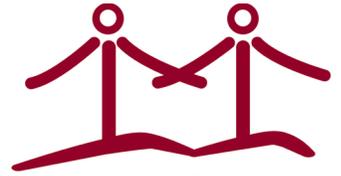


Consumer~Caregiver Connections



Volume 7 Issue 2
Spring/Summer 2009

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

2-1-1 Comes to Sonoma County

**WHEN LIFE THROWS YOU A CURVE BALL
AND YOU DON'T KNOW WHERE TO TURN,
CALL 2-1-1.**

You will talk to a trained specialist who will listen and connect you with the services and people that can help get life back on track. 2-1-1 is available 24 hours a day, 7 days a week in more than 150 languages. 2-1-1 is: Fast. Free. Confidential.

Citizens in need of non-emergency health and human service assistance can get the help they need by calling 2-1-1 on any telephone in the county - cell phone or land phone lines.

Callers Can Access:

Support for Children, Youth and Families

Quality child care, homework assistance, and after school programs

Physical and Mental Health Resources

Counseling, drug and alcohol programs, Medi-Cal and Medicare, maternal health and children's health insurance programs

Support for Seniors and persons with Disabilities

Home health care, adult day care, home-delivered meals, respite care, and transportation

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Get Connected. Get Answers.

What is 2-1-1?

2-1-1 is the new Information and Referral service working hand in hand with the 9-1-1 service in Sonoma County. Sonoma County is one of just a few 2-1-1 facilities in the United States that also serves "walk-in" clients at the 2-1-1 office located at 2550 Paulin Drive in Santa Rosa.

Get Help

- Locate quality child care
- Find care for an elderly parent
- Find immigration assistance
- Find food, shelter, counseling

Give Help

- Connect to volunteer opportunities
- Find out where to donate food, clothing, toys, household goods, etc.

There are 515 Agencies providing 1,074 different services, listed with 2-1-1 in Sonoma County. The 2-1-1 web site lists all the agencies and services. (www.211wc.org)

Quick Reference Guide

2-1-1	Community services
4-1-1	Directory assistance
5-1-1	Traffic and transit
6-1-1	AT&T repair service
7-1-1	California relay for hearing impaired
8-1-1	Call before you dig (locating underground utility lines)
9-1-1	Life-threatening emergency services

If you have questions, suggestions, or helpful hints for the newsletter, please call or write the IHSS Public Authority at 707-565-5700, P. O. Box 1949 Santa Rosa, CA 95402

The IHSS Advisory Committee

The IHSS Advisory Committee provides the Board of Supervisors, the Public Authority, and the IHSS program with advice and recommendations on issues related to in-home supportive services delivery. Members are appointed by the Board of Supervisors. The IHSS Advisory Committee typically **meets on the 4th Monday of each month from 1:00 to 3:30 p.m.** Due to Memorial Day holiday 2009, the Advisory Committee meeting scheduled for May moved to June 1st and the regularly schedule June meeting moved to June 29th. There are no meetings in July, August, November, or December.

There is time set aside on the agenda at the beginning of each meeting for **Public Comment**. This is the time for you to speak up and lend your ideas. Please feel free to call the Public Authority office at 565-5700 for more information.

The Board of Supervisors recently reappointed Joann Keyston to another two-year term on the IHSS Advisory Committee. Joann serves as a community advocate representative.

Committee Members

Stan Gow
Chair

Mary Bodily
Vice Chair

Joann Keyston
Secretary

Gary Fontenot
Ex-Officio Member

Nancy Hall

Mary Raymond

Richard Ruge

Marie White

Sachiko Williams

Herb Willsmore

Caregivers, please remember to call payroll at 565-2852 to report on-the-job injuries.

USPP

**Urgent Substitute
Provider Program
is available
7 days a week**

8:00 a.m. - 8:00 p.m.

CALL

(707) 565-5719

or

(800) 601-4222

The Urgent Substitute Provider Program is available to consumers who already have a regularly scheduled caregiver and need critical services due to the unexpected and temporary absence of a regular provider. This program does not offer respite or vacation coverage.

The Urgent Substitute Provider Program only covers:

- Personal care requiring non-medical and medical services
- Nutritional services
- Provisioning of fuel for heating or cooking
- Picking up and delivery of critical medications

Noticias en Español

Para preguntas referentes a sus cheques o hojas de pago, al numero (707) 565-2852 Departamento de Pagos

Para otras preguntas referentes al Registro de la Autoridad Publica, llame a Olivia al (707) 565-5707 de Lunes a Miercoles de 8 a.m. – 3 p.m.

