

Consumer~Caregiver Connections



Volume 4 Issue 2
Spring/Summer 2006

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

Mind Your Mental Health

from *Circle of Care*, Calaveras County IHSS PA

Taking care of your mental health is just as important as taking care of your physical health. Try these strategies to boost your overall sense of well-being and nurture your mental health.

MAY
is
"MENTAL
HEALTH"
Month

- **Don't overextend yourself.** Schedule time to unwind, visit with your friends, or enjoy a hobby. Learn to say "No" to things that are not of importance to you.
- **Practice optimism AND use positive self-talk.** Throughout the day, turn negative self-talk into positive. Instead of saying, "I'll never be able to..." say: "I'll give it my best shot." Be sure to appreciate the positive events in your life. Expect good things to happen to you.
- **Explore your spirituality.** Spiritual practices such as attending religious services, meditating, or praying can have beneficial effects on your outlook on life.
- **Practice relaxation techniques.** Try different methods until you find ones that work for you. Yoga, deep-breathing exercises, writing in a journal or listening to soothing music are but a few ways.
- **Become involved in your community.** Community groups, whether faith-based or social give people a sense of belonging and confidence.
- **Set and work toward realistic goals to relieve stress.** Put your goals in writing. This will give you a sense of accomplishment when you reach them.
- **Develop and nourish a support system of family and friends.** Actively plan enjoyable events with people you care about.
- **Laugh, Laugh, Laugh!** Find humor in the simplest things.

A quick health note...When it comes to **exercise**, the old saying: "No pain, no gain" is outdated news. The truth is, exercise shouldn't hurt. A little muscle soreness when you do something new isn't unusual, but muscles don't need to "burn" for us to know they are working. If it hurts, stop doing it. Exercise should be pain-free.

Exercise is good for your heart. **But do you know why?** Your heart is a muscle, and like all muscles, it grows stronger when exercised. Every time your heart beats, it sends oxygen-rich blood to your body's cells. The more fit your heart becomes, the less effort it requires to pump oxygen through your body.

Always check with your doctor before starting an exercise program.



INSIDE THIS ISSUE

Page 2

- ~ The IHSS Advisory Committee
- ~ Preventing and Reporting Elder Abuse

Page 3

- ~ Who Is Paying Gas/Mileage?

Page 4

- ~ Recognizing a Stroke
- ~ Healthy Eating Tips

Page 5

- ~ Summer Safety Tips
- ~ West Nile Virus
- ~ Housekeeping Hints

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

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 & 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 - 4:00 p.m.** There are no meetings in July and 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. Meetings are held in the **Adult and Aging Conference Center at 2160 Northpoint Parkway** (off Stony Point Road) in Santa Rosa.

Currently there is a vacancy on the Advisory Committee for a consumer member. If you are interested and are a past or current consumer of personal assistance services paid for through public or private funds, you may call the Public Authority office for an application. **(707-565-5700)**



Several Advisory Committee members with Michael Humphrey, IHSS Public Authority Manager. From left, Mary Raymond, Joann Keyston, Herb Willsmore, Julia Regan, Michael Humphrey, and Maureen Latimer.

Committee Members

- Mary Bodily**
- Diane Kaljian**
Ex-officio Member
- Joann Keyston**
Vice Chair
- Maureen Latimer**
- Michael Naughton**
- Mary Raymond**
- M. Julia Regan**
- Marie White**
Secretary
- Herb Willsmore**
Chair

Prevent and Report Elder Abuse

by Diane Kaljian, Section Manager

Nearly 200,000 Californians are victims of elder abuse every year. Over 1,800 Sonoma County residents reported abuse or neglect this year. Fewer than 20% of all incidents are ever reported.

Victims are often isolated and unwilling to get help. Some feel their request for help will go unanswered. Others fear retaliation from their abusers. Many remain silent to protect abusive family members from the legal consequences. Some are too embarrassed to admit that they have fallen victim to predators. And, others fear no one will believe them.

The growing number of elderly people requiring in-home care has exposed more families to the stresses that can result in abuse and neglect when support is not available. It is important to remember that abuse can exist in any situation where a person is dependent on someone else for care. People of any age who are ill or disabled may be at risk of abuse by a caregiver, family member, friend or neighbor.



All caregivers are mandated reporters. If anyone suspects abuse, call a Sonoma County social worker at **Adult Protective Services (APS)** 24-hour line **(707) 565-5940 or (800) 667-0404**. Or, you may call local law enforcement.

All APS calls are confidential.

