

# Your Self Care Guide



# When Loved Ones Age



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## Tools You May Need



A kit for staying organized, getting what you need, navigating the health care system and finding calm in the middle of it all.





# When Loved Ones Age

A kit for staying organized, getting what you need, navigating the health care system and finding calm in the middle of it all.

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# Six Steps to Getting Control

## Step One

**Assess** what my Loved One needs

1. Fill out the “*What I See Happening*” Needs Assessment

A form titled "What I See Happening" for a "Loved One". It includes sections for "PHYSICAL ABILITY", "HOUSEHOLD MANAGEMENT", and "THINKING AND ATTITUDE". Each section has a list of tasks and a grid for rating performance from 1 to 5.

“What I See Happening” Needs Assessment

## Step Two

**Review** my resources

1. Start setting up the “Mission Control” LogBook
2. Use the **Resource Review** for what I’m willing and able to do

A form titled "Resource Review" with sections for "TIME", "RESOURCES", "MONEY", and "THE KIND". It contains various questions and checkboxes to assess available resources.

Resource Review



Mission Control LogBook

## Step Three

**Alert** the family

1. Contact everyone who cares--Read the “Rules of Engagement” first!
2. Send them (print as many copies as family members involved)
  - a. “*What I See Happening*”
  - b. The **Resources Review**
  - c. **Rules of Engagement**

A form titled "RULES OF ENGAGEMENT" with a list of six numbered rules for family communication and engagement.

Rules of Engagement

A template titled "Ice Breaker for Family Communication" featuring a photo of a woman and several lines of text for family members to write their names and how they can help.

Ice Breaker Template

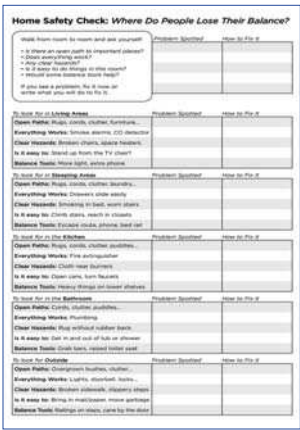
# Step Four

## Visit our Loved One

1. Complete the **Needs Assessment**
2. Fill out the **Home Safety Check List**
3. Complete the **Chart of Medicines in the Mission Control Log Book on page 8**
4. Discuss “ **What Your Loved One Wants**” with your Loved One!



“Wants & Wishes



Home Safety Checklist

# Step Five

## Plan for Action

1. Transfer Items to a **TO DO List on page “13”** from the *Needs Assessment*, *Safety Checklist* and the *Wants & Wishes List*
2. Agree who will do what, by what date  
(Record in Mission Control Log Book)
3. Discuss Resources with other Family Members
4. See *Who’s Who in the Health Care System*.  
Tuck the poster in here when your through.
5. Create a follow-up system to be sure **TO DO’s** get done.



HealthCare  
Who's Who

# Step Six

## Relax Care for the Caregiver

1. Take the **Stress Quiz** at least once a month
2. Put the **Stress Quiz** and **From Stress to Calm** Cards in your purse or pocket
3. Get a **Vitamin Strip**



Stress Card



StressBuster's Quiz

# What I See Happening

Do you see it, too?



NEEDS SOME TOOL TO HELP

NEEDS SOMEONE TO HELP

FORGETS TO DO OR WON'T DO

FORGETS HOW TO DO

## PHYSICAL ABILITY

1. Makes it to the toilet on time
2. Gets on and off toilet
3. Gets in and out of bed and chairs
4. Bathes and showers
5. Dresses and undresses
6. Gets around the house
7. Eats enough
8. Does gardening and yard work
9. Hears what people say

## HOUSEHOLD MANAGEMENT

1. Does the laundry
2. Goes shopping
3. Brings groceries into the house
4. Prepares healthy, regular meals
5. Goes up and down stairs
6. Pays bills and manages finances
7. Cleans the home
8. Uses public transportation
9. Brings in the mail

## THINKING AND ATTITUDE

1. Knows what day it is
2. Dresses and undresses appropriately
3. Goes to worship, social events or clubs
4. Takes medication on time
5. Schedules and keeps appointments
6. Enjoys hobbies and friends
7. Drives
8. Stays occupied and safe alone all day







If found, please call me to let me know you found it.

