving toward the trip and encourage one another to keep saving!

Cruising isn't for you? Plan a weekend getaway to the ocean, mountains or town festival. By choosing a location where the "entertainment" is free, you can cut the costs of the trip by bringing your own food (picnic on the beach!) and sharing the cost of transportation with friends. Hiking in the cool mountain air or enjoying the sounds of the ocean are free forms of relaxation you can take advantage of. You don't have to go far to "get away".

If you have a little extra change around the house, Storer Coachways in Modesto

offers FREE transportation to Black Oak and Chukchansi casinos. Transportation from Modesto to Reno is just \$25. Get creative, and join with other friends or family members to try to cut down on cost. If you want to take your recipient with you, there are more options than ever. Cruise ships have rooms to accommodate wheelchairs, infirmaries on board that will help if you have special equipment needs, and friendly staff to help you as you navigate the ship.

Make a decision today to take care of yourself, and take a break!



Registry Review: Our First Year

The registry at Link2Care has just passed the one year mark. On January 2nd, 2006, we matched our first Recipient and Registry Provider together, and we have been matching an average of 137 per month ever since. Creating a successful Registry Program from scratch is an accomplishment we are very proud of

here at Link2Care.

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The Registry is a list of Providers wanting to work for additional Recipients. IHSS Recipients can request a list of Providers from their social worker, and the social worker completes a request form. The request form tells us what the Recipient's needs are and we use that to match them with a Provider. For example, a Recipient needing help with cooking, cleaning, dressing and bathing would be matched with a Provider willing to help with those tasks. By using this system, the Recipients receive a "custom" match.

January 2006 was also the first time the IHSS Registry required background checks and fingerprinting for all Providers being referred. We felt this was an important step in protecting our elderly and disabled population and we have seen this process work.

We are continuing to improve this system, and have recently made changes to the application process and caregiver training class. Link2Care now pays for the caregiver training class, CPR certification and background checks for Registry Providers, eliminating costs that may have previously prevented a Provider from applying.

Are you interested in working for additional Recipients, adding to your IHSS hours and pay? Sign up for one of our orientation classes to learn more about working as a Registry Provider. Call 558-4881 to enroll today!



Registry Orientation & Training Classes a Success

Link2Care began holding orientation classes in January of this year. This was a dramatic change from the previous enrollment process, and has proven to be quite successful. Orientations take about an hour, and give potential Registry Providers information about IHSS and the Registry process. At orientation, an application form is completed and fingerprinting paperwork is given to applicants.

Once the orientation and fingerprinting have been completed, our applicants attend a 10 hour training class. This class includes information on timecards, payroll, elder abuse, safety, disability sensitivity, registry procedures, union representation, CPR and First Aid Certification. Holding trainings for our Registry Providers allows them to provide better care for our Recipients, benefiting everyone involved in the IHSS Program.



Fingerprinting & Caregiver Classes now free for registry providers

Link2Care is excited to announce a change to the intake process for Registry Caregivers. Beginning in January, orientation classes will be held throughout the month. These classes will give an overview of how the registry works. Caregivers complete their application and receive their fingerprinting paperwork all at one time, helping to shorten the overall process. If you are interested in caring for more Recipients on the IHSS Program, please join us at one of these orientations to learn more about being a Registry Caregiver. You can also call our office at 558-4881 to get the current class schedule.

A new Registry Caregiver Class began in January 2007. This monthly class now includes CPR training, as well as an overview of all aspects of IHSS, including the intake process, tasks paid for by IHSS, medical equipment training and more. We're delighted to be able to offer this class at no cost to our Registry Caregivers. To enroll in the Caregiver Class, you must complete the Registry Orientation Class. At the orientation, they will explain how to enroll for the Caregiver & CPR Classes.

Interested in additional Recipients, and more hours through IHSS? Come to a Registry Orientation Class to learn more! Call our office at 558-4881 to register.

• •	Orientation asses	
Call 558-4881 for class times & registration		
March	6th and 22nd	
April	3rd and 19th	
May	lst and 24th	
June	5th and 21st	

Registry C CPR (v	
You must register for these classes. Come to our Registry Orientation Class to learn more!		
March	12-14th	
April	9-11th	
May	14-16th	
June	11-13th	

Link2Care is offering a free CPR class for IHSS Providers on Tuesday, April 17th.

This class is available to <u>all</u> IHSS Providers (even if you are not on the registry). Space is limited, so if you are interested in completing a CPR class, please call our office at 558-4787.

Partners in Care:

Information from other agencies in our community

We Need You!

The Advisory Committee is looking for new members who would be willing to meet once per month to discuss issues that face IHSS Caregivers and Recipients. By joining the Committee, you would make suggestions and advise the Board of Supervisors on changes that you feel should be made to the program.

To join the committee, you must:

- Be a current or former IHSS Recipient or Caregiver, OR
- Be a community activist, AND
- Attend the monthly meetings

If you are interested in becoming a member, call the Advisory Committee at 558-4787.