Types of Abuse

- 1. Neglect (self-neglect)** - failure to provide basic needs such as food, water, personal care, shelter and/or medical care
- 2. Psychological** - verbal threats or harassment, isolation, intimidation
- 3. Financial** - theft or misuse of money, credit cards, or property; fraud; phone/mail scams; forced signature of documents
- 4. Physical** - infliction of pain or injury
- 5. Sexual** - unwanted sexual advances, including assaultive behavior through force or fear
- 6. Abandonment** - desertion the by person who has assumed responsibility for providing care

Gas/Mileage Expenses - Who Pays?

by John Chan, Registry Supervisor

The Public Authority Registry Coordinators receive many questions from caregivers and IHSS consumers regarding transportation expenses. Who pays for gas/mileage when the caregiver provides the IHSS consumer with IHSS transportation to medical appointments, grocery shopping, and other errands?

It is important to remember that **IHSS does not reimburse caregivers for mileage or gas.** The consumer is not obligated to pay for transportation expenses, but neither is the caregiver obligated to pay for these expenses.

This means that consumers and caregivers should discuss and reach an agreement on how to pay for transportation expenses when using the caregiver's vehicle. Many caregivers feel awkward talking about this subject during an interview with a consumer. However, this is the best time to tackle the topic. Caregivers can ask for reasonable reimbursement from IHSS consumers for gas/mileage.

Consumers - here are a two options worth considering:

- #1** Pay for gas used on your behalf based on the current **cost per gallon** at your gas station.
- #2** Use the current IRS standard rate for mileage reimbursement: **\$0.445 per mile** (2006).

The Registry staff has the following suggestions for caregivers and consumers when discussing mileage/gas reimbursement:

Caregivers

- Ask the consumer during the interview what their transportation needs are.
- Do not wait until after the job begins to talk about reimbursement for your gas/mileage.
- Ask if the consumer is willing to use their own car for their transportation needs.
- If you are using your own car, ask the consumer how often and how far you will need to travel to meet their transportation needs.
- Be frank about your need for gas/mileage reimbursement if you use your car.
- Please keep in mind that neither IHSS nor the Public Authority can require a consumer to reimburse you for gas/ mileage.

Consumers

- Be frank about your transportation needs during the interview with a prospective caregiver.
- Let a prospective caregiver know how far and how often they will need to travel to meet your transportation needs
- Please keep in mind that neither IHSS nor the Public Authority can require a caregiver to accept a position that includes transportation needs.
- If you are asking a caregiver to drive for you, you should be prepared to reimburse their gas/mileage expenses when they use their own vehicle.

Senior Art Show

May 18, 2006

12:30 - 4:30 p.m.

The Art of Aging

Art Exhibit & Demonstrations
Music & Refreshments

Santa Rosa Veterans Memorial Building
1351 Maple Avenue (Across from Fairgrounds)

USPP

**Urgent Substitute
Provider Program**

is available 7 days a week

8:00 a.m. to 8:00 p.m.

CALL

(707) 565-5719

or

(800) 601-4222

Recognizing a Stroke Part 2

Stroke is caused by a clot that decreases blood flow and oxygen to the brain, or by a ruptured blood vessel that disrupts blood flow and oxygen to the brain. Both clots and bleeding can result in death or injury to brain cells. Damaged brain cells can cause paralysis, speech impairment, and memory loss.

Damage is progressive. The longer you wait for medical treatment, the more brain cells die and the greater the disabilities

Medical treatment in the first 3 hours is critical to minimize the damage and maximize recovery.

Six common warning signs:

1. **Change in Vision** - Dim, blurred or confused vision, or sudden lose of sight in one or both eyes
2. **Difficulty with Speech** - Slurred or sluggish speech, loss of words
3. **Unexplained Weakness** - Clumsiness or loss of strength in face, hand, arm and/or leg on one side of the body

4. **Change in Sensation** - Heaviness or unusual loss of sensation in face, hand, arm, and/or leg on one side of the body
5. **Severe Headache** - Unexplained headache, often described as first or worst headache ever
6. **Unexplained Dizziness** - Severe and sudden dizziness, not related to any sudden change in head position

If you or someone with you is experiencing two or more of the stroke symptoms, call 9-1-1 or go to a hospital emergency room.

Reduce the Risk of Stroke

- **Don't smoke.**
- **Maintain a healthy blood pressure** at less than 120/80. High blood pressure is the #1 risk factor for stroke.
- **Exercise** regularly and maintain optimum weight.
- If diabetic, **maintain blood sugar levels** directed by your doctor.
- **Eat healthy foods**, more vegetables, fruits, grains and seafood.

Foods to Help you Beat the Battle of the Bulge...

Instead of reaching for those sweets, turn to these healthy choices at home or at work. Keep them on hand to lessen the temptation of eating high sugar or high carb foods.

