

Consumer~Caregiver Connections



Volume 4 Issue 4
Fall/Winter 2006

Bridging Working Relationships
Sonoma County In-Home Supportive Services
Public Authority

Caregivers are Appreciated

The IHSS Advisory Committee, the IHSS Public Authority, and the IHSS Program would like to express sincere appreciation to all IHSS caregivers for the vital work you perform. The work of a caregiver requires patience, sensitivity, trust, honesty, respect, dedication and compassion.

Sonoma County has over 3,000 IHSS caregivers who provide crucial front-line assistance that makes it possible for many elderly and persons with disabilities to remain living independently in their homes. The individuals you care for are incredibly grateful for all the help and support you provide to them.

On November 7th at 8:30 a.m. the Sonoma County Board of Supervisors will recognize the valuable service provided by IHSS Caregivers in Sonoma County by proclaiming **November 12-18 IHSS Caregiver Week**. November is also **National Family Caregiver Month**, which the Board of Supervisors will acknowledge that same morning.

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Please join us Thursday, November 9th

A Day Acknowledging and Honoring Caregivers

Plan to attend one or both of the following events.

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Sonoma County Caregivers*

10:30 a.m. – 12:00 p.m.

Guest Speaker,

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1:30 – 3:30 p.m.

"You Matter"

Elaine Mayumi Whitefeather

A variety of refreshments and beverages will be served at both events.

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Adult and Aging Conference Center at 2160 Northpoint Parkway in Santa Rosa

Respite is available if needed. Please request it when you call.

Registry Update

by John Chan, Registry Supervisor

Building Working Relationships through Mutual Respect

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Stan Gow

Diane Kaljian

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Joann Keyston

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— Peter Marshall

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- ◆ **Thank you** for the dedication you bring to your work.
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from NFCA website

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Here are some of their tips for caregivers.

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- Remember to **be good to yourself**. Love, honor and value yourself. You are doing a very hard job and you deserve some quality time, just for you.
- **Watch out for signs of depression**, and do not delay in getting professional help when you need it.
- When people offer to help, **accept the offer** and suggest specific things that they can do.
- **Educate yourself** about your loved one's condition. Information is empowering.
- There is a difference between caring and doing. **Be open to technologies and ideas** that promote your loved one's independence.
- **Trust your instincts**. Most of the time they will lead you in the right direction.
- Grieve for your losses, and then allow yourself to **dream new dreams**.
- **Stand up for your rights** as a caregiver and as a citizen.
- **Seek support** from other caregivers. There is strength in knowing you are not alone.

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1. Begin a regular exercise program
2. Make your home safer
 - remove rugs and things you can trip over
 - install grab bars in showers, tubs and at steps
 - improve the lighting in your home
 - wear shoes that give good support and have thin, non-slip soles
3. Ask your doctor to review your medicines
4. Have your vision checked
5. Don't mix alcohol with medications
 - can cause loss of balance
 - can cause loss of coordination
 - may result in a fall

The ABCs of Cold and Flu Season



- A** Cover your nose & mouth with a tissue when you cough or sneeze.
- B** Wash your hands frequently with soap and water.
- C** Drink plenty of fluids.

Cabbage & Chicken Soup

Number of Servings: 8
Serving Size: 1 cup



Ingredients

- 4 cups water
- 3 cups low-fat, low sodium chicken broth
- 2 cups chopped tomatoes
- 1/2 stalk of celery, chopped
- 4 green onions, chopped with tops
- 1 potato, peeled and diced
- 1 bay leaf
- 1 tsp salt
- 1/2 tsp thyme
- 1/4 tsp caraway seeds
- 3 cups shredded cabbage
- 1 cup cooked chicken, chopped
- 1 tbsp lemon juice
- 2 tsp sugar

Preparation Instructions

1. In a large soup pot, combine the water, broth, tomatoes, celery, onion, potato, bay leaf, salt, thyme, and caraway seeds.
2. Simmer for 30 minutes to 1 hour.
3. Add the cabbage, chicken, lemon juice, and sugar until heated through.
4. Remove the bay leaf and serve.

Nutritive values per serving					Exchanges per servings
FAT	CAL	Fiber	Sodium	Chol	
(g)		(g)	(mg)	(mg)	
2	81	2	526	16	2 vegetable 1 lean meat

Living with Type 2 Diabetes

Type 2 diabetes is a serious condition. Controlling blood glucose is the key to living well and lowering the risk of serious health problems. Here are 8 things you can do to control your blood sugar and stay well.