PHONE NUMBER:

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NAME:

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Buffalo Grove, IL  
Questions: 1.800.227.3548  
[www.carekit.com](http://www.carekit.com)

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NAME	PHONE NUMBERS
<b>The Family</b>	
Loved One	
Other Family Members	
Friends & Neighbors	
<b>Health Care</b>	
Pharmacy:	
Doctors:	
Case Manager:	
Hospital:	
AMBULANCE	



NAME	PHONE NUMBERS
Home Care Agency / Hospice	
Physical Therapy	
Occupational Therapist	
Speech Therapist	
Other	
<b>Financial and Legal</b>	
Lawyer	
Accountant	
Financial Planner	
Insurance Provider	

<b>Community Resources</b>	
Meals on Wheels	
Cab, Senior Bus or Other	
Clergy	
House of Worship	
Senior Services	
Funeral Home	
Household Help	



***S M T W T F S***


***S M T W T F S***


*Make 6 additional copies of this page!*

<b>Family Talk #1</b>	<b>DATE</b>
Who has been contacted?	
What we talked about:	
Alert to problem	
Arrange visit - Who can go? When?	
Actions:      Transfer Action items on to "To Do" or "Shopping List" pages.	

<b>Family Talk #2</b>	<b>DATE</b>
Who has been contacted?	
What we talked about:	
Alert to problem	
Arrange visit - Who can go? When?	
Actions:      Transfer Action items on to "To Do" or "Shopping List" pages.	

<b>Family Talk #3</b>	<b>DATE</b>
Who has been contacted?	
What we talked about:	
Alert to problem	
Arrange visit - Who can go? When?	
Actions:      Transfer Action items on to "To Do" or "Shopping List" pages.	

Actions:      Transfer Action items to "To Do" or "Shopping List" pages.	<b>DATE</b>

## To Do List

[illegible]



## *Shopping List*

[illegible]

*Make additional copies of this page if needed!*

## Helpful Resources:

United States Senate Special Committee on Aging  
G31 Dirksen Senate Office Building  
Washington, DC 20510  
202-224-5364  
[www.senate.gov/~aging](http://www.senate.gov/~aging)

Meals on Wheels Association of America  
203 South Union Street  
Alexandria, VA 22314  
703-548-5558  
[www.mowaa.org](http://www.mowaa.org)

Well Spouse Foundation  
63 West Main Street, Suite H  
Freehold, NJ 07728  
[www.wellspouse.org](http://www.wellspouse.org)

Family Caregiver Alliance  
785 Market Street, Suite 750  
San Francisco, CA 94103  
800-445-8106  
[www.caregiver.org](http://www.caregiver.org)

Caregiver Action Network  
2000 M Street NW, Suite 400  
Washington, DC 20036  
202-772-5050  
[www.caregiveraction.org](http://www.caregiveraction.org)

Children of Aging Parents  
P.O. Box 167  
Richboro, PA 18954  
800-227-7294  
[www.caps4caregivers.org](http://www.caps4caregivers.org)

AARP  
1-888-687-2277  
[www.aarp.org](http://www.aarp.org)

Alzheimer's Disease Education and Referral Center  
[www.alzheimers.com](http://www.alzheimers.com)

## National Hotel Chains

Adam's Mark Hotels & Resorts.....	800-444-2236	Motel 6.....	800-446-8356
Baymont Inn & Suites.....	800-428-3438	Omni Hotels.....	800-843-6664
Best Western.....	800-528-1234	Quality Inns.....	800-228-5151
Choice Hotels.....	800-221-2222	Radisson Hotels.....	800-333-3333
Comfort Inns.....	800-228-5150	Ramada.....	800-228-2828
Day's Inn.....	800-329-7466	Red Carpet Inns.....	800-251-1962
Doubletree Hotels.....	800-222-8733	Red Lion Hotels and Inns.....	800-733-5466
Econo Lodges.....	800-553-2666	Red Roof Inns.....	800-843-7663
Embassy Suites.....	800-362-2779	Resort Quest International.....	877-588-5800
Four Seasons Hotels & Resorts.....	800-332-3442	Sheraton Hotels.....	800-325-3535
Hampton Inns.....	800-426-7866	Super 8.....	800-800-8000
Hilton Hotels.....	800-445-8667	Travelodge.....	800-578-5858
Holiday Inn.....	800-465-4329	Western Hotels & Resorts.....	800-228-3000
Howard Johnson.....	800-654-2000	Wydham Hotels & Resorts.....	800-822-4200
Hyatt Hotels & Resorts.....	800-223-1234		
Inns of America.....	800-826-0778	Cellhire.....	888-476-7368
Knights Inn.....	800-843-5644	Inc Worldcell.....	888-967-5323
LaQuinta Inns.....	800-531-5900	Econo Lodges.....	800-872-7626
Marriott Hotels, Resorts & Suites.....	800-228-9290		

