

Consumer~Caregiver Connections



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Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

With Appreciation to IHSS Caregivers

Joann Keyston, Chair
IHSS Advisory Committee

On behalf of the IHSS Advisory Committee, I would like to share our sincere appreciation to all IHSS caregivers for the vital work you perform. The 3,000 IHSS caregivers in Sonoma County provide crucial front-line assistance that makes it possible for many elderly and disabled individuals to remain living independently in their homes. I am certain that those you care for are incredibly grateful for all the help and support you provide to them.

Although my personal experience as a caregiver is limited, I clearly recall the physical and emotional toll it took on me when I was caring for a family member. The work of a caregiver

requires great patience, sensitivity, trust, honesty, respect, dedication, and, perhaps most importantly, compassion. This is not an easy job!

The IHSS Advisory Committee would like to say a big **"THANK YOU"** to all you **dedicated IHSS caregivers** who have chosen to do the work that you do. **You are our heroes!**

To further acknowledge you for your work, there will be two events recognizing IHSS Caregivers (see invitation below). Also, on November 9th at 8:30 AM, the Sonoma County Board of Supervisors will adopt a resolution honoring Sonoma County IHSS caregivers.

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An Invitation to Caregivers

Monday, November 8, 2004

You are invited to attend

A Morning Reception in Your Honor

10:30 a.m. – 12:00 p.m.

with guest speaker

Senator Wesley Chesbro

Tasty morning pastries and fruit

and/or

An Afternoon for Caregivers

1:30 – 3:30 p.m.

"Laughter is the Best Medicine"

guest speaker David Fraser, MSW

Delightful afternoon snacks

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

Space is limited. If you are interested in attending, please call 565-5700.

Respite will be provided if necessary.

The IHSS Advisory Committee

The IHSS Advisory Committee provides the Board of Supervisors, the Public Authority and IHSS program with advice and recommendations on issues related to in-home supportive services delivery and program administration.

Members are appointed by the Board of Supervisors. If you are interested in filling a future vacancy, applications are available through the Public Authority office.

The IHSS Advisory Committee typically **meets on the 4th Monday of each month from 1:00 - 4:00 p.m.** 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 at **Adult and Aging Conference Center: 2160 Northpoint Parkway, Santa Rosa.**

Committee Members

Mary Bodily

Stacy Daniels

Paulene Goddard

Diane Kaljian

Ex-officio Member

Joann Keyston

Chair

Maureen Latimer

Mary Raymond

M. Julia Regan

Vice Chair

Marie White

Herb Willsmore

Secretary

Urgent Program Expands to Weekends & Holidays

by John Chan, Registry Supervisor

We are happy to announce that the Urgent Substitute Provider Program (USPP), which has only been available for call in requests on weekdays, is in the process of expanding to be available for call in requests on weekends and holidays.

The USPP service provides IHSS consumers with a substitute caregiver when their regular caregiver is temporarily unable to work. Services provided by USPP must be critical to the consumer's health and safety. Specific services include personal care, meal assistance,

prescription medication delivery, and provisioning for fuel needed for cooking or heating.

To access the USPP service, please call the USPP phone line at (800) 601-4222 or (707) 565-5719. For assistance on Monday through Friday, calls must be made between the hours of 8:00 AM and 4:00 PM. We are in the process of expanding USPP to include call in requests on weekends and holidays and expect it to be available the first weekend in November. Please call the same phone number and you will be given information on how to get assistance.

