

Caregiver Quarterly

A publication of Caregiver Services,
a program of the Area 1 Agency on Aging.

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Caregiver Services

maintains a registry, matching trained and pre-screened caregivers with potential employers, including In-Home Supportive Services clients. Information and support are available for family and professional caregivers.



How to reach us:

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Caregiver Services is located at 434 7th Street, Suite B in Eureka.

Setting Boundaries With Your Client or Caregiver

Setting boundaries is not bad, wrong or disrespectful. It can help you feel more safe. Personal boundaries are healthy and are good for all of us. Setting boundaries can raise our sense of self-worth and self-esteem. When we set boundaries, we send ourselves the message that we are important and to be valued.

Usually, we are on our best behavior when we meet someone for the first time. The same is true when we interview for a job or try to hire someone. As time goes by and the relationship between caregiver and client develops, people become more relaxed. Being relaxed with a person is a positive step in building a lasting relationship. At the same time, it is important to remember that the caregiver and client relationship is still a *working* relationship. We know that someone has stepped over our boundaries when their actions bother us. But, they will not know it unless we say something. Some problem issues between caregivers and clients could be prevented by remembering the employee-employer relationship and using good boundaries. Here are a few examples of problem areas:

- * the caregiver/client asks to borrow money,
- * when the client calls the caregiver during scheduled time off,
- * the giving of gifts, tips and favors,
- * sharing too much personal information.

Setting boundaries can make other people feel safe around you too. Boundaries let people know what you will do and what you will not do. Understanding your boundaries can ease fears about how others should behave with you. It is our job to set good boundaries and speak our needs.

Remember to be clear with what you want to have done and what you are willing to do. Set boundaries early in any working relationship to help build a strong and healthy relationship.

Adapted from Caregiver Services Boundaries Flyer

Remember that good communication and good boundaries begin with YOU!

**Be kind,
Be responsible and
Speak your needs with respect!**

When interviewing or accepting a job:

Remember, the interview is your chance to get to know this person. Have a pen and paper handy to take notes about what is expected. Use these notes to write a job description and agreement. Be sure to answer the following questions together:

- * What hours are going to be worked? Are the hours flexible?
- * What specific job duties need to be performed and how often?
- * What happens if you get sick or cannot make it to work?
- * How will you be paid and how often?

Reprinted from Finding and Hiring In-Home Assistance

Medicare Advantage Alert from HICAP

HICAP, the Health Insurance Counseling and Advocacy Program of the Area Agency on Aging has received a number of reports that some insurance agents selling Medicare Advantage plans have been targeting people who have both Medi-Cal and Medicare.

The agents are apparently selling the Medicare Advantage plan offered by Wellcare known as the Wellcare Duet Plan. It appears that agents are getting beneficiary contact information from the Wellcare Part D Medicare drug plan.

What You Need to Know if You Have Medicare with Medi-Cal

If you have Medi-Cal with Medicare, and have enrolled in Wellcare Duet, it is important to know:

- This plan replaces Original Medicare
- This plan does not coordinate with Medi-Cal
- If you have Medicare and no share of cost Medi-Cal, you may be responsible for significant medical co-pays including a hospital deductible of \$1,024 and medical copays of 20%
- If your doctor is not willing to accept the plan, you may need to change medical providers

Agents may not be aware that the Wellcare Duet plan does not coordinate with Medi-Cal.

You can request a retroactive disenrollment from the plan if you think you were given misleading or fraudulent information to enroll. If you have Medi-Cal or Extra Help for Medicare Drug Plans you also have the right to change Medicare Advantage plans once per month. Call HICAP if you need help.

Don't sign if you don't understand

Many people can feel pressured to enroll in a plan if an agent is in their home. Some people feel pressured to enroll in a plan when they attend a seminar given by an agent. Make sure you understand what changes you are agreeing to. Take your time. Some changes, like dropping an employer based health plan, are irreversible. You can call HICAP if you need free, objective help.

You can call HICAP if you need help: HICAP 444-3000 or (Toll Free) 800-434-0222 or call 800-Medicare (1-800-633-4227).

Caregiver Quarterly is published every three months by Caregiver Services, a program of the Area 1 Agency on Aging. We welcome your comments. Please send letters and change of address notices to *Caregiver Services*, 434 7th Street, Suite B, Eureka, CA 95501. You can also e-mail us at: caregiver@a1aa.org

Advisory Council Members Needed

The Area Agency on Aging (A1AA) is seeking individuals to serve on the Advisory Council. Prospective Council members may represent the needs and interests of informal (unpaid) caregivers for older adults. The Advisory Council members advocate on senior issues locally, statewide and at the Federal level. The Advisory Council benefits from the insights and experiences of a broad range of representatives.

As the eyes and ears of the senior community, the Advisory Council members bring the needs and concerns of seniors' and their caregivers' to the forefront when programs and activities are being planned. They share information with seniors and caregivers about the many services that are available.