1. Follow your diabetes food plan
2. Get and keep a healthy weight
3. Get regular physical activity
4. Check your blood sugar level
5. Lower your risk for heart disease
6. Take good care of yourself
7. Take your medicine if prescribed
8. Work with your health care provider.

November is American Diabetes Month. This year, the American Diabetes Association is working together with the American College of Cardiology to increase awareness of the link between diabetes and heart disease. You can learn more about this at their website, www.diabetes.org. This website has information about caring for someone with diabetes, how to manage your diabetes in everyday situations; and, recipes (see *Cabbage & Chicken Soup* on page 4).

Food Resources

The following resources may offer meals and/or food give-away, especially during the holidays. Please call them for further information.

<u>Boyes Hot Springs</u> La Luz Food Bank 938-5131	Russian River Food Pantry 869-3661	Salvation Army 769-0716	Harvest Christian Center 576-0747
<u>Cloverdale</u> * Cloverdale Grange 894-4826	Veterans Memorial Building 869-2491	St. Vincent de Paul 762-4278	FISH 527-5151
Food Pantry 894-2039	Food for Thought 887-1647	Open Closet 528-8463	<u>Sonoma</u> * Vintage House 823-3281
<u>Forestville</u> * Methodist Church 887-1070	West County Services 887-2226 or 869-0654	<u>Rohnert Park</u> * Snyder Lane Rec. Center 584-8387	FISH 996-0111
United Methodist Church 887-2020	<u>Healdsburg</u> * St. Paul's Episcopal Church 433-2107	St. Vincent de Paul 584-1579	Salvation Army 996-4761
<u>Guerneville Area</u> * Free Bread of Life 869-2435	* Senior Center 431-3324	<u>Santa Rosa</u> * St. Vincent Dining Site 528-7580	<u>Windsor</u> * Dining for Seniors 838-9261
* Russian River Senior Center 869-0618	Shared Ministries Pantry 433-3663	* Redwood Gospel Mission 542-4817	Service Alliance 838-6947
<u>Petaluma</u> * The Kitchen 778-6380		* Indian Sr. Nutrition Site 527-5598	<u>County Wide</u> St. Vincent de Paul 1-800-584-1579
		Salvation Army 542-0998	* Dining Sites

Benefits News

by Lois, Benefits Manager 565-5703

Any provider who feels they qualify for benefits and has not received the waitlist enrollment packet should call the Benefits Line at 565-5703.

Cualquier proveedor 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 565-5703.

If you lose your benefits and the COBRA premium is too expensive or if you are looking for medical care, here are several options:

1. If you were enrolled in Kaiser for six months before you lost your benefits and there was not a break in your coverage, you should call Kaiser and inquire about the STEPS program. You may need to pay for COBRA until you get approved under the STEPS program. The STEPS program is a 4-year reduced premium program for income-qualified people. Call 1-800-464-4000.
2. Call the Economic Assistance office 565-5200 to see if you qualify for Medi-Cal or CMSP. Healthy Families offers insurance for your children. Contact them at 1-888-742-1222
3. Call individual insurance companies and inquire about various plans:
 - Blue Shield 1-800-431-2809 (www.blueshieldca.com)
 - Blue Cross 1-800-777-6000 (www.bluecrossca.com)
 - Health Net 1-800-909-3447 (www.healthnet.com)
 - Kaiser 1-800-464-4000 (www.kaiserpermanente.org)
4. Use clinics that participate in a sliding fee scale for people without insurance who are income qualified. Redwood Community Health Coalition 542-7242 (www.rchc.net). See the list below.

Redwood Community Health Coalition

Dental & Health Care, Wellness Check-up, Immunizations

Cloverdale	894-4229	Copper Towers Family Medical Center (dental)
Healdsburg	433-5494	Alliance Medical Center (dental)
Guerneville	869-2849	Russian River Health Center (dental)
Occidental	874-2444	Occidental Area Health Center
Rohnert Park	1-800-967-7526	Planned Parenthood Golden Gate
Sonoma	939-6070	Sonoma Valley Community Health Center
Petaluma	559-7500	Petaluma Health Center ~ Centro de Salud de Petaluma (dental)

Santa Rosa

578-1700	Common Woman's Health Project
521-4545	Sonoma County Indian Health Project
578-2005	Roseland's Children's Health Center
565-4820	Sonoma County Public Health Clinics
547-2222	Southwest Community Health Center (dental)
544-7526	Women's Health Program/Family Planning
576-4100	Sutter Family Practice Center

St. Joseph Health Foundation

546-5899	Medical Access Programs
547-2221	Dental Clinic (dental)
528-5770	Elsie Allen Health Center
524-2477	Mobile Health Clinic
546-3199	House Calls Program

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

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

Monthly classes are held at the Adult and Aging Services Conference Center, 2160 Northpoint Parkway. Classes are free to all caregivers and consumers. There is a \$15 incentive given to IHSS caregivers who complete each class. Classes are usually held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month.