The Advisory Committee meets on the second Friday of every month at the Link2Care offices located at 305 Downey Avenue. The public is welcome to attend. Come see what your committee is all about!

Strategies to "Get Away"

your mind the time it needs to play, to relax.

The more you practice meditating, the better it gets. Our minds work unhampered to bring us to richer, fuller living—lives with all the enhanced depth and textures that we've "pictured." Merely sit quietly and..."vacate!" Every time we create a change in our way of thinking, we're on vacation. I've learned over and over again the best way of coping is to go with the flow. When you go with the



flow, things become easier. You can't rush how long it takes someone to finish drinking a glass of water. You can't just say, "Okay, time's up!" when someone is in the midst of their seventh bathroom mishap. You can't hurry the finishing of a seizure. That's why I've gotten very creative about maintaining a surrounding peacefulness. Breaks are a good thing for quieting the mind in the in-betweens, especially after you've yelled.

Managing your *thoughts* and staying on goal with *your noble purpose*, now that's more like it! I haven't met a person committed to care giving who I didn't respect. Think about your noble duty and rest easy. Relax when you can. Nap if you're able. Take that beautiful meditative break that may soothe your weary soul.



Spotlight on Caregivers:

Brenda Valentine goes the extra mile for those she cares for

Written by: Maria Osuna-Baldwin

The Registry links Caregivers together with Recipients matching the needs of the Recipient with the tasks that the Caregiver tells us he or she is willing to perform. In this computerized world of ours, this is the best way we have to get the best people out to work for our Recipients.



Brenda Valentine is a Caregiver who stands out above and beyond our computerized world. When I hear back from her or her Recipients I am always touched by her caring and giving heart. When I approached her for this article she was surprised and said that she was just doing what all the other Caregivers out there are doing. She said, "I am no hero. I just do what they (the Recipients) need." That's when I reminded her that I was impressed by the fact that during the heat wave this

summer when temperatures were over 100 degrees and her Recipient's air conditioner was not working well, she took her Recipient home with her for the day as a guest and invited her to join her family for dinner. Both her family and the Recipient enjoyed the visit. Brenda's reply was, "Doesn't everybody do that?" When I explained that it is not a requirement of her job, she said, "They are not

just a client. They are friends." There you go! Such are the makings of a special Caregiver.

This morning, she explained to me that her lady Recipient had a physical therapist coming to her home and that she was uncomfortable being home alone with him because he is a man. So Brenda just went above and beyond again when she arranged for the physical therapist to come while she was there working for her Recipient. This is not

a requirement of her job but just another example of how much she cares. When she went to buy another car, her Recipient requested that she buy one that she could get in & out of with ease and in which she could transport her wheelchair, and guess what? She did. It has been my privilege to witness her work for our Recipients. Three cheers for Brenda! She is one of our "Unsung Heroes" and we are proud to have her as one of our Caregivers in the Link 2 Care Registry! In recognition of her outstanding service, Brenda has received a certificate of appreciation and a gift of her choice from our prize closet.

broken bones or sprains that can't be explained. Other signs may be comments about being battered, or the refusal of a caregiver to allow you to visit the older person alone.

Lack of physical care. Indications of substandard physical care include dehydration, malnourishment, weight loss and poor hygiene. Bed sores, soiled bedding, and unmet medical needs may also indicate a problem.

Unusual Behaviors. Changes in an older person's behavior or emotional state may suggest a problem. Examples include agitation, withdrawal, fear or anxiety, apathy or reports of being treated improperly.

Unaccounted for financial changes. Missing money or valuables, unexplained financial transactions, unpaid bills despite available funds and sudden transfer of assets may indicate abuse. Excerpt from article at www.mayoclinic.com

Has your Provider delivered exceptional care?

Please let us know by calling us at 558-4787. You and your provider may be showcased in an upcoming issue!

Spotting Elder Abuse

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The Water Cooler



Local Events

A place to hear about current events, local news, and other issues ...

March is National Social Worker Appreciation Month. Show your Social Worker your appreciation for their services by sending a short note or card. The address for all IHSS Social Workers is PO Box 42, Modesto, Ca 95353. Be sure to put your social worker's name clearly on the envelope.

The local Community Hospice has caregiver groups that meet to help support and encourage one another. Do you sometimes feel all alone, isolated because of your responsibilities, or just need someone else to talk to who understands what you're going through? Consider joining a local caregiver support group. You can contact Hospice at 578-6300.

The Glenn Miller Orchestra will be coming to Modesto on March 26th! Here is a chance to relive the singing, dancing, toe-tapping swing era music of the 40's. This event will be held in downtown Modesto at First Baptist Church. Tickets are \$20 per person. For more information, contact the Modesto Community Concert Association at 549-0214.

Web Sites

Remember those New Year's Resolutions? Losing weight is the number one resolution women make each year. If you have already lost your momentum, get it back at www.sparkpeople.com. This website is custom tailored for you, taking into account your goals, health needs, likes & dislikes and more. There are chat rooms and "teams" to help keep you motivated, menu planning help, and tracking devices to help you see your progress and keep you going. And the best part? It's completely free! So renew the vow to get healthier and check out www.sparkpeople.com today.