## National Hotel Chains

Aer Lingus.....	800-223-6537	Horizon Air.....	800-547-9308
Aerolineas Argentinas.....	800-333-0276	Iberia.....	800-772-4642
Aeromexico.....	800-237-6639	Japan Airlines.....	800-525-3663
Air Canada.....	888-247-2262	JetBlue Airways.....	800-538-2583
Air France.....	800-237-2747	Korean Air.....	800-438-5000
Air Jamaica.....	800-523-5585	LanChile Airlines.....	800-735-5526
Air New Zealand.....	800-262-1234	Lufthansa.....	800-645-3880
Alaska Airlines.....	800-426-0333	Mexicana.....	800-531-7921
Alitalia.....	800-223-5730	Northwest/KLM Airlines.....	800-225-2525
All Nippon Airways.....	800-235-9262	Olympic Airlines.....	800-223-1226
America Airlines.....	800-433-7300	Pan Am.....	800-359-7262
Avianca.....	800-284-2622	Philippine Airlines.....	800-435-9725
Bahamasair.....	800-222-4262	Quantas Airways.....	800-227-4500
British Airways.....	800-247-9297	Scandinavian Airlines.....	800-221-2350
CanJet.....	800-809-7777	Saudi Arabian Airlines.....	800-472-8342
China Airlines.....	800-227-5118	Singapore Airlines.....	800-742-3333
Continental Airlines.....	800-525-0280	Southwest Airlines.....	800-435-9792
Delta Airlines.....	800-221-1212	SWISS.....	877-359-7947
EgyptAir.....	800-334-6787	TACA Airlines.....	800-535-8780
El Al Airlines.....	800-223-6700	TAP Air Portugal.....	800-221-7370
Finnair.....	800-950-5000	Thai Airways International.....	800-426-5204
Frontier Airlines.....	800-432-2262	United Airlines.....	800-241-6522
Garuda Indonesia.....	800-342-7832	US Airways.....	800-428-4322
Hawaiian Airlines.....	800-367-5320	Varig Brasil.....	800-468-2744

## Car Rental Services

Alamo Rent-A-Car.....	800-327-9633
Avis Rent-A-Car.....	800-331-1212
Budget Rent-A-Car.....	800-527-0700
Courtesy Auto Rental.....	800-222-6741
Discount Car.....	888-412-3733
Dollar Rent-A-Car.....	800-800-4000
Enterprise Rent-A-Car.....	800-325-8007
Hertz Rent-A-Car.....	800-654-3131
National Rent-A-Car.....	800-328-4567
Payless Car Rental.....	800-729-5377

## Credit Cards

American Express - Continental USA	
<a href="http://www.americanexpress.com">www.americanexpress.com</a> .....	800-327-9633
Diners Club <a href="http://www.dinersclub.com">www.dinersclub.com</a>	
USA.....	800-331-1212
Canada.....	800-363-3333
Discover Card <a href="http://www.discovercard.com">www.discovercard.com</a> .....	800-347-2683
Master Card <a href="http://www.mastercard.com">www.mastercard.com</a>	
USA.....	800-622-7747
Visa (except CA) <a href="http://www.visa.com">www.visa.com</a> .....	800-336-8472

## January

Su	Mo	Tu	We	Th	Fr	Sa
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## February

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## June

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## July

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## August

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31						

## September

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## October

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## November

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## December

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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Resource Review

When a Loved One begins to fail, some family members take over more than they can reasonably do. Others do less than they could. Both of them tend to neglect checking work, places of worship and community resources for help.