Prepare for the Summer Heat

The Centers for Disease Control (CDC) suggests you follow these prevention tips to protect yourself from heat-related stress:

- Drink cool, non-alcoholic, non-caffeinated beverages
- Rest
- Take a cool shower, bath, or sponge bath
- Seek an air-conditioned environment
- Wear lightweight clothing
- Remain indoors in the heat of the day
- Do not engage in strenuous activities

If you have elderly relatives or neighbors, you can help them protect themselves. Visit at-risk older adults at least twice a day and watch for signs of heat exhaustion or heat stroke. Take them to air-conditioned locations. Make sure they have access to an electric fan whenever possible.

If you see any signs of severe heat stress, you may be dealing with a life-threatening emergency. Have someone call 9-1-1 while you begin cooling the person. Do the following:

- Get the person to a shady area
- Cool the person rapidly
 - Immerse the person in a tub of cool water
 - Place the person in a cool shower
 - Use the garden hose - and gently spray the person
 - Wrap the person in a cool, wet sheet and fan him/her vigorously
- Monitor body temperature and continue cooling until the body temperature drops to 101°F
- Get medical assistance as soon as possible
- Do not give the person alcohol to drink
- Call the hospital emergency room for further instructions.

Sugerencias Como Tener un Verano Seguro

El verano acaba de empezar y debemos de prepararnos para ello. E aquí unas sugerencias que le pueden ser útiles para que disfrute el verano junto con sus seres queridos. Pretéjase del sol lo mejor que pueda:

- Use ropa de algodón y ligera.
- Use sombrero con alas de 3 pulgadas.
- Use lentes de sol que tengan una protección de ultravioleta de 99-100%
- Evite exponerse al sol entre las horas de 10AM y 4PM
- Use bloqueador solar de 15 y más.
- Tome mucha agua.

Heat Stroke is the most serious of heat-related illness. It occurs when the body becomes unable to control its temperature. Your temperature rises rapidly, the body loses its ability to sweat, and it is unable to cool down. Body temperatures rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

Signs and Symptoms of Heat Stroke

Warning signs vary but may include:

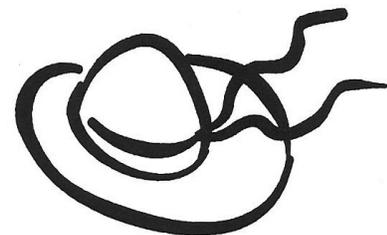
- An extremely high body temperature (above 103°F)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea

Heat Exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.

Signs and Symptoms of Heat Exhaustion

Warning signs vary, but may include:

- Heavy sweating
- Muscle Cramps
- Pulse rate - fast and weak
- Breathing - fast and shallow
- Tiredness
- Weakness
- Paleness



Celebrate Older Americans Month

Thursday, May 21, 2009 10 am - 1pm

“Learning Today for Living Tomorrow”

Santa Rosa Veterans Memorial Building
1351 Maple Avenue, Santa Rosa

Event Features

- **Car-Fit Check** - Helps ensure a good fit behind the wheel for your comforts and safety. Call 565-5900 for appointment.
- **Transportation Alternatives** - Ways to evaluate and improve driving skills
- **Health & Fitness** booths with information on walking for healthy living, improving balance and preventing falls.

The 12th Annual Older American’s Month Senior Art Show moves from May to September

Expanded Event - Exciting Changes

- **New Location** - Finley Center in Santa Rosa: 2060 W. College Avenue
- **Expanded Exhibit Schedule**
9/28-09 - 11-24-09
- **Cookie & Coffee Reception**
will be held on October 1st



Elder Abuse Prevention Month Observed in May

Abuse hurts at any age.

During May, everyone is encouraged to remember victims of elder or dependent adult abuse and their families; and to participate in community efforts to improve the safety and well-being of all people. Each year, nearly two million Americans are victims of elder or dependent adult abuse.

Elder or dependent adult abuse in Sonoma County is investigated by Adult Protective Services (APS). In FY 2007-2008, APS received 2,060 reports of elder or dependent adult abuse.

Types of Abuse include:

- Physical (including sexual abuse)
- Abandonment
- Abduction
- Isolation
- Financial
- Psychological/mental
- Neglect

Anyone with knowledge of suspected elder or dependent adult abuse can make a report. All APS reports are strictly confidential and the identity of anyone making a report is strictly confidential.

To report suspected abuse or neglect of an elder or dependent adult, please contact **Sonoma County Adult Protective Services (APS)** at **(707) 565-5940** or **(800) 667-0404** or call local law enforcement.