The A1AA administers state and federal dollars provided through the Older Americans Act and the Older Californians Act to provide services through contracts and direct services to approximately 24,000 seniors in Humboldt, and 5,500 in Del Norte Counties. The Advisory Council guides the Agency in the creation of the Area Plan, outlining the activities provided and services offered in the Agency. For more information contact Julie Sessa, Planner at 442-3763 ext 208.

Julie Sessa, is Planner for the A1AA

After you have hired or been hired...

Write down all of the caregiver's job duties. (*Use the task chart on page 3 to help you determine what needs to be done and what day to do it with any special instructions.*) A task chart should be made, so it is very clear what is and is not to be expected. Make sure everyone knows that the list may need to be revised from time to time. Keep it posted as a reminder.

Once the caregiver begins work, the written list will remind the caregiver of their responsibilities and the client of what was agreed upon. When issues come up, do not complain or blame. Have a discussion, review the task list and listen to the wishes of the client and caregiver to work out a give and take solution.

It also helps to keep a notebook at the work place. All people who provide care should take the time to write down specifically what they did each day. This keeps everyone informed (other caregivers, family, the client) and is a great tool to measure the quality and quantity of work being done as well as any improvements or decline in the client's health. It also helps everyone involved to understand how much time it takes to provide the care needed and can help in adjusting the work load if needed.

Use the sample task chart and sample employer/employee agreement below to help you set good boundaries.

SAMPLE EMPLOYER/EMPLOYEE AGREEMENT

I, _____, agree to perform in-home
(Caregiver's Name)
 services for _____, my employer.
(Client's Name)

In performing such services I agree:

To show up promptly and work _____ days a week, _____ hours a day at _____ (rate of pay, per hour).

To perform the duties described in the attached job description, and any others that may be agreed upon.

To abide by the conditions of employment in the attached job description.

To telephone my employer in case of my need to change my schedule due to illness or emergency.

To maintain confidentiality.

To keep communication open and respectful.

I _____, agree to employ
(Client's Name)
 _____ to provide in-home
(Caregiver's Name)
 services for me. As the employer I agree:

To notify my care provider, in a timely manner, of changes in my schedule that affect hours of work.

To pay my care provider, in a timely manner, at the agreed upon rate of pay of _____ per hour, for _____ hours per week. Method of payment shall be: _____

(Include when and how the caregiver is to be paid, for example: "By check every Friday for work performed from the previous Friday to the previous Thursday.")

To communicate my needs in as clear a manner as possible.

To discuss any changes in the attached job description.

To maintain open and respectful communication.

SIGNED: _____
(Caregiver's Name)

(Client's Name)

DATE: _____

The task chart and sample employer/employee are taken from, *Finding and Hiring In-Home Assistance, A Guidebook For Seniors, Adults with Disabilities, and Their Families*. For the full publication visit: <http://www.a1aa.org/I&APubs/FindingandHiringAssistance.pdf>

| Tasks | ✓ | Instructions |
|----------------------------------|---|--------------|
| Domestic Services | | |
| Shopping | | |
| Meal Planning/Preparation | | |
| Vacuuming | | |
| Dusting | | |
| Sweeping/Mopping | | |
| Laundry/Ironing | | |
| Changing Beds | | |
| Cleaning Bathrooms | | |
| Cleaning Kitchens | | |
| Dishwashing | | |
| Errands | | |
| Taking Out Garbage | | |
| Heavy Cleaning | | |
| Home Maintenance | | |
| Gardening | | |
| Pet Care | | |
| Home Repair | | |
| Personal Service | | |
| Bathing | | |
| Toileting | | |
| Bowel and Bladder Care | | |
| Menstrual Care | | |
| Oral Hygiene | | |
| Dressing | | |
| Grooming | | |
| Help with Respiratory Equipment | | |
| Walking Assistance | | |
| Moving In and Out of Bed | | |
| Care and Assistance w/Prosthesis | | |
| Paramedical Services | | |
| Protective Supervision | | |
| Feeding | | |
| Companionship/Social Company | | |
| Medication Management | | |
| Transportation | | |

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CAREGIVERS' CORNER

Talking and Listening

Finding time for conversation is very important, especially to someone who is homebound or does not have contact with many people. It is easy to find excuses not to talk or listen, but if you make the time you may feel closer to the person for whom you are caring. Proper communication will allow both of you to express your feelings and help prevent resentment. The following are some do's and don'ts to help you create a long lasting relationship with your client/caregiver.

- Do** try to think about the way you are speaking and how your voice sounds.
- Do** be patient if your client/caregiver needs or takes time to finish his or her sentence and resist the temptation to interrupt.
- Don't** patronize your client/caregiver. Everyone should be treated with respect and not be addressed as if they were a child.
- Don't** exclude your client/caregiver from group conversations. It makes people feel isolated and worthless.

There are many reasons why communication can break down, making it difficult for client and caregiver to talk to each other. It is important to keep the lines of communication open and to address any problems as early as possible.

Caregiver's Handbook, A Complete Guide to Home Health Care



Willow Creek In-Home Care Provider Training

April 12-May 17

Saturdays 9:00 am to 3:30 pm

Pre-registration is required

Call (530) 629-1139 or toll free 1-877-977-1604