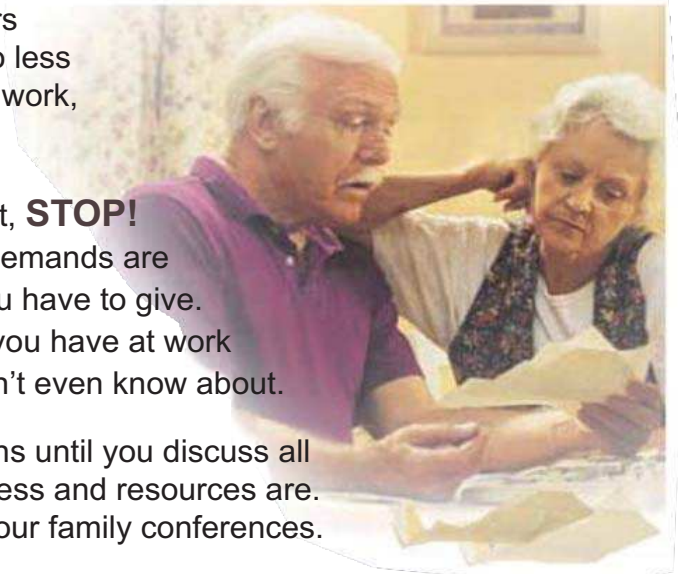


Before you go any farther in this kit, **STOP!**

Start **thinking through** what the demands are likely to be and what resources you have to give.

Start **finding out** what resources you have at work and in the community that you didn't even know about.

You don't need to--*in fact, you can't*--make firm decisions until you discuss all the needs with the family and find out what their readiness and resources are. Send this Resource Review to them before you have your family conferences.



### TIME

How much time do I have if I don't change my basic schedule, but just tighten up and do it more efficiently?

How much of my basic schedule can change to make room for new responsibilities? What would be short term and what long term? Would it take less of my time if my children had *more* after-school activity--or *less*?

What do my immediate family members need from me, so they don't suffer?

### RESOURCES

#### AT WORK

HR may offer adult care benefits: Geriatric Case Manager, flexible work hours, leave of absence. *Ask about the Family Medical Leave Act.*

#### AT WORSHIP

Do they have assisted living sites? Adult day care? Can they help with child care while I'm doing adult care?

#### COMMUNITY

Do they have assisted living sites? Adult day care? Do the hospital, senior center, or community college have programs?

### MONEY

The "Rainy Day" is here. What do we have? How much can we give before we put our own future and our children's future in jeopardy?

We need a complete analysis of what insurance and government will pay for and what they won't. *Case Managers should know. If we don't get good answers, a lawyer specializing in these issues may save thousands of dollars.*

How does my family feel about sacrifice?

### "IN KIND"

What things (furniture, devices, appliances) and services can I contribute instead of money?

Is my family willing and able to bring our Loved One to live with us, if that seems like the best option? How do immediate family members feel about that? Which family member actually has the best arrangement for live-in, all things considered?

How do we feel about sacrifice?





**WARNING**

On the first round of talks, you have one task: organizing a visit to confirm the Loved One's needs. For this step, most families find they can focus on helping the Loved One. *Tensions and sharp remarks tend to stay at a minimum.*

But as a family moves along Step Four & Five, making a "TO DO" list, dividing responsibilities and following up to make sure the tasks get done, the tone may change. In fact, you should expect all the old wounds, baggage and childhood standoffs to come roaring back.



It's good to start now on the communication guidelines that keep the hurt and frustration to manageable levels.

## RULES OF ENGAGEMENT for Family Communication

- 1** **Make sure everyone has a chance to state their views** on needs and solutions. Some people don't volunteer their opinions; they have to be asked.
- 2** **Get agreement on who will do which tasks.** Don't assume "So-and-so will do it."
- 3** **Watch your level of exasperation:** give credit to everyone for trying to do their best.
- 4** Vow to **eliminate all sentences with the words, "You always..." or "You never..."**
- 5** **Give people permission to be wrong** and make mistakes—*multiple times*. The greatest source of tension in any team project is a member who is defensive. It's usually other team members' critical attitude that makes them that way.
- 6** **Smile as often as you possibly can.** Give each family member as many gentle, encouraging touches as your personality (*and theirs*) will allow.

The **One Best Thing** you can do for family communication:

**Expect to learn brand new, good things about your relatives—**

*--as if they were new people you'd never met before.*

The stronger you discipline yourself to expect good from them, the more likely some will surprise you by "going the second mile." Then you'll have a silver lining to this experience: a new set of friends.





# Ice Breaker for Family Communication



*Sometimes all you need is a little help to get a difficult conversation going. Other times you get going, but forget to cover an important topic. Below are ideas for that first telephone call, note or email that alerts the family that your Loved One needs some help.*

Hi [Family Member or Friend],

I'm [calling/writing] because I'm concerned about [Loved One].  
I noticed some changes in [specific abilities that have diminished].  
We need to talk: [Loved One] is going to need some help.