Marcia Rogers, RN, BSN, MA (of the American Red Cross) is the instructor for the upcoming classes:

December 8th* (3 CEUs) 1:00 - 4:00

Understanding Stress, Depression, and Mental Illness

January 26th (3 CEUs) 1:00 - 4:00

Understanding and Managing Alzheimer's and Parkinson's Diseases

February 23rd (3 CEUs) 1:00 - 4:00

Caring for someone with Spinal Cord Injury or Multiple Sclerosis

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 you with 3 CEUs for a total cost of \$24.00. Cash in the exact amount, or checks are accepted. Please make your check out to the *American Red Cross*.

Other Learning Opportunities

American Red Cross offers a variety of CEU courses. Call 707-577-7600.

Redwood Caregiver Resource Center offers classes with caregivers in mind. Call 707-542-0282

* **Note:** Due to holidays, there is no November class and December's is on the second Friday.

IHSS Payroll Information

Remember to report all on-the-job injuries to **Payroll** at **(707) 565-2852**

Payroll Line
(707) 565-2852

New Caregiver Start-up Line
(707) 565-5716

**Important
Reminder**

If you are a Registry caregiver, **call both** the IHSS Payroll Unit and the IHSS Public Authority **with changes** of name, address and/or telephone number.

Tenths Chart

- 6 minutes = .1
- 12 minutes = .2
- 18 minutes = .3
- 24 minutes = .4
- 30 minutes = .5
- 36 minutes = .6
- 42 minutes = .7
- 48 minutes = .8
- 54 minutes = .9
- 60 minutes = 1.0

Turn in Timesheets on Time

- ◆ 2550 Paulin Building at lobby or drop box
- ◆ 2250 Northpoint drop box
- ◆ U.S. Mail
- ◆ Timesheets for the prior month must reach the payroll office in the **Paulin Building by the 15th** in order to be **on time for benefits**.

Please be aware that Payroll processes over 2000 timesheets in the first 3 days after the pay period ends (1st, 2nd, 3rd and 16th, 17th, 18th of the month – or the next days if those are weekends). **Response to your calls may be delayed during payroll processing days.**

Mark your calendar

Resources

November

- 9 Caregiver Recognition Events
- 13 IHSS Executive Committee Meeting
- 23 **Holiday**
Office Closed
- 24 **Holiday**
Office Closed
- 27 IHSS Advisory Committee Meeting

Please note:

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December

- 8 Training Class:
Understanding Stress, Depression, and Mental Illness.
- 25 **Holiday**
Office Closed

Please note:

There is not an IHSS Advisory Committee meeting in December.

January

- 1 **Holiday**
Office Closed
- 8 IHSS Executive Committee Meeting
- 15 **Holiday**
Office Closed
- 22 IHSS Advisory Committee Meeting
- 26 Training Class:
Understanding and Managing Alzheimer's and Parkinson's diseases

IHSS Public Authority & Registry
(707) 565-5700
(707) 565-5720 (fax)
(707) 565-5707 (Español)

Caregiver Start-up Line
(707) 565-5716

IHSS Payroll
(707) 565-2852

IHSS Program, Social Workers
(707) 565-5900
(800) 938-9501

IHSS Advisory Committee
(707) 565-5700

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

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

Phone: 707-565-5700

Fax: 707-565-5720

2280 Northpoint Parkway
P. O. Box 1949
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SANTA ROSA, CA
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by Lois, Benefits Manager 565-5703

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Office Closed
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IHSS Public Authority & Registry
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(707) 565-5707 (Español)

Caregiver Start-up Line
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IHSS Payroll
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IHSS Program, Social Workers
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Employees'/Employers' Dental & Medical Trust
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SEIU United Healthcare Workers West
Oakland (800) 585-4250
Santa Rosa (707) 526-4825

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

Phone: 707-565-5700

Fax: 707-565-5720

2280 Northpoint Parkway
P. O. Box 1949
Santa Rosa, CA 95402-1949

Public Authority
Sonoma County
In-Home Supportive Services



RESORTED
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PERMIT NO. 64

Consumer~Caregiver Connections



Volume 4 Issue 4
Fall/Winter 2006

Bridging Working Relationships
Sonoma County In-Home Supportive Services
Public Authority

Caregivers are Appreciated

The IHSS Advisory Committee, the IHSS Public Authority, and the IHSS Program would like to express sincere appreciation to all IHSS caregivers for the vital work you perform. The work of a caregiver requires patience, sensitivity, trust, honesty, respect, dedication and compassion.

