

Consumer~Caregiver Connections



Volume 6 Issue 3
Summer/Fall 2008

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

September is National Disaster Preparedness Month

The United States Department of Homeland Security is sponsoring the "Ready Campaign" for National Disaster Preparedness Month. During the month of September, Americans are encouraged to take important preparedness steps including: Get a Kit; Make a Plan; Be Informed; and Get Involved.

#1 Basic Emergency Supply Kit

When preparing for a possible emergency, it's best to think first about the basics of survival: fresh water, food, clean air, and warmth.

A Basic Emergency Kit should include:

- Water, 1 gallon per person per day for at least 3 days, for drinking and sanitation
- Food, at least a 3-day supply of non-perishable food
- Battery-powered or hand crank radio
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask or handkerchief
- Plastic sheeting and duct tape
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Blanket or sleeping bag
- Local maps
- Personal care needs
- Prescriptions and other medical needs

#2 Make a Plan

Making and practicing a plan is critical to the success of being able to effectively handle different types of emergencies. Personal emergency plans should be written and given to loved ones, caregivers, friends, and other relevant individuals.

A Personal Emergency Plan should include:

- Health information card with a list of medications (including dosage and time taken), allergies, doctor and pharmacy names and numbers, emergency contact person(s), and special equipment or supplies needed.
- Support network with list of names and contact info of relatives, caregivers, friends, neighbors, and others who might be able to assist you in an emergency. Be sure to inform them of your specific needs.
- Plan to shelter in place, if possible, or evacuate as directed.

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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. 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, or 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. Please feel free to call the Public Authority office at 565-5700 for more information.

The Board of Supervisors appointed two new members to the IHSS Advisory Committee on April 8, 2008. Nancy Hall will fill the consumer vacancy and Richard Ruge will serve as one of the community advocates.

Committee Members

Mary Bodily
Vice Chair

Gary Fontenot
Ex-Officio Member

Stan Gow
Chair

Nancy Hall
Joann Keyston
Secretary

Mary Raymond

Richard Ruge

Marie White

Sachiko Williams

Herb Willsmore

There is a **Friendship Line for Older Adults** through the San Francisco Institute on Aging, which is a program of the Center for Elderly Suicide Prevention & Grief related Services.

24-hour Friendship Line: 1-800-971-0016

USPP

**Urgent Substitute
Provider Program
is available
7 days a week**

8:00 a.m. - 8:00 p.m.

CALL

(707) 565-5719

or

(800) 601-4222

The Urgent Substitute Provider Program is available to consumers who already have a regularly scheduled caregiver and need critical services due to the unexpected and temporary absence of a regular provider. This program does not offer respite or vacation coverage.

Urgent means: *not life-threatening situations that require 911 police/EMS.*

The Urgent Substitute Provider Program only covers:

- Personal care requiring non-medical and medical services,
- Nutritional services,
- Provisioning of fuel for heating or cooking,
- Picking up and delivery of critical medications

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 Miercoles de 8 a.m. – 3 p.m.

Extreme Heat - Fact Sheet

Taken from the Centers for Disease Control

Sonoma County has already experienced significant heat this summer and anticipates more hot days ahead. The Centers for Disease Control provided the following information.

Heat Stress - Older adults and people with disabilities are more prone to heat stress. Their bodies may not adjust as well to sudden changes in temperature or may have chronic medical conditions that interfere with normal body responses to heat.

Heat Stroke - is the most serious heat-related illness. It occurs when the body becomes unable to control its temperature. Body temperatures raise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

Signs & Symptoms of Heat Stroke include:

- An extremely high body temperature (above 103°F)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea

Preparedness continued from page 1

Emergency Information

Methods of getting your attention vary from community to community. One common method is to broadcast via **emergency radio** and **TV broadcasts**. You might hear a special siren, or get a telephone call, or emergency workers may go door-to-door.

#3 Be Informed

Some of the things you can do to prepare for the unexpected are the same for both a natural or man-made emergency. There are important differences among potential emergencies that will impact the decisions you make and the actions you take. Learn more about the potential emergencies that could happen where you live

Heat Exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.

Signs & Symptoms of Heat Exhaustion:

- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness and/or weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting
- Skin: cool and moist
- Pulse: fast and weak

Protect Yourself, Relatives & Neighbors

- Drink plenty of cool water
- Avoid alcohol & caffeine beverages
- Take a cool shower, bath, or sponge bath
- Wear light weight & light-colored clothing
- Remain indoors in the heat of the day
- Do not do strenuous activities
- Check on your family and neighbors
- Go to an air conditioned location if possible

For more information visit: www.bt.cdc.gov

and the appropriate way to respond to them. Knowing what to do during an emergency is an important part of being prepared and may make all the difference when seconds count.