I got this kit to help get a handle on the situation. I'm going to send you the checklist I filled out about what I think is happening at [Loved One's].

I'm afraid this will need more than just a "quick fix." We should talk to everyone and go visit [Loved One]. When would be good for you?



## Other Families' "First Alert" Stories

Hey, Sis:

When I went to visit Mom and Dad's last week, I noticed a huge change in Dad. Before I got there, on the phone, he sounded just like the old Dad. What I saw was different: He walks leaning forward and hunched over. He looks thinner—and I saw why: At the dinner table, he just moves the food around on the plate and eats practically nothing.

He has trouble putting his clothes on, and he doesn't shave—that's not the "Dapper Dad" we know. And you remember he was always the morning coffee maven, never letting anyone else make it. Now he doesn't seem to remember how. I'm really worried.



Dear Bro:

We haven't talked for a while, but when I was at Mom's yesterday, I saw some things you should know about.

You remember how Mom was always after us about cleaning up. Well, there were dishes in the sink from two or three days ago, and the garbage can was overflowing.

I saw a pillow and blanket on the sofa and she told me that she hasn't felt like climbing the stairs up to bed. I don't know if we just need to hire her a cleaning service, or if there's more.

She says she's taking all her pills, but I can't tell if she really is. We need to talk.



# Home Safety Check: *Where Do People Lose Their Balance?*

Walk from room to room and ask yourself:

- *Is there an open path to important places?*
- *Does everything work?*
- *Any clear hazards?*
- *Is it easy to do things in this room?*
- *Would some balance tools help?*

If you see a problem, fix it now or write what you will do to fix it.

*Problem Spotted*

*How to Fix It*

*To look for in Living Areas*

*Problem Spotted*

*How to Fix It*

<b>Open Paths:</b> Rugs, cords, clutter, furniture...		
<b>Everything Works:</b> Smoke alarms, CO detector		
<b>Clear Hazards:</b> Broken chairs, space heaters		
<b>Is it easy to:</b> Stand up from the TV chair?		
<b>Balance Tools:</b> More light, extra phone		

*To look for in Sleeping Areas*

*Problem Spotted*

*How to Fix It*

<b>Open Paths:</b> Rugs, cords, clutter, laundry...		
<b>Everything Works:</b> Drawers slide easily		
<b>Clear Hazards:</b> Smoking in bed, worn stairs		
<b>Is it easy to:</b> Climb stairs, reach in closets		
<b>Balance Tools:</b> Escape route, phone, bed rail		

*To look for in the Kitchen*

*Problem Spotted*

*How to Fix It*

<b>Open Paths:</b> Rugs, cords, clutter, puddles...		
<b>Everything Works:</b> Fire extinguisher		
<b>Clear Hazards:</b> Cloth near burners		
<b>Is it easy to:</b> Open cans, turn faucets		
<b>Balance Tools:</b> Heavy things on lower shelves		

*To look for in the Bathroom*

*Problem Spotted*

*How to Fix It*

<b>Open Paths:</b> Cords, clutter, puddles...		
<b>Everything Works:</b> Plumbing		
<b>Clear Hazards:</b> Rug without rubber back		
<b>Is it easy to:</b> Get in and out of tub or shower		
<b>Balance Tools:</b> Grab bars, raised toilet seat		

*To look for Outside*

*Problem Spotted*

*How to Fix It*

<b>Open Paths:</b> Overgrown bushes, clutter...		
<b>Everything Works:</b> Lights, doorbell, locks...		
<b>Clear Hazards:</b> Broken sidewalk, slippery steps		
<b>Is it easy to:</b> Bring in mail/paper, move garbage		
<b>Balance Tools:</b> Railings on steps, cane by the door		

# Finding Out What Your Loved One Wants

First, review with other family members the “*What I See*” Needs Assessment and the “*Home Safety Checklist*.” Each problem on the lists needs a solution.

You probably should just do the critical safety items without talking about them with your Loved One—because the Loved One may say it’s too much “bother” and they don’t want to be a “burden.”

However, your Loved One will have important personal preferences and wishes about many items on both lists. Think through whether it would be useful to have the lists out to discuss or if it is more tactful to recall the items without the lists.

