

Consumer~Caregiver Connections



Volume 5 Issue 2
Spring/Summer 2007

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

Office Moves to New Location

The IHSS Public Authority and all other programs within Sonoma County's *Adult and Aging Division* will be at the new location on May 29th. The other programs include: IHSS (social workers, payroll, and eligibility workers), Adult Protective Services (APS), Area Agency on Aging, Multipurpose Senior Services Program (MSSP), Linkages, Veteran's Services, and Public Guardian/Public Administrator/Public Conservator.

Our new address just off Airport Blvd. is:
3725 Westwind Drive, Suite 101
Santa Rosa, CA 95403

FROM HIGHWAY 101

Take Airport Blvd. exit
Go west on Airport Blvd.

Turn left on Westwind Blvd.

Turn into the 1st / 2nd driveway on the right for parking

**Please note: the new location will be served by
County Bus Routes 62 and 64.**



The new building is easily accessible with plenty of parking. Public hours will continue to be Monday thru Friday 8:00 a.m. to 5:00 p.m. and a drop box will be available for timesheets on the south side of the building. The IHSS Public Authority mailing address will remain P.O. Box 1949, Santa Rosa, CA 95402. The

mailing address for all other programs in the Adult and Aging Division will remain the same: P. O. Box 4059, Santa Rosa, CA 95402.

We will make every effort to make the transition to the new building as seamless as possible.



New home of Sonoma County
Human Services Department's
Adult and Aging Division

INSIDE THIS ISSUE

Page 2

~ The IHSS Advisory Committee

Page 3

~ Elder Abuse Prevention Month
~ Mutual Respect

Pages 4

~ Can You Cope if an
Emergency Strikes?

Page 5

~ Make your Emergency Plan
~ Emergency Information

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 to 3:30 p.m.** There are no meetings in July, August, November 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. Please feel free to call the Public Authority office at 565-5700 for more information.

Committee Members

Mary Bodily

Stan Gow
Secretary

Gary Fontenot
Ex-officio Member

Joann Keyston
Vice Chair

Maureen Latimer
Chair

Michael Naughton

Mary Raymond

Marie White

Sachiko Williams

Herb Willsmore

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

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

10th Annual Senior Art Show

May 17, 2007

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)

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.

Prevent and Report Elder Abuse

by Diane Kaljian, Division Director

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.

MAY
is
"Elder Abuse
Prevention"
Month

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 by the person who has assumed responsibility for providing care

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.

Can You Cope if an Emergency Strikes?

If the rivers rise, earth quakes or heat persists, are you ready to take care of yourself? Plan for the unexpected by organizing yourself and your family so you can be self-sufficient for at least 2 -3 days in the event of a disaster.

1. Keep YOURSELF and YOUR family safe.
2. Plan for the unexpected in your home.
 - A) Prepare a "Home Emergency Kit" and "Go Kit". Store supplies in sturdy but easy-to-use containers.
 - B) What is YOUR evacuation plan? It's up to YOU to plan for YOUR safety.
 - If you require personal assistance, you need to make a thorough plan of how you are going to get the care you need to stay safe.
 - What routes can you take if the main roads are closed?
 - C) Who is in your emergency support team?
 - Organize and write down the names and phone numbers of your emergency support team.
 - Contact your emergency support team to let them know you rely on them in an emergency.
 - D) List the names and phone numbers of family/friends (local & out of town) to inform that you are safe following an emergency or in the event a relative/friend needs to be contacted.
3. Plan for the unexpected in your car.

Prepare a "Car Emergency Kit"

 - Can you keep yourself safe until help arrives?

"Home Emergency Kit"

- Copy of "My Emergency Plan. (next page)
- First-Aid Kit
- Emergency candles, holders, lighter, matches.
- Water: Case(s), bottled water keeps for 6 months so rotate with water used on a daily basis.
- Food: Pack non-perishable, high-protein items, energy bars and ready-to-eat canned food.
- Tools, etc.: Wrench (make sure it fits the gas/water valve), manual can opener, screwdriver, pliers, knife, rubber gloves, duct tape, tarp and garbage bags.
- Sanitary supplies, disinfectant wipes, hand sanitizers, toilet paper, feminine supplies.
- Games, deck of cards, puzzles to keep you occupied.
- Fire extinguishers (check the expiration date, an expired extinguisher is worthless).
- Clothing: Provide a change of clothes including hats, sturdy shoes and gloves.
- Pet supplies
- Local Sonoma County map with evacuation routes marked.
- Flashlight - Include extra batteries.
- Back up life support supplies (i.e. oxygen).
- Radio, battery operated. Include extra batteries.

Keep With You

- Copy of "My Emergency Plan"
- Flashlight (to see in the dark)
- Handkerchief (to cover your mouth and nose)
- Cash (ATM machines may not work)
- Bottled Water
- Whistle (to alert people)

"Go Kit"

- Copy of "My Emergency Plan" Medication
- Basic toiletries including extra glasses/contacts
- Medical I.D. and copy of prescriptions
- Valid photo identification
- Medications

"Car Emergency Kit"

- Copy of "My Emergency Plan"
- Local Sonoma County map with evacuation routes marked.
- Cell Phone (even if for emergencies only)
- Thermal jacket / rain gear
- Flashlight
- Fire extinguisher
- Road flare / Chemical light sticks

My Emergency Plan

(Medical info, Emergency procedures, Contact info, Evacuation route)

Give a copy to relatives, friends and your emergency support group (local and out-of-area).