Web Site Resources

Caregiver.com

<http://www.caregiver.com>

Caregivers-USA.org

<http://www.caregivers-usa.org>

Empowering Caregivers

<http://www.care-givers.com>

Family Caregiver of Alliance

<http://www.caregiver.org>

HEMOCARE Online

<http://www.nahc.org>

National Alliance for Caregiving

<http://www.caregiving.org>

National Family Caregiver Association

<http://www.nfcacares.org>

Food Resources throughout the year and for the Holidays

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

Boyes Hot Springs

La Luz Food Bank
938-5131

Cloverdale

* Cloverdale Grange
894-4826

Food Pantry
894-2039

Forestville

* Methodist Church
887-1070

United Methodist Church
887-2020

Guerneville Area

* Free Bread of Life
869-2435

* Russian River Sr. Center
869-0618

Russian River Food Pantry
869-3661

Veterans Memorial Building
869-2491

Food for Thought, Aids
887-1647

West County Services
887-2226 or 869-0654

Healdsburg

* St. Paul's Episcopal Church
433-2107

* Senior Center
431-3324

Shared Ministries Pantry
433-3663

Petaluma

* The Kitchen
778-6380

Salvation Army
769-0716

St. Vincent de Paul
762-4278

Rohnert Park

* Snyder Lane Rec.
Center
584-8387

St. Vincent de Paul
584-1579

Santa Rosa

* St. Vincent Dining Site
528-7580

* Redwood Gospel
Mission
542-4817

* Indian Sr. Nutrition Site
527-5598

Salvation Army
542-0998

Harvest Christian Center
576-0747

FISH
527-5151

Seventh Day Adventist
Church 578-0954

Open Closet
528-8463

Sonoma

* Vintage House
823-3281

FISH
996-0111

Salvation Army
996-4761

Windsor

* Dining for Seniors
838-9261

Service Alliance
838-6947

County Wide

St. Vincent de Paul
1-800-584-1579

* Dining Sites

Chocolate Chip Cookies

from American Diabetes Association

1-1/2 cup All purpose flour	1/4 cup unsweetened
1/2 tsp baking soda	applesauce
1/4 tsp salt	1 egg
1/2 cup margarine	2 Tbsp low-fat milk (1%)
1/2 cup powdered sugar	2 tsp vanilla extract
1/4 cup firmly packed	1/2 cup chocolate chips
light brown sugar	

Nutritive values per serving

PRO	FAT	CAL	Fiber	Sodium	Chol
(g)	(g)		(g)	(mg)	(mg)
1	3	72	0	66	6

Food Exchanges / serving: 1/2 Carbohydrate, 1/2 Fat

1. Preheat the oven to 350 degrees. Spray 2 baking sheets with nonstick cooking spray.
2. In a small bowl whisk together the flour, baking soda, and salt.
3. In a large bowl, with an electric mixer at medium speed, beat the margarine until fluffy. Add the sugars, egg, applesauce, milk and vanilla and beat 1 minute. Slowly add the flour mixture and beat until combined, about 1 minute. Stir in the chocolate chips.
4. Drop the dough by teaspoonfuls on the baking sheets. Bake until lightly browned, 14-16 minutes. Remove and cool on a baking rack.

Tips to Avoid Caregiver Burnout

from: NFCA website

Here are some tips for caregivers, according to the “National Family Caregivers Association” (NFCA). NFCA is a grass roots organization created to educate, support, empower and speak up for the millions of Americans who care for chronically ill, aged or disabled love ones.

- 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 your self**. Love, honor and value yourself. You're doing a very hard job and you deserve some quality time, just for you.
- **Watch out** for signs of depression, and don't 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's 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 a citizen.
- **Seek support** from other caregivers. There is a strength in knowing you are not alone.

**Your Vote Counts.
Remember to Vote
on November 2nd!**

IHSS Caregivers Are Appreciated!

by Diane Kaljian, Section Manager

November is **National Family Caregiver Month**, **National Home Care Aide Month**, and **National Home Hospice Month**. The Area Agency on Aging is sponsoring a resolution honoring **Family Caregivers** which the Sonoma County Board of Supervisors will adopt on Tuesday, November 2nd at 8:30 a.m.

Caregiving is hard work- maybe the hardest work! You are giving care to another person who is either ill or disabled, working through rehabilitation, or an elderly parent or disabled child needing help with activities of daily living. You are most likely caregiving in addition to other employment and caring for your immediate family. Personal care tasks, with which you had little or no prior experience, such as treatment for pressure sores, giving someone a bed bath, or assisting with mobility problems, are now realities you handle daily. The emotional stress for caregivers is difficult to cope with as well.