May is National Military Appreciation Month

Our nation has a very rich military history. Both chambers of the U.S. Congress have adopted a resolution calling for Americans to recognize and honor U.S. service members during May’s National Military Appreciation Month. Many activities will center on the following dates:

- **Public Service Recognition Week** May 4-10
- **Armed Forces Day** May 16
- **Memorial Day** observed May 25

“To all Veterans and family members of Veterans, thank you for your service to our nation!”

- Chris Bingham, Sonoma County Veterans Service Officer

If you have questions or need assistance with Veteran benefits, contact the **Sonoma County Veteran Service Office** at **707-565-5960** for an appointment. They provide assistance free of charge.

Payroll and Benefits News

Providers who think they qualify for benefits and have not received the wait list enrollment packet, should call the Benefits Line at (707)565-5703.

Cualquier provider que piensa que califica para beneficios y no ha recibido las formas para estar en la lista de espera, debe llamar al Departamento de Beneficios (707)565-5703.

Please note hours:
Payroll Phone Center - Hours: 9:00 am - 3:00 pm

IHSS Payroll Information

Time Sheet Drop Off at Westwind

We are in Suite 101 at 3725 Westwind Blvd. If you are dropping off your time sheet during business hours, please put it in the time sheet box in the lobby of Adult and Aging Division (Suite 101). **We have a drop box for time sheets on the south side of the building.** Pull into the second driveway. Drive half way down the building and you will see a dark brown box with the County Seal. Please use this box for your time sheets. We check the box twice each business day.

Payroll Line
(707) 565-2852



Report On-the-Job Injuries
(707) 565-2852

New Caregiver Start-up Line
(707) 565-2852

Please note:
We have changed the “New Caregiver Start Line.”
When you hire a new caregiver call: 565-2852 or
if the caregiver was referred to you by the IHSS Registry,
please call your Registry Coordinator.

When you call, be ready with the following information:

1. Caregiver's name exactly as it appears on the social security card
2. Caregivers mailing address and phone number
3. Caregivers social security number
4. Caregivers date of birth
5. IHSS consumer's name and if the caregiver and the consumer are related
6. The start date that the caregiver will begin working for the consumer.

Other Learning Opportunities

Sonoma County Area Agency on Aging is offering two classes on “A Matter of Balance” in Sebastopol and Santa Rosa in May and June. Call 565-5936 for more information.

Redwood Caregiver Resource Center offers classes with family caregivers in mind. For more information and eligibility, call 707-542-0282 or visit their web site at www.redwoodcrc.org.

Adult Protective Services and Ombudsman offer free training for Mandated Reporters of Elder and Dependent Adult Abuse. These classes are for caregivers or any person who works with elderly and dependent adults in a professional capacity and will educate you on how to report elder and dependent adult abuse and your responsibilities under the law. For questions or to register for an upcoming class, call: 565-5922 or e-mail: laguilar@schsd.org.

American Red Cross of Sonoma ~ Mendocino offers a variety of workshops, CEU courses and CNA classes. There are 19 CPR/AED classes offered in May and June. The Red Cross is pleased to announce that CPR and First Aid classes are now available for you to complete a portion of the classes online and then complete the rest in-person with one of the certified instructors. For more information, call 707-577-7600 or go on-line at: <http://arcsm.org/weblearning>.

End of Life Issues Adds New “POLST” Tool to Workshops_____

Community Network for Appropriate Technologies received a grant from the California HealthCare Foundation (CHCF) to help educate health care providers about a new communication tool that gives seriously ill patients greater control over their end-of-life medical care.

The new tool is a document called the **Physician Orders for Life-Sustaining Treatment (POLST)**. It addresses issues such as pain management, resuscitation orders, feeding procedures, and other medical interventions. The form is completed with the approval of both the patient and the physician. It is different from an “advance directive” because it has the force of a physician’s medical order and remains with patients wherever they receive care.

The IHSS Public Authority will again be offering a series of three workshops on End of Life Issues this August. The workshops, developed by Community Network for Appropriate Technologies, are facilitated by Susan Keller, M.A., M.L.I.S. We are proud to announce that this year she will be

including information about POLST in the End of Life Issues series. *Look for more information about these workshops in our next newsletter.*

“All of us have watched friends and family members struggle to control their health care treatment in their final months. POLST is a hugely important innovation that gives seriously ill patients an unprecedented ability to influence the type of care they receive,” said Mark D. Smith, M.D., M.B.A., president and CEO of CHCF. “We want to make sure that every provider who delivers end-of-life care becomes familiar with POLST.”