*Before you start the talk,  
review the Rules of Engagement.*

**Discuss possible solutions  
to each problem on both lists  
with your Loved One.**



Two top priorities are:  
**Medical conditions.** Don’t leave your Loved One’s house without collecting as much information as you can about the medications and healthcare providers that your Loved One has right now. Use the Mission Control Log.  
**Emergency Plans** for falls or other sudden changes in well-being.



## Personal Preferences and Wants

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## How We’ll Manage the Medical?

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For a concise and complete set of instructions and tools for managing any chronic condition at home, with or without a nurse, go to the website [www.carekit.com](http://www.carekit.com)



**Harold** had always been a leader: in his church, at the family business, and as a 33rd-degree Mason. But now, at 86, Alzheimer's had taken away his memory. His wife, **Ellen**, had cared for him during the last five years. But his condition had advanced while her strength diminished.

Ellen's son, **Eddie**, said "You can't keep this up, Mom," and put the house up for sale. He bought a one-story condo and scheduled the movers. He assured Ellen that, although he didn't have time to take her to see it, that it was perfect for her.

Ellen told her best friend, **Vivian**, that she just wanted to keep her four-poster bed, because it had belonged to Ellen's great aunt.



On the day of the move, Ellen said to Eddie, "I'm sure we can get it through the door if we unscrew the posts." Eddie replied, "No, it's too big for the new bedroom. I've already sold it. Don't worry, I've had my assistant buy all the furniture you need for the new place." Eddie was astonished—and angry—when Ellen began to cry. "What's the problem? I'm taking care of everything for you!" A few days later, Ellen told Vivian that Eddie now refuses to speak to her. He won't answer phone calls.



**Arnie** and **Emma** had lived in a three-story home in the Northeast for sixty-three years. When the stairs became difficult to manage, Arnie began checking condos. He went on line and found they could afford a very fine one-story home near their grandson in North Carolina, who said he and his new bride would be delighted to have them in the area. Arnie and Emma also flew out west to Albuquerque to see what housing might be like near their daughter.

Since Arnie was taking charge, the rest of the family did not get involved until someone noticed that Emma did not seem to be enjoying Arnie's efforts.

"What is it, Emma?" asked Arnie. "Would you rather go to Florida? I know your sister is in Naples, but I'm not sure we can afford that."

"No," said Emma. "No, I don't want to move away from our town at all--and I don't think you really do, either. You're all involved in Rotary, and the Town Council just gave you an appreciation dinner. I don't want us to move away. What about that retirement community just up the road? They have some nice little ranch houses."

"What?" Arnie looked baffled. "But that's for **old** people."

Arnie and Emma are now happily at home in a two-bedroom, one-story ranch in the retirement community just up the road.

# Who's Who in the Health Care System

Not everyone in a white coat is a doctor or nurse. Doctors and nurses may not wear white coats. You have to ask.

## Doctors



**Primary Care Physician (PCP):** Your basic doctor. Also called *General Practitioner* or *Family Practice Doctor*. If you belong to an HMO, a PCP must refer you to any specialists.

**Internal Medicine Physician:** Specializes in diseases that affect the whole body, like high blood pressure. (Other specialists focus on one part of the body.) Also called an *Internist*. May be a PCP.

**Resident:** Supervises interns.

**Intern:** On first assignment out of medical school.

**Hospitalist:** While you're in the hospital, this doctor may take over for your regular doctor.

**Geriatrician:** Specializes in caring for older people.

**Surgeon:** Opens up the body to operate. May specialize in one body part, like the heart or foot.

## Chaplain



Counsels and prays with people in the hospital.

*The most frustrating part of caregiving is not knowing the health care system; who's supposed to do what, who's in charge, who to ask*

## Places and Agencies

**Hospital:** A place for emergencies, surgeries and severe illness. The average time in the hospital is a few days.

**Nursing Home (Skilled Nursing Facility):** Provides round the clock care for a longer time. Some places also offer "respite" care—that's a short stay for caregivers to get a rest!

**Rehabilitation Clinic:** Provides frequent and longer therapy sessions. People stay for a few days or weeks after surgery or a crises, like a stroke or broken hip.

**Assisted Living Facility:** Provides supervision or assistance with the activities of daily living and coordination of services by outside health care providers. Monitors activities to ensure health, safety and well being.

**Home Health Agency:** Visiting nurses when you want skilled care at home. Beware of the "run-around." An agency may say they won't come until a doctor writes an order. The doctor may say he won't write the order until the agency comes and does an assessment.