The IHSS program is growing in Sonoma County. In the past two years the IHSS caseload has increased from 2,700 to over 3,400. Obviously this growth has created a demand for more caregivers. That demand is being met. Last month payroll processed almost 7,700 timesheets! It is very rewarding to know that the needs of IHSS clients are being met by their care providers, a majority of whom are family members. The goal of IHSS is to help people stay at home instead of going to institutional care. IHSS care providers help meet the goals of the IHSS program.

The Sonoma County IHSS Program administration and staff would like to express our appreciation for all you do. The program would not be successful without you. Our jobs would be much harder if you were not on the front line. **We are very grateful to each and every one of you! Thank you, thank you, thank you!!**

Holiday Depression & Stress

from: the National Mental Health Association

The holiday season is a time full of joy, cheer, parties, and family gatherings. However, for many people, it is a time of self-evaluation, loneliness, reflection on past failures, and anxiety about an uncertain future.

What Causes Holiday Blues?

Many factors can cause the “holiday blues”: stress, fatigue, unrealistic expectations, over-commercialization, financial constraints, and the inability to be with one’s family and friends.

People who do not become depressed may develop other stress responses, such as: headaches, excessive drinking, over-eating, and difficulty sleeping. Even more people experience post-holiday let down after January 1st.

Coping with Holiday Stress & Depression

- **Keep expectations for the holiday season manageable.** Try to set realistic goals for yourself. Pace yourself. Organize your time. Make a list and prioritize the important activities. Be realistic about what you can and cannot do.
- **Remember the holiday season does not banish reasons for feeling sad or lonely;** there is room for these feelings to be present, even if the person chooses not to express them.
- **Leave “yesteryear” in the past and look toward the future.** Life brings changes. Each season is different and can be enjoyed in its own way.
- **Do something for someone else.** Try volunteering some of your time to help others.
- **Enjoy activities that are free,** such as driving around to look at holiday decorations; or going window shopping.
- **Spend time with supportive and caring people.** Reach out and make new friends or contact someone you have not heard from for awhile.

Save time for yourself! Recharge your batteries! Let others share responsibility of activities.

Preventing Colds & Flu

from: www.mypharmacy.com

Here are some Good Health Habits, which can help to protect you against colds and flu.

- **Remember to take your vitamins.** Most vitamins and minerals are important for proper immune function.
- **Rest and avoid stress.** Moderating life change and stress, and taking time to sleep and relax, are important weapons in shoring up your defense system.
- **Cover your mouth and nose with a tissue** when coughing or sneezing. It may prevent those around you from getting sick.
- **Cleaning your hands** often will help protect you from germs.
- **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Please check the Flu Hotline, 565-4477, for this year’s schedule of Flu Clinics. The new schedule with dates, times and locations will be available October 1st.

Noticias en Español_____

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-3172. Deje su nombre igual como esta en su hoja de pago y numero de telefono. Alguien revisara los mensajes de Lunes a Viernes y regresara su llamada.

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

Health and Dental Benefits

by Benefits Department

If you do not have medical or dental benefits call Human Services (565-5200) to see if you qualify for Medi-Cal or CMSP (County Medical Services Program). Below are alternative sources for health and dental care in Sonoma County:

- **Human Services** offers *no-cost* Medi-Cal for those who qualify and *low-cost* insurance through County Medical Service Plan (CMSP). For more information, call Human Services (707) 565-5200.
- **Healthy Families** for children For information call: Healthy Families: 1-888-747-1222 .
- **Reduced Cost for Hearing Tests & Aids:**
 - Millennium Hearing Center 542-1154
 - Santa Rosa Head and Neck 523-3024
 - Natural Ear 523-3830
- **Reduced Costs for Dental services: HICAP** – 1-800-333-4114 (for seniors)
 - **Santa Rosa Junior College** has a dental hygiene program. For details call 522-2844
 - **St. Joseph Dental Clinic:** 547-2221
- **Prescriptions:** 1-800-Advance (800-238-2623)

