

Caregiver Quarterly

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

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Volume 6 Issue 2

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.

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How to reach us:

Caregiver Services
(707) 443-4363

Toll Free:

877-977-1604

FAX: (707) 442-3714
caregiver@a1aa.org

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Willow Creek:

(530) 629-1139

FAX: (530) 629-1148

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

The Spirit of Aloha

Aloha is a Hawaiian word meaning love, friendship, compassion, and charity, as well as, in its roots, "the joyful sharing of loving energy in the present moment." For this reason the Hawaiians also use the same word for happy greetings and farewells.

- **Akahi**, meaning kindness to be expressed with tenderness;
- **Lokahi**, meaning unity, to be expressed with harmony;
- **Olu'olu**, meaning agreeable, to be expressed with pleasantness;
- **Ha'aha'a**, meaning humility, to be expressed with modesty;
- **Ahonui**, meaning patience, to be expressed with perseverance.

In reality, *The Spirit of Aloha*, is too great to be described in words. Like a sunset, Aloha must be experienced. There is one word that gets close—

- **Lokomaika**, meaning good insides, good will, good disposition, generosity, grace, kindness, humanity, and loving kindness.

As we begin 2009 let us all begin in *The Spirit of Aloha*.



KEEPING YOUR HOUSEHOLD EMPLOYEE

Hiring a household employee takes a great deal of effort and consideration. Once you have found a suitable employee, keeping them also requires effort and consideration, just like any other relationship. Good communication is the foundation of a good working relationship and work environment. This will encourage employees to do their best. It is important to communicate both when your employee is doing a good job, and when improvement is needed. Don't wait until small annoyances become larger problems. In the end, it is easier to deal with problems as they arise.

- Your worker is an employee. Unless you hired your worker for companionship, do not expect them to sit and talk with you while there is work to be done.
- Discuss in advance any changes in the employee's duties or the way you would like things done. You and your employee signed a contract for certain duties. Treat changing those duties like changing any other contract.

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HICAP offers Medicare Counseling and Community Education

If you need help with Medicare related issues, you can get free individual counseling through the Health Insurance Counseling and Advocacy Program (HICAP). HICAP offers information and counseling on: Medicare benefits and rights, including how to appeal denials of coverage; MediGap plans; Medicare Advantage plans; Retiree or employer group health coverage; long-term care insurance; your rights as a health care consumer.

HICAP Counselors receive ongoing training and are registered with the State to offer unbiased counseling and may also be registered as Community Presenters. HICAP offers educational presentations on Medicare and related topics such as Medicare supplemental insurance, Medicare Advantage, Medicare Prescription Drug Coverage, low-income assistance programs, long-term care insurance, and more. If you are part of a group or organization of beneficiaries, families, and/or service providers and would like to schedule a presentation or get more information, contact one of the HICAP offices listed below. You can also contact HICAP to find out about what presentations are currently happening in your area.

In Humboldt and Del Norte Counties, HICAP services are offered through the Area 1 Agency on Aging. You can find HICAP in Eureka at the Area 1 Agency on Aging building, 434 7th Street or by calling (707) 444-3000. In Crescent City, HICAP is located at 550 East Washington Blvd., Suite 200 and may be reached at (707) 464-7876. A toll free number is also available at (800) 434-0222.

Martha Johnson manages HICAP for the Area 1 Agency on Aging



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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, Eureka, CA 95501. You can also e-mail us at: caregiver@a1aa.org

Respite: A Time of Rest

The Humboldt Senior Resource Center's Linkages Program will have Respite Funds available. Respite funds may purchase services for caregivers who give regular care to frail seniors or adults with disabilities. Respite funds can be used to hire in-home care providers, pay for adult day care programs, temporary residential care or skilled nursing care. Linkages will give families information about caregiver resources and support groups. Call the Linkages Long Term Care Coordinator to learn if you can receive respite funds.

For more information, check online at www.humsenior.org and click on the **Caregiver Respite** link or call the Linkages Program at (707) 443-9747, ext. 267.



Willow Creek Corner

Chow & Chat – a free lunch and social time for seniors twice a month at Cinnabar Sam's restaurant – New dates after the first of the year! Call Michele (530) 629-1139 for dates and times.