Sonoma County has over 3,000 IHSS caregivers who provide crucial front-line assistance that makes it possible for many elderly and persons with disabilities to remain living independently in their homes. The individuals you care for are incredibly grateful for all the help and support you provide to them.

On November 7th at 8:30 a.m. the Sonoma County Board of Supervisors will recognize the valuable service provided by IHSS Caregivers in Sonoma County by proclaiming **November 12-18 IHSS Caregiver Week**. November is also **National Family Caregiver Month**, which the Board of Supervisors will acknowledge that same morning.

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- ~ Registry Update

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- ~ Cabbage & Chicken Soup

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- ~ Type 2 Diabetes
- ~ Dining Sites

Page 6

- ~ Benefits Update

Page 7

- ~ Caregiver Training Schedule
- ~ Payroll Information

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

Please join us Thursday, November 9th

A Day Acknowledging and Honoring Caregivers

Plan to attend one or both of the following events.

*A Morning Reception in Honor of
Sonoma County Caregivers*

10:30 a.m. – 12:00 p.m.

Guest Speaker,

Supervisor Mike Kerns

*An Afternoon of Caring for
Sonoma County's Caregivers*

1:30 – 3:30 p.m.

"You Matter"

Elaine Mayumi Whitefeather

A variety of refreshments and beverages will be served at both events.

R.S.V.P. 565-5700

Adult and Aging Conference Center at 2160 Northpoint Parkway in Santa Rosa

Respite is available if needed. Please request it when you call.

Registry Update

by John Chan, Registry Supervisor

Building Working Relationships through Mutual Respect

The Public Authority's Caregiver Registry has lots of experience dealing with difficulties that arise in the working relationship between IHSS consumers and caregivers. Reflecting on these experiences, it is clear that one of the main aspects to maintaining a positive and successful working relationship is mutual respect. Below are some suggestions to help foster mutual respect.

- **Communicate respectfully.** Use words that are caring, courteous, grateful, helpful, kindhearted, polite, and supportive. Avoid using words that are belittling, degrading, demanding, demeaning, humiliating, insulting, or overpowering.
- **Honor boundaries.** Don't ask or share personal information that is unrelated to the job. Avoid giving advice or having discussions related to life-style issues, religion, politics, race, gender, or other sensitive topics. Don't buy or borrow items from each other.
- **Respect each other's time.** Consumers should keep a regular schedule with their caregiver and not ask them to work beyond the agreed-upon time. Caregivers should show up for interviews and work assignments at the mutually agreed-upon times.
- **Be responsible about work tasks.** Consumers should not ask the caregiver to do tasks that are not part of their IHSS authorized hours. Caregivers should willingly complete the agreed-upon tasks in a thorough, reliable, and timely manner.

The IHSS Advisory Committee

Committee Members

Mary Bodily

Stan Gow

Diane Kaljian

Ex-officio Member

Joann Keyston

Vice Chair

Maureen Latimer

Michael Naughton

Mary Raymond

Marie White

Secretary

Sachiko Williams

Herb Willsmore

Chair

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 & program administration. 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.** There are no meetings in July, August, and December.

We are currently recruiting for a consumer position. If interested, please call the Public Authority at 565-5700 and ask for an Advisory Committee Member Application.

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. Meetings are held in the **Adult and Aging Conference Center at 2160 Northpoint Parkway** (off Stony Point Road) in Santa Rosa.

Small deeds done are better than great deeds planned.

— Peter Marshall

REMEMBER to VOTE on NOVEMBER 7

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

Laughter is an instant vacation.

— Milton Berle

Sincere Appreciation by Diane Kaljian, Section Manager

In recognition of **IHSS Caregiver Appreciation Week**, the IHSS staff, including **social workers, eligibility workers, payroll staff, support staff, supervisors, and managers** would like to take the opportunity to thank IHSS caregivers for the work you do for IHSS clients. *In-home care cannot happen without you!*

- ◆ **Thank you** for the dedication you bring to your work.
- ◆ **Thank you** for your compassion for those you work for.
- ◆ **Thank you** for the skills you use to make IHSS clients live more comfortably at home.