KEEP ELIGIBLE FOR BENEFITS

- **MEET MINIMUM WORK REQUIREMENT**
65 hours per month for two consecutive months
- **TIMESHEETS DUE by 15th of each month**
for the prior month's hours

Important Numbers

- (707) 565-5703** IHSS PA Benefits & Enrollments
- (888) 838-5370** Employees'/Employers' Dental & Medical Trust
- (800) 585-4250** SEIU, Local 250, Oakland
- (707) 526-4825** SEIU, Local 250, Santa Rosa
- (707) 565-5900** IHSS Payroll

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	(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	SCPEO Southwest 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
537-1171	Women's Health Specialists

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

"A lot of this [caregiving] is just life's lessons. You have to try and take care of yourself, especially if you have to take care of someone else. People who are caregivers, who are on the front lines, are the experts, and need to remember that they may not necessarily have to speak to someone else if what they are doing is working well for them."

~ Maria Shriver: wife, daughter, sister, friend, news professional, First Lady and caregiving activist ~

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. There is generally a \$10 incentive given to IHSS caregivers who complete each class. Continuing Education Credits (CEU's) are available for most classes. Classes are usually held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month.

Friday, December 3rd 1:00 - 4:00

How to Communicate Effectively and Avoid Conflict (3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

Friday, January 28th 1:00 - 4:00

In-Home Safety, Dealing with Emergencies, and Disaster Readiness (3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

Other Training Opportunities

American Red Cross - call **576-7700** for information
Redwood Caregiver Resource Center - call **542-0282** for information.

The training staff and instructors would like to acknowledge that over 150 caregivers have taken advantage of the 34 classes offered in the past two years. We appreciate your desire to develop your skills, learn new things and expand your caregiving knowledge.

Thank you for your dedication!

IHSS Payroll Information

Please be aware that Payroll is processing hundreds of timesheets the first three days after the pay period ends (1st, 2nd, 3rd and 16, 17, 18th of the month).

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

- ◆ Paulin Building at lobby or drop box
- ◆ 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 Numbers

- (707) 565-5900** Ask for payroll
- (707) 545-3172** Español
- (707) 565-3154** Report work injury
- (707) 565-2896** Employment verification

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.

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

Resources

November

- 2 ELECTION DAY
- 2 *Family Caregiver Resolution* to Board of Supervisors
- 8 Caregiver Recognition
- 9 *IHSS Caregivers Week Resolution* to Board of Supervisors
- 9 IHSS Executive Committee Meeting
- 11 Veteran's Day
Office Closed
- 22 Advisory Committee Meeting
- 25 Thanksgiving
Office Closed
- 26 Office Closed

December

- 3 Training Class:
How to Communicate Effectively and Avoid Conflict
 - 7 Pearl Harbor Remembrance Day
 - 24 Christmas Holiday
Office Closed
 - 31 New Year's Eve
Office Closed for
- NOTE:** Due to holidays only one caregiver class is scheduled - the first week of December. The IHSS Advisory Committee does not meet in December.

January

- 10 IHSS Executive Committee Meeting
- 17 Martin Luther King Day
Observed
Office Closed
- 24 Advisory Committee Meeting
- 28 Training Class:
In-Home Safety, Dealing with Emergencies, and Disaster Readiness

- IHSS Public Authority & Registry**
(707) 565-5700
(707) 565-5720 (fax)
- IHSS Payroll**
(707) 565-5900
- IHSS Program, Social Workers**
(707) 565-5900
(800) 938-9501
- IHSS Advisory Committee**
(707) 565-5700
- Español**
(707) 565-5707
- 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, Local 250, Oakland**
(800) 585-4250
- SEIU, Local 250, Santa Rosa**
(707) 526-4825

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

Phone: 707-565-5700

Fax: 707-565-5720

2280 Northpoint Parkway

P. O. Box 1949

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Public Authority
Sonoma County
In-Home Supportive Services



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