Did you know that Caregiver Services has an office in Willow Creek? We are located at the Open Door Clinic (formerly St. Joseph's clinic) downtown Willow Creek, next door to Ray's Foods. Office hours are Monday through Thursday from 9:00 am – 1:00 pm. In addition to helping you with finding a trained caregiver, we also provide other services such as Medicare Part D drug counseling and Information and Assistance. Whatever information you might need, we are here to help you!

If you are wanting to find work as a caregiver, we provide training and assistance to help link you up with that special caregiver. Give Michele a call to find out more about caregiver training!
(530) 629-1139

KEEPING YOUR HOUSEHOLD EMPLOYEE

(Continued from page 1)

- Pay your employee at the time agreed. They have financial obligations of their own.
- Give praise where praise is due. People like to be appreciated. Be specific about what you like, and include your feelings.
- Give corrective criticism as soon as possible. Criticize behaviors, not the person. Be specific and to the point. Make suggestions for improvement.
- Demonstrate, or have someone else demonstrate, any task that your employee does not know how to do or that you want done a particular way. Have the employee demonstrate back to your satisfaction.
- Don't let small irritations build into large problems.
- When problems arise, allow plenty of time for discussion to resolve them.
- Listen to, and consider, your employee's feedback.
- Treat your employee as you would like to be treated.

An employee may not work out, despite your best efforts. Don't give up. Review the situation with your worker, if appropriate, and anyone else who may have been involved to see if there is something you can do to improve the situation next time. There are many successful care provider situations. Clear expectations and good communication are part of them. Like any successful relationship, a good relationship with your care provider takes time and effort.

*Except from "Finding and Hiring In-Home Assistance"
Available from the Caregiver Registry*

Remember, to remain active on the registry, please call us the first week of every month to update your schedule, contact information, availability and work preferences. The NEW number to call is 707-443-4363, extension 305, to leave your message. You may also email us at caregiver@a1aa.org.



Being a Good Employee

There are many good employees in the workforce today, but an excellent employee is worth their weight in gold. Those employees who rise to the level of being excellent share several distinct traits:

Dependability. When you say you can or will do something, then do it. When you are expected to be at work at a certain time, or at a specific location, be there. When employers know you are dependable, it makes scheduling much easier. You are also more trusted.

Trustworthiness. A reputation of being honest and above blame in all your dealings will go a long way with any employer. When problems occur involving losses, questionable activities, or other difficult situations, it is worth a lot to know you can be trusted.

Do not borrow from your employer – money, car, washer, dryer, phone, or anything.

Confidentiality. The employee who passes on confidential or sensitive information cannot be trusted.

Manageability. Nothing is harder for an employer than an employee who is difficult to supervise or always knows a better way to do things. There are no perfect bosses, but insubordination, rocking the boat, and passive-aggressive resistance to doing a job the way the boss wants it done will get an employee nowhere - and definitely will not be forgotten. An excellent employee does the job as directed.

Teamwork. Employers usually don't appreciate "Lone Rangers" or employees who compete with co-workers out of greed. An excellent employee is one who other workers want to work with and spend time with in the workplace.

Professional. Wear the proper clothes. If you want to be respected, dress to be respected. Wear clean neat clothes that are good for the work you are doing.

Adapted from: [Sussy](http://www.associatedcontent.com/article/176408/what_makes_a_good_employee_an_exemplary.html), published Mar 21, 2007 http://www.associatedcontent.com/article/176408/what_makes_a_good_employee_an_exemplary.html



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New Year's Resolutions for Caregivers and Care Receivers

1. I will take time for myself to follow and develop some of my interests.
2. I will admit that I have limits and will not feel guilty about what I cannot do.
3. I will take steps to reduce my stress level by only trying to control those things I have control over and let go of things beyond my control.
4. I will practice daily self-care by eating properly, getting plenty of sleep and working in some physical activity each day.
5. I will ask family members and friends for help.
6. I refuse to feel guilty because I can't do it all and I will not expect others to do things the same way I would do them.
6. I will try hard to understand my feelings and emotions and work to turn negative emotions or discouragement into positive actions
7. I will get professional help from a doctor, counselor or religious advisor when I need it.