*Ask the case manager or discharge planner for help: Does your Loved One meet state criteria for home health? If so, the agency **must** come.*

**Durable Medical Equipment Company (DME):** Supplies canes, walkers, oxygen, hospital beds, wheelchairs, ostomy bags, any equipment you need at home.

**Hospice:** Provides supportive care during last few months of life either at home or in a facility. Focus is on comfort, pain control, and quality of life. Covered by Medicare and most insurance policies.

## Nurses



**Registered Nurse (RN):** Oversees care in the hospital, nursing home and home. Gives medication, and manages intravenous lines. Has more scientific training to understand and explain diagnoses and treatment.

**Clinical Nurse Specialist:** An RN with extra training in one area, like hearts or diabetes.

**Nurse Practitioner: (NP)** An RN with training like a doctor in a specialty, like geriatrics or internal medicine. Could act like a PCP. Some can prescribe medicine.

**Licensed Practical Nurse (LPN)** Can give medicine and bedside care when an RN supervises.

**Nurse's Aide:** Bathes, feeds, takes temperature and blood pressure. Cleans up, tidies up, may run errands.

**Social Worker:** Knows community resources insurance and finances. Does counseling when social and emotional things need sorting out.

**Nurse Navigator:** Here's the one with the Big Picture. Ask anything! They know the steps from first visit through treatments and home again, including finances. If they don't have the answer, they'll help you find it.

**Case Manager (CM):** Coordinates diagnosis, treatment and recovery. The CM's job is to know everything: Finances, insurance, community resources. May be a nurse or a social worker. There could be one at the hospital and one at the insurance plan—or you might get one through your employer. Ask the CM to cut red tape, get answers, manage crises and connect to resources.

**Geriatric Case Manager (GCM):** A Case Manager who specializes in older adults and their families. This is the person who should have the best overview of an aging Loved One's care, should know and coordinate the details. Ask the hospital, the insurance company and the benefits manager at your employer for a GCM.

**Discharge Planner:** Plans for care after the hospital: therapists, visiting nurses, rehabilitation, nursing home. Calls to order equipment for the home, but before you pay out of pocket, ask if insurance or Medicare covers it. Ask **everyone** if it's covered: the DME, the CM, the GCM and the Discharge Planner. Rules are complex and change often!

## Therapists

**Physical Therapist : (PT)** Gets the body parts working again with exercise, heat and cold, light and massage. Doesn't train people in adult daily living tasks (ADL)—for that, ask the PT to order an *Occupational Therapist*.

**Occupational Therapist: (OT)** Helps people be as independent as possible. Teaches easy ways to get in and out of bed, dress, reach objects—OTs know all the gizmos for older people!

**Speech Therapist:** Treats people with speech and swallowing problems.





**Give me a break!**  
*If you neglect  
 your own needs  
 there's a good chance  
 you'll fall victim  
 to "caregiver burnout:"  
 guilt, anger,  
 resentment and exhaustion.*



## Take a **BREAK** before you **BREAK DOWN**

Take this quiz at least once a month:

### Do I need a break? Stress Quiz

- ☐ When the work is done, I'd rather not see anybody—I'll just curl up at home.
- ☐ I miss my favorite pastimes and hobbies.
- ☐ Sometimes I suddenly start crying.
- ☐ It's so irritating when someone doesn't understand.
- ☐ The bathroom scale says I've gained or lost a lot of weight.
- ☐ I can't fall asleep or I wake up every few hours all night long.
- ☐ I'm tired even after a good night's sleep.
- ☐ I've had more colds in the past few months than I ever did before.
- ☐ My head aches more than usual—and more often.
- ☐ My heart sometimes starts pounding or racing.
- ☐ "Anything goes" in the bathroom: either diarrhea or constipation.
- ☐ I used to take care about how I dress, but I'm way too busy now.

People say:

- ☐ "You look tired."
- ☐ "You're getting a short temper."
- ☐ "You snapped at me when I'm only trying to help."

**SCORE:** *How many did you check?*

1 = **Hanging in There.**  
 Not wiped out yet, but  
 scan the StressBusters.



2-3 = **On the Edge.** Take a few hours  
 tomorrow for something you like to do.  
 Before bed, read the StressBusters.



4-5 = **BREAKTIME! BREAKTIME!** Tell somebody else  
 to fill in while you take a day or two off to relax.  
 Study the StressBusters before you jump back in.