#4 Get Involved

After preparing yourself for possible emergencies, take the next step and get involved in preparing your community. Talk to friends, relatives, and neighbors about emergency preparedness. If possible, check into volunteering with the Sonoma County American Red Cross (577-7600) or go to www.arcsm.org.

To learn more about the Ready Campaign, visit www.ready.gov.

New Prescription Discount Card Available in Sonoma County

Sonoma County has joined with NACo, the National Association of Counties to bring the NACo prescription drug discount program to our community. NACo, in partnership with CVS/Caremark Rx, offers this program to more than 900 participating counties nationwide.

What is the Sonoma County Rx Drug Discount Program?

The NACo prescription drug program is called “**Sonoma County Rx**” in our county. This program helps consumers save money on their prescriptions that are not covered by insurance. The free cards are available at many distribution sites in the county, and may be used at any participating retail pharmacies in the county. The Sonoma Rx prescription discount card is not insurance.

How Much Will I Save?

The average savings is about 22%. Savings range from 13% to 34%, depending on the medication. **Sonoma County Rx** cardholders can save even more money, up to 50%, by using the mail service for a three-month supply. Discounts are also available for pet prescriptions purchased through retail pharmacies.

Who Is Eligible to Obtain and Use the Card?

The **Sonoma County Rx** prescription discount card is provided free to all residents of Sonoma

County. The entire family can use one card. If you lose your card, just pick up another card from any one of the many distribution sites in the county.

How Much Will I Save?

There are no enrollment fees, no forms to fill out, and no age or income requirements. Just take the card to any participating pharmacy, which is most retail pharmacies in Sonoma County, and receive a discount on the purchase of your prescription. The card covers virtually all commonly prescribed medications. But remember, the discount applies only to prescription medications not covered by your insurance.

Sonoma County Rx Discount Cards are available at Regional Libraries, Senior Centers and many Health Centers in the following locations:

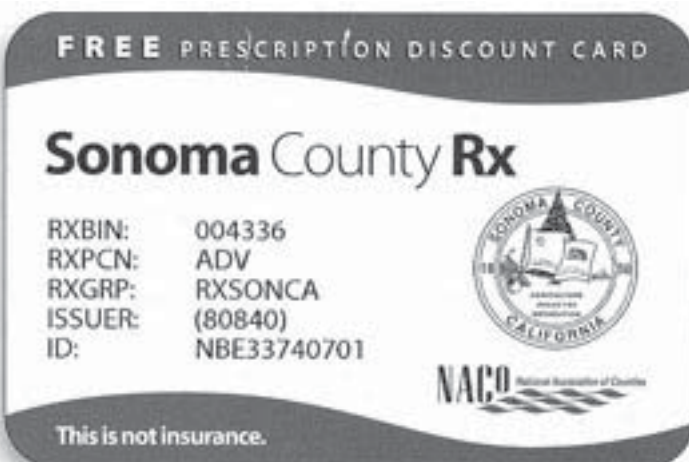
- Cloverdale
- Guerneville
- Healdsburg
- Occidental
- Petaluma
- Rohnert Park - Cotati
- Santa Rosa
- Sebastopol
- Sonoma Valley
- Windsor

You may also pick up a **Sonoma County Rx** card at the following Sonoma County offices located in Santa Rosa:

- Human Services - 2550 Paulin Dr.
- Human Services - 520 Mendocino Ave.
- Family, Youth and Children’s Services - 1747 Copperhill Parkway
- Adult and Aging Services - 3725 Westwind Blvd.
- Public Health - 625 5th Street

For Information about Sonoma County Rx:

Visit: caremake.com/naco to look up participating pharmacies, obtain a price estimate for your prescription, check drug interactions, or read news articles from leading health journals or call toll free at **1-877-321-2652** or visit our local website: www.sonoma-county.org/DrugdiscountCard.



IHSS Payroll Information

Time Sheet Drop Off at Westwind

We are in Suite 101 at 3725 Westwind Blvd. If you are dropping off your time sheet during business hours, please put it in the time sheet box in the lobby of Adult and Aging Division (Suite 101). **We have a drop box for time sheets on the south side of the building.** Pull into the second driveway. Drive half way down the building and you will see a dark brown box with the County Seal. Please use this box for your time sheets. We check the box twice each business day.

Payroll Line
(707) 565-2852



Report On-the-Job Injuries
(707) 565-2852

New Caregiver Start-up Line
(707) 565-5716

**Payroll Phone Center Hours:
9:00 a.m. - 3:00 p.m.**

**Direct
Deposit
for Providers**

Paychecks

For questions, call
the toll-free
Direct Deposit
Processing Center at:
866-376-7066

**Caregivers, please remember to
report on-the-job injuries
by calling Payroll at:
565-2852**

The Cost of Medical & Dental Insurance Premiums for Sonoma County's IHSS Caregivers

by Diane Kaljian, Director, Adult and Aging