Name: _____ Birth Date _____

Medical Needs/Conditions: _____

Prescriptions: _____

Shut-Off Valve Locations: Gas: _____ Water: _____

Animal Type/Name: _____

Local Contact: Name/Phone _____

Address: _____

Secondary Contact (Local) Name/Phone: _____

Address: _____

Contact (Out of Area): _____

Secondary Contact (Out of Area) _____

Neighbor's Name/Phone: _____

Neighbor's Name/Phone _____

Evacuation Route: _____

Secondary Route: _____

Nearest Shelter: _____

Notes: _____

**Public Health and Public Safety
Information Telephone Numbers**

Office of Emergency Services (OES)	(707)565-1152
Sonoma County Public Info. Hotline	(707) 565-3856
Public Health Information Line	(707) 565-4477
California Poison Control Center	1-800-876-4766
Sonoma County American Red Cross	(707) 577-7600
CalTrans (highway conditions)	1-800-427-7623
IHSS – Public Authority	(707) 565-5700

Local radio & television stations will provide information in the event of a major emergency.

When the Emergency Alert System (EAS) is activated the following channels/stations will broadcast information:

<u>Television</u>		<u>Radio</u>
KTVY Ch 2	KPIX Ch 5	KBBF 89.1 FM (SP)
NBC11 Ch 3	KGO Ch 7	KCBS AM 740
KRON Ch 4	KFTY Ch 50	KSRO AM 1350
		KZST 100.1 FM

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 (707)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 (707)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 group benefits through Kaiser for six months before you lost your benefits and there was not a break in your coverage, you may 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 1-877-699-6868 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 (542-7242 - website: rchc.net)
Health, Dental, Vision, Counseling, Immunization and Rx Services

Cloverdale	894-4229	Alexander Valley Regional Medical Center (H,M,C,I)
Healdsburg	433-5494	Alliance Medical Center (H,D,C,I)
Guerneville	869-2849	Russian River Health Center (H,D,V,C,I)
Occidental	874-2444	Occidental Area Health Center (H,C,I,Rx)
Rohnert Park	1-800-967-7526	Planned Parenthood Golden Gate
Sonoma	939-6070	Sonoma Valley Community Health Center (H,I)
Petaluma	763-7005	Petaluma Health Center (H,D,M,)
Rohnert Park	584-3001	Walmart Independent Health Clinic - Quick Health (H,V,I,Rx)

Santa Rosa

578-2005	Roseland's Children's Health Center (H)
547-2222	Southwest Community Health Center (H,M,V,C)
565-4820	Sonoma County Indain Health Clinic (H,D,M,C,Rx)
537-1171	Women's Health Specialist (H)

St. Joseph Health System

547-5899	Dental Clinic (D)
547-2149	Children's Health (H)
546-3199	House Calls Program (H,C)
524-2477	Mobile Health Clinic (H,C,I)

H -Health D-Dental M- Mental V-Vision C- Counseling I-Immunizations Rx - Prescriptions

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

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

Classes will be held at the **Lakes Training Center: 2227 Capricorn Way** (north entrance) just off Sebastopol Road in Santa Rosa. Classes are free to all caregivers and consumers.

CPR CLASSES IN JUNE

Cardiopulmonary Resuscitation Classes

Sharon McComb, RN, will teach both CPR classes.
She also teaches CPR at SRJC.

June 15, 2007 1:00 - 4:30

June 29, 2007 1:00 - 4:30

Note: The 2 year CPR certificate will be issued instead of a cash incentive. CEU's are not available for CPR classes.

End of Life Workshops will be coming in August. Look for a notice in late June with workshop dates and location.

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. Please call 707-542-0282 for more information.

IHSS Payroll Information

Time Sheet Drop Boxes

You may drop off time sheets at the following locations:

2550 Paulin Building

or

3725 Westwind Blvd., #101

(southside of the building)

Effective May 28th

Northpoint drop box is no longer available.

Payroll Line

(707) 565-2852

New Caregiver Start-up Line

(707) 565-5716

Report On-the-Job Injuries

(707) 565-5716

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

Payroll processes over 2,000 timesheets in the first 3 days after the pay period ends:

1st, 2nd, 3rd & 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.

Registry Caregivers

call both

IHSS Payroll Unit

(707) 565-2852

IHSS Public Authority

(707) 565-5700

with changes

of name, address and/or telephone number.

Mark your calendar

May

- 17 10th Annual Senior Art Show
12-4 pm
- 22 Public Authority begins moving to new location
- 28 **Memorial Holiday**
Office Closed
- 29 Adult and Aging Division in new location at 3725 Westwind Blvd., Suite 101

June

- 11 IHSS Executive Committee Meeting
- 15 Training Class
Cardiopulmonary Resuscitation (CPR)
- 26 IHSS Advisory Committee Meeting
- 29 Training Class:
Cardiopulmonary Resuscitation (CPR)

July

- 4 **Independence Day**
Office Closed

Note: The Advisory Committee will not meet and there will be no training classes in the months of May or July.

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-ihspa.org

Fax: 707-565-5720

Phone: 707-565-5700

Santa Rosa, CA 95402-1949

P. O. Box 1949

2280 Northpoint Parkway

Public Authority

In-Home Supportive Services
Sonoma County



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