More than 20 states have, or are developing, POLST programs. Last year, Governor Schwarzenegger signed legislation that required POLST forms to be honored across all settings of care in California and provided immunity to clinicians who honor a POLST document in good faith. The new law took effect in January 2009.

For more information, check out their web site: www.finalchoices.org, or call 916-552-7642

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

The IHSS Public Authority provides training opportunities to IHSS caregivers and consumers.

Classes are typically held at 3725 Westwind Blvd., Suite 101 in Santa Rosa. Classes are free to all caregivers and consumers.

Reminder to IHSS Caregivers. Most classes offer a cash incentive to IHSS caregivers.

In order to be eligible for the incentive, an IHSS caregiver must:

1. Register for the class at least one week before the class is held
2. Be on time for the class
3. Stay through the end of the class

Note for all classes: Please plan to be on time. If you are registered for a class and cannot attend, please call 707-565-5700, so someone who may be on the wait list can attend. *Thank you for your cooperation!*

Continuing Education Units (CEUs) are available for most classes for those who need to renew their license. The cost is \$8.00 per unit. Each three-hour class provides 3 CEUs for a total cost of \$24.00. A check or cash in the exact amount is accepted (we cannot make change).

Upcoming Classes

Location for the 3 classes listed below: IHSS Public Authority at 3725 Westwind Blvd., Suite 101 off Airport Blvd. (just past the light at Brickway Blvd.). We are in the first building on the right.

Marcia Rogers, RN, BSN, MA (of the American Red Cross) will be the instructor for the May class and **Sharon McComb, MS., E.M.T.** (Santa Rosa Junior College instructor) will teach both CPR classes.

Managing Parkinson's & Alzheimer's Diseases & Other Dementia

May 29 1:00 - 4:00

This class will help you will understand the pathology, manifestations, management, and therapies pertaining to dementia, and these two diseases.

(3 CEUs)

Continuing Education Units

Please make your check out to the American Red Cross.

CPR

June 12 1:00 - 4:30

You will learn the latest ABCs of Cardiopulmonary Resuscitation (CPR). This class will also teach you how to use an Automatic External Defibrillator (AED). This is a hands on class and involves sitting and lying on the floor. Class size is limited to 20 people.

2 Year Certificate

(instead of the cash incentive)

CPR

June 19 1:00 - 4:30

You will learn the latest ABCs of Cardiopulmonary Resuscitation (CPR). This class will also teach you how to use an Automatic External Defibrillator (AED). This is a hands on class and involves sitting and lying on the floor. Class size is limited to 20 people.

2 Year Certificate

(instead of the cash incentive)

English as a Second Language

Sponsored by the
Santa Rosa Junior College
For information call 522-2795
All calls are returned.

Clases de Inglés como Segunda Idioma

patrocinadas por Santa Rosa Jr. College
Llame al 522-2795
Hay que dejar UN recado
Para que alguien le llame.



3725 Westwind blvd., Suite 101
P. O. Box 1949
Santa Rosa, CA 95402-1949

Phone: 707-565-5700

Fax: 707-565-5720

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Visit our Web Site:
www.sonomacounty-ihsspa.org

Mark your calendar			Resources
May	June	July	
4-10 Public Service Recognition Week	1 IHSS Advisory Committee Meeting	3 Independence Day Office Closed	IHSS Public Authority & Registry (707) 565-5700 (707) 565-5720 (fax) (707) 565-5707 (Español)
11 IHSS Executive Committee Meeting	8 IHSS Executive Committee Meeting		New Caregiver Start Line (707) 565-2852
16 Armed Forces Day	12 Caregiver Class: <i>CPR</i>		IHSS Payroll (707) 565-2852
25 Memorial Day Observed Office Closed	19 Caregiver Class: <i>CPR</i>		IHSS Program, Social Workers (707) 565-5900 (800) 938-9501
29 Caregiver Class: <i>Alzheimer's Disease, Parkinson's Disease and Dementia</i>	29 IHSS Advisory Committee Meeting		IHSS Advisory Committee (707) 565-5700
		Note: There are no Advisory Committee Meetings or Caregiver Training Classes in July.	Urgent Substitute Provider Program (USPP) (707) 565-5719 (800) 601-4222
			IHSS Benefits Enrollment & Eligibility (707) 565-5703
			Employees'/Employers' Dental & Medical Trust (888) 838-5370
			SEIU United Healthcare Workers West Oakland (800) 585-4250 Santa Rosa (707) 526-4825