Popcorn
Nuts
Peanut Butter
Washed Veggies
Oatmeal (original, not dessert type)

Fruit
Whole Grain Crackers
Whole Grain Bread
Deli Turkey
Cottage Cheese

A Phone Call Worth Making

The **Caregiver's Support Kit** is available to caregivers for FREE from the National Caregivers Foundation. This kit has excellent information for all caregivers. It comes with several goodies such as an audio tape of music and a medication minder pillbox. **Call 1-800-930-1357 to order.**



Una Llamada Telefonica a su Favor

Un **Kit de Respalda para Ayudantes** esta disponible para ayudantes GRATIS de parte de National Caregivers Foundation. El kit tiene mucha informacion excelente para todos los ayudantes. Viene con muchos articulos extras, como un cinta de musica y un fortin para medicamento. **Llame 1-800-930-1357 para ordenar.**

Tips to Have a Safe Summer

Sugerencias Como Tener un Verano Seguro

Summer time has just begun and we need to be ready for it. The guidelines below will help you have a safe summer and enjoy the season. Protect yourself by:

- Wearing cotton clothing and light colors
- Wearing a hat with a 3-inch brim
- Wearing sunglasses that block 99-100% of ultraviolet rays
- Avoiding sun exposure from 10 AM to 4 PM
- Using a sunscreen with an SPF of 15 or greater
- Drinking plenty of water

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 mucho agua.

Noticias en Español

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-2769 y hablar con 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 9 a.m. – 2 p.m.

West Nile Virus Awareness

West Nile Virus is carried by mosquitos, and although it is very rare, if you have symptoms including high fever, severe headache and stiff neck, contact your health provider immediately.

Here are five ways to fight the bite:

DRAIN standing water around the house weekly, including tires, cans, flowerpots, clogged rain gutters and puddles, which is where mosquitos often lay eggs. Don't over water your yard.

DOORS and WINDOWS should be securely screened.

DEET is an effective ingredient found in some mosquito repellents.

DRESS in long sleeves and pants at dawn and dusk in areas where mosquitos are active.

DUSK AND DAWN are times when mosquitos are most active - espeically the two hours after sunset. Limit your outdoor activities during those hours.

Housekeeping Hints

- Baby wipes are useful for quick surface cleanups in kitchens and bathrooms.
- Dust cloth-lamp shades with a lint roller.
- Use old newspapers with vinegar and water to clean mirrors. They work well and at the same time you are recycling
- Wear an old, unmatched sock on your hand when dusting the house. Run it along chair rails, crown molding, doors, etc.
- Make a paste of baking soda and water to clean discolored teacups and teapots. It's gentle enough for most fine china, and it's easy on the hands and the wallet.
- To pick up cat hair, put on a wet rubber dishwashing glove and wipe your hand over surfaces. The hair will stick right to it.



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 778-7942. 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	763-7005	Petaluma Health Center ~ Centro de Salud de Petaluma (dental)

Santa Rosa

578-1700	Common Woman's Health Project
544-4056	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.

End of Life Workshops (3 CEUs each) 1:00 - 4:00

- #1 May 5th Wellness Through Life's End
- #2 May 12th Life Review, Grief & Loss,
Ritual & Ceremony
- #3 May 19th Dying at Home: Guidelines &
Resources

CPR (Cardio Pulmonary Resuscitation)

A two-year certificate is issued at the end of the class in lieu of the cash incentive.

June 9 1:00 - 4:30

or

June 16 1:00 - 4:30

Continuing Education Units (CEUs) are available for most classes for those who need to renew their license. The cost of a CEU 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 change, or checks are accepted. For each End of Life workshop you attend, please make your check out to the *Community Network* in the amount of \$24.00.

IHSS Payroll Information

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.**

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**.

Payroll Phone Number
(707) 565-2852

Caregiver Start-up Line
(707) 565-5716

Timesheets - Helpful Hints

- ◆ Fill out your timesheet and sign it with a pen. Pencil is not allowed.
- ◆ Check for errors. Do not fix mistakes with correction fluid. Write in the correct information and ask the consumer to initial the correction.
- ◆ Make sure you and the consumer sign and date the timesheet.
- ◆ You can leave the total blank if you want Payroll to write in the total for you.
- ◆ Do not claim more than 60% of the monthly hours in the first half of the month. To figure 60%, multiply the hours for the whole month by .6 – (point 6).
- ◆ Do not claim more than 12 hours per day unless you have permission from the social worker.

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.

Mark your calendar

May	June	July
6 Training Class: <i>End of Life #1</i>	9 Training Class: <i>CPR</i>	4 Independence Day Office Closed
8 IHSS Executive Committee Meeting	12 IHSS Executive Committee Meeting	
12 Training Class: <i>End of Life #2</i>	16 Training Class: <i>CPR</i>	
18 Senior Art Show	26 IHSS Advisory Committee Meeting	
19 Training Class: <i>End of Life #3</i>		Please note: 1. There is not an IHSS Advisory Committee meeting during July. 2. There are no caregiver training classes in July.
22 IHSS Advisory Committee Meeting		
30 Memorial Day Holiday Office Closed		

Resources

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

Santa Rosa, CA 95402-1949

Public Authority

Sonoma County
In-Home Supportive Services



Bridging Working Relationships

RESORTED
STANDARD U.S.
POSTAGE PAID
SANTA ROSA, CA
PERMIT NO. 64