# Stress Busters:

## SLEEP

You're caring for an older adult, but then you're not as young as you used to be. Sleep is harder for you, too—just when you need it most. So set a time to be in bed and do something that relaxes you just before bed, like a hot shower.

## TALK

Contact a "Support Group." It may seem hokey or it may be something you never thought you'd do, but you can even do it on line and stay anonymous if you want. Support has a double benefit: you get things off your chest, and sometimes the person you're talking to will have a surprisingly good solution! Be on the lookout for gender differences: *Caution: Men may not be able to listen well to a woman who wants to talk about her feelings **before** jumping to solutions.*

## REVIEW

It's all too easy to get running with responsibilities and leave the tools in this Kit behind. But the **Log Book** and the **Organizer** will make life easier to manage. Guaranteed. Whatever the challenge is right now, there's probably something in the kit to help —remember there's a list of Community Resources in the *Mission Control Log*. Use the wallet card, "*From Stress to Calm*" to move yourself into the "blue". Keep the card in your wallet and use it at work too. From time to time, go back and re-do the "*What I See Happening*" *Needs Assessment* so you don't get caught off guard by changes in your Loved One.

## EAT & EXERCISE

You're dashing from one place to another, but remember that it's *just as quick* to stop by the salad bar at a grocery store as a fast food place. The walk in to the store is also a little fresh air and exercise. You need as much as you can get to lower your anxieties and maintain your weight. Many people find that vitamins, especially "Stress Formula," help keep energy and attitude up. Use a *Pill Strip* to organize vitamins and any other pills you take.

## SHARE

When someone offers to help, say YES, even if you have to figure out later what they can do. When someone asks you to do too much, saying NO is easier if you're ready with a name of someone else to recommend. So keep that list of family, friends and neighbors up to date!

## STEP OUT

Do something that always makes you laugh. Pamper yourself more often, with anything that makes you relax or gets you so absorbed you forget about time. Forgive yourself and others if things don't go just right. ***They never do.***

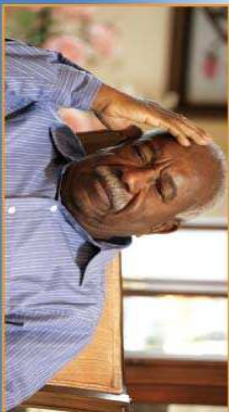




## Five Steps From Stress to Calm

**Stress** is getting to you when:

- Headaches come often
- You are easily distracted
- Others say you're "touchy"
- Sleep won't come at night
- Breathing is hard
- It all seems so hopeless



### 1 Breathe

- Close your eyes
- Breathe in while you count to 5 and raise your shoulders up and back
- Breathe out while you count to 10 and slowly lower your shoulders
- Repeat 5 times



### 2 Stretch

- Lace your fingers, palm in
- Reach to the ceiling, palms down
- Turn your palms up, reach higher
- Lean to the left
- Lean to the right
- Lift legs
- Turn feet in circles
- Roll head to the left
- Roll head to the right



FOLD HERE

### 3 Sleep

*Don't lie awake. Try:*

- A warm shower
- Warm socks
- Making the room dark
- Imagining...  
What makes you laugh  
A dream come true



### 4 Act

Whatever your stress...

**Task too big?**

Break it down. Get help.

**Nervous?**

Cut out coffee and sugar.

**Made a mistake?**

Admit it and move on.

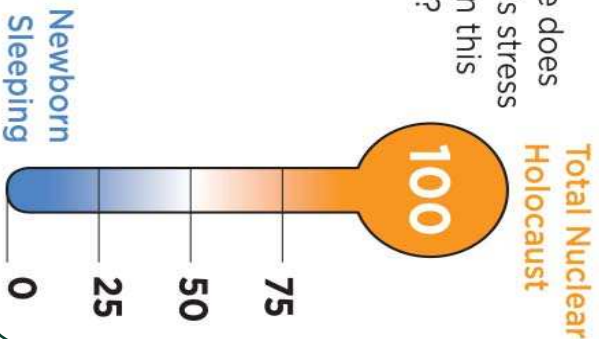
**Overwhelmed?**

Make a To-Do list.

**No time? Say NO—**  
suggest someone else.

### 5 Rate

Where does today's stress rate on this meter?



When stress hits, you have  
3 things for your **body**

**B**reathe

**S**tretch

**S**leep

2 things for your **mind**

**A**ct

**R**ate

Five Steps from  
Stress to Calm: **BSSAR**.  
To do anything else  
would be *bizarre*.