



## CAREGIVER UPDATE

July 2010

A RICHMOND TRADITION IN ADULT DAY SERVICES SINCE 1976—FOR 34 YEARS MORE THAN YOU IMAGINED

### SURVEY UPDATES

Thanks to over 58 families who returned Caregiver Surveys in May and June. We are constantly striving to improve our services to serve our participants and their families. Your feedback is very helpful! We appreciate all your comments about our staff and the benefits of our program for your relatives and for you, as their caregiver. The complete results of the survey will be compiled by the end of this month and posted on our website. Until then, we'd like to address some of your concerns right now:

1. *My mother/husband comes home and says she/he did not eat lunch. Can/should I send food from home for her/him to eat? I hate to think she/he is not eating at the Center.*

Staff carefully observe and help to be sure everyone is eating and drinking adequately. This includes the morning snack served at about 10:30 AM, lunch @ 12:30 and an afternoon snack served 2:30-3:30 PM. If a person does not like the entrée served, staff will make him/her a sandwich. One possibility is that some folks don't remember eating lunch at all, or what they ate, so can't report accurately when they arrive home. If anyone is not eating, the family will be told and a plan worked out to solve the problem. Also, be assured everyone is weighed each month. If your loved one is losing weight, it would be reported to you.

2. *Why don't you make a curb cut so we don't have to go up and over the island by the canopy or cut across the traffic lane to come and go?*

All families are asked to park in the handicapped spaces “nosing” into the building to the west of the front door. This is private property; **no handicapped license plate or sticker is needed to use those spaces.** Parking spaces are widest on the passenger side of the car to make it easier to get your relative out safely. We carefully designed the front entrance so no one has to cross the driveway. There are no curbs along the front of the building. PLEASE, PLEASE do not park facing into Marshall Street. We do not want anyone crossing the driveway on foot, or coming up over the curb by the canopy. We have had family members fall doing that, so do not take a chance.

3. *I wish you were open on Saturdays so I could get some extra help.*

The Center is open Saturdays, from 9 AM - 5 PM, except Saturdays before a national holiday. Although there are a few folks we cannot serve on Saturday (due to their care needs), others can be pre-scheduled to attend every Saturday, or certain Saturdays, or on a drop-in basis as needed, if a plan is made with Ann Spinks several days ahead for time. If you want more help or have a special need, ask Ann and we will do our best. We can't help if we don't know.

(Continued on next page)

(Continued from previous page)

4. *I wish you were open at 7 AM or stayed open until 6 PM or stayed open until 10 PM.*

The big issue here is staffing. To open our doors we must have at least two staff here, one a supervisor. So, to be open early or late for one or two people, or only to give folks a little wiggle room on the chance they need it, is a very costly undertaking. To add time to our operating day, we would have to add staff, and we would have to charge extra for the extended day schedule for those who needed it.

5. *I like the written reports on my relative's progress but a face-to-face meeting would be good sometimes, too.*

We agree face-to-face communication is often the best. There are several ways you can arrange that:

- Ask for a meeting with several staff members. These conferences are held Tuesday and Wednesday at 11 AM for about 30 minutes. These meetings must be pre-arranged with Ann. This is the best option if there is a problem to discuss/solve and you want several staff (RN, social work, OT, activities) to be involved.
- Make an appointment with one staff member depending on your needs. This is the best way to know the staff member has reserved the time for you and does not have a scheduling conflict if you come spontaneously.
- If you come and go every day, catching staff members while you are here may work, BUT remember they probably have things they are supposed to be doing. So you may not get the time you need. We don't want you to be offended if they seem "too busy" or "distracted"; they are probably doing something to assist participants, and we all understandably want that to be the first priority.

Feel free to send me and Ann any concerns you may have at any time. Thank you again for taking the time to help us continually improve the Center so we can help you and your loved ones.

Lory

---

## REMINDER ABOUT BREAKFAST

Participants who are transported by their family members must be here no later than 8:30 am if they want breakfast. Breakfast can be served after 8:30 only if a van scheduled to arrive earlier arrives late. If a person usually has breakfast with us, but ate at home, please tell a staff member so they do not eat twice.

## CAREGIVER TIPS & REFERENCES

### Senior Navigator

<http://www.seniornavigator.org>

### EmployedCaregivers.org

<http://www.seniornavigator.org/>

[www.employedcaregivers.org/index.php](http://www.employedcaregivers.org/index.php)

### National Caregivers Library

<http://www.richmond.caregiverslibrary.org/>

### Caregiver's Reading List

<http://www.vda.virginia.gov/pdfdocs/Caregiver%20Bibliography.pdf>

A list of resource materials developed by the National Family Caregivers Association

### Tips for Avoiding Caregiver Burnout & Other Resources

[http://www.circlecenterads.info/resources/tipsheet\\_caregiver.pdf](http://www.circlecenterads.info/resources/tipsheet_caregiver.pdf)

## JULY AT THE CENTER

July 27 Family Support Group 9:00-10:00 AM

July 29 Caregiver Seminar 4:00-4:45 PM

Family Support Group 5:00-6:00 PM

## JULY CAREGIVER SEMINAR SENIORS HELPING SENIORS

Thursday, July 29, 2010

4:00-4:45 PM

Pete Landergan

By matching seniors who want to provide help with seniors who are looking for help, SHS provides a full-range of home care, companion and home maintenance support services, all of which are non-medical.

<http://www.seniorshelpingseniors.com>

## REMINDER

If you go out of town, please let staff know and provide contact information about who is responsible for your relative in your absence. In an emergency this will save valuable time if we contact the person who is in town first.