There are over 4,000 people receiving IHSS in Sonoma County. Each month new clients are added to the program. All clients need the valuable services you provide as a caregiver. **We thank you for making Sonoma County a good place for people who need in-home care.**

USPP

Urgent Substitute
Provider Program
is available
7 days a week
8:00 am - 8:00 pm

CALL

(707) 565-5719
or
(800) 601-4222

Tips to Avoid Caregiver Burnout

from NFCA website

The “National Family Caregivers Association” (NFCA) is a grass roots organization created to educate, support, empower and speak up for the millions of American who care for chronically ill, aged, or disabled loved ones.

Here are some of their tips for caregivers.

- Choose to **take charge of your life**, and don't let your loved one's illness or disability take center stage.
- Remember to **be good to yourself**. Love, honor and value yourself. You are doing a very hard job and you deserve some quality time, just for you.
- **Watch out for signs of depression**, and do not delay in getting professional help when you need it.
- When people offer to help, **accept the offer** and suggest specific things that they can do.
- **Educate yourself** about your loved one's condition. Information is empowering.
- There is a difference between caring and doing. **Be open to technologies and ideas** that promote your loved one's independence.
- **Trust your instincts**. Most of the time they will lead you in the right direction.
- Grieve for your losses, and then allow yourself to **dream new dreams**.
- **Stand up for your rights** as a caregiver and as a citizen.
- **Seek support** from other caregivers. There is strength in knowing you are not alone.

Noticias en Español

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-2852 y preguntar por Esther.

Para otras preguntas acerca del Registro de la Autoridad Publica, llame a Olivia al (707) 565-5707. Ella trabaja de Lunes a Jueves de 8:30 a.m. – 1:30 p.m.

Fall Prevention

"Stand tall, don't fall."

"Step Wise" was created to improve the safety of Sonoma County Seniors. It includes two programs:

- #1 SAFE STEPS** - a free, one-session workshop, developed by the home Safety Council.
- #2 A MATTER OF BALANCE - Managing Concerns About Falls** - a nationally recognized series, presented by trained coaches to reduce the fear of falling and improve safety and activity levels.

Call (707) 565-5950 for a brochure & class schedule

Falls are the number one cause of injury that send Sonoma County residents 55 and older to the hospital. To reduce your risk of falling:

1. Begin a regular exercise program
2. Make your home safer
 - remove rugs and things you can trip over
 - install grab bars in showers, tubs and at steps
 - improve the lighting in your home
 - wear shoes that give good support and have thin, non-slip soles
3. Ask your doctor to review your medicines
4. Have your vision checked
5. Don't mix alcohol with medications
 - can cause loss of balance
 - can cause loss of coordination
 - may result in a fall

The ABCs of Cold and Flu Season



- A** Cover your nose & mouth with a tissue when you cough or sneeze.
- B** Wash your hands frequently with soap and water.
- C** Drink plenty of fluids.

Cabbage & Chicken Soup

Number of Servings: 8
Serving Size: 1 cup



Ingredients

- 4 cups water
- 3 cups low-fat, low sodium chicken broth
- 2 cups chopped tomatoes
- 1/2 stalk of celery, chopped
- 4 green onions, chopped with tops
- 1 potato, peeled and diced
- 1 bay leaf
- 1 tsp salt
- 1/2 tsp thyme
- 1/4 tsp caraway seeds
- 3 cups shredded cabbage
- 1 cup cooked chicken, chopped
- 1 tbsp lemon juice
- 2 tsp sugar

Preparation Instructions

1. In a large soup pot, combine the water, broth, tomatoes, celery, onion, potato, bay leaf, salt, thyme, and caraway seeds.
2. Simmer for 30 minutes to 1 hour.
3. Add the cabbage, chicken, lemon juice, and sugar until heated through.
4. Remove the bay leaf and serve.

Nutritive values per serving					Exchanges per servings
FAT	CAL	Fiber	Sodium	Chol	
(g)		(g)	(mg)	(mg)	
2	81	2	526	16	2 vegetable 1 lean meat

Living with Type 2 Diabetes

Type 2 diabetes is a serious condition. Controlling blood glucose is the key to living well and lowering the risk of serious health problems. Here are 8 things you can do to control your blood sugar and stay well.

1. Follow your diabetes food plan
2. Get and keep a healthy weight
3. Get regular physical activity
4. Check your blood sugar level
5. Lower your risk for heart disease
6. Take good care of yourself
7. Take your medicine if prescribed
8. Work with your health care provider.

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