Don't need to lose weight? SparkPeople has a plan to help you get healthier, even if you don't want to lose weight. For example, if you would like to eat more fresh produce, increase your calcium intake, or increase your current fitness level, they have a plan for you too!

Tax Time Is Coming!

Free tax preparation is available for low-income, disabled, elderly or limited English speaking persons! There are free Volunteer Return Preparation Programs in your neighborhood. Volunteers are IRS certified and you can get your refund fast with e-filing and direct deposit. Listed below are a few of the participating locations. To find a Stanislaus County free tax preparation location and hours, call: (209) 572-2255.

In Modesto:

Disability Resource Agency	521-7260
Weed&Seed/Housing Authority	557-2051
Salvation Army	523-7577

Other Locations:

Oakdale Senior Center, Oakdale Library Patterson Library, Patterson AARP Riverbank Library, Casa Del Rio Family Center Turlock Salvation Army 669-5366

Who you gonna call???



Below are the numbers most frequently requested from our office:

IHSS Payroll & General Information: 558-3976 This number is answered from 8:30 to 4:30pm Monday through Friday. They can help you identify your social worker, transfer you to a support coordinator (who helps with questions about paychecks and timecards), and answer general questions regarding IHSS.

IHSS Intake:

558-2637

Do you know someone who needs IHSS or would you like to sign up for the program? Call this number to apply for benefits. Be sure to have the applicants social security number handy, since applications are taken over the phone.

United Domestic Workers Union: 526-5274 This is the Union that represents IHSS Providers. Contact them for questions regarding dues and other questions requiring representation.

Link2Care, the Public Authority: 558-4787 Call our office with any questions about insurance, working for more recipients, and training classes.

Remember!



March 11th is Daylight Saving time again. Turn clocks forward one hour that weekend.

Chicken Forestiere

Yahoo.com recipes had this healthful version of a classic chicken sauté with mushroom sauce. The recipe is rich tasting even without the cream—and

you probably have all the ingredients on hand!



3 Tbs. all-purpose flour
1/4 tsp. salt
1/4 tsp. black pepper
1/2 lb. boneless, skinless chicken breast
1 Tbs. vegetable oil
2 Tbs. shallot or onion, minced
2 c. mushrooms, sliced
3/4 c. low-sodium chicken broth
1/2 c. dry white wine
1 Tbs. fresh parsley or chives, chopped

Combine two-thirds of the flour, the salt and pepper in a shallow dish. Dredge chicken breasts in the flour mixture. Heat two-thirds of the oil in a nonstick skillet over medium heat. Add chicken and cook for 3 to 4 minutes per side, or until golden on the outside and no longer pink inside. (Reduce heat to medium if chicken is browning too quickly.) Remove and keep warm. Add remaining oil to the skillet. Add shallot (or onion) and cook, stirring, for 10 to 20 seconds. Add mushrooms and sauté for 1 to 2 minutes, or until softened and browned. Add remaining flour and cook, stirring for 30 seconds. Pour in broth and wine and bring to a boil, stirring. Cook for 5 minutes, or until slightly thickened. Reduce heat to low and stir in parsley or chives. Season with salt and pepper to taste. Return the chicken to the pan and heat gently. Makes 2 servings.

Nutritional: 319 calories, 31g protein, 10 g fat, 17g carbohydrate, 749 mg sodium, 68mg cholesterol

Maria's

"The Truth about Cats & Dogs"

Corner If you are like me, your pets are your family. My doggie is my comforter, my bed warmer, my kitchen floor cleaner, my best friend, and my child. He loves me unconditionally and does not see any of my faults. To him, I am perfect. How can I help but love him? Many of our Recipients have pets and feel the same way I do about my doggie.

The other day I received a call from one of our Caregivers. She had a problem and needed my input. She reported that her Recipient has nine cats and that their cat litter box needed to be changed several times a day. Upon her arrival to the Recipient's home, kitties are everywhere—on Kitty Trees, on the couch, on the entertainment stand, in the window sills, playing with the Recipient's knitting, etc. Although the Caregiver has developed an attachment for the Recipient, she is feeling overwhelmed caring for all the cats.

I informed her that In-Home Supportive Services does not pay for her to take care of the Recipient's pets and that her Recipient should not be asking her to do so. If she chose to

continue to care for the pets on her own time she should not be claiming that time on her timesheet. Also, if she were to be injured while performing those duties,

Worker's Compensation would not cover her. I advised her to have a gentle talk with her Recipient. Perhaps a family member or a neighbor could come by to care for the kitties. This way, the recipient could still have her cats and the provider would not have this dilemma.



Maria Osuna-Baldwin, Registry Specialist





Do you have a registry question? Write me at: Maria's Corner 305 Downey Ave. Modesto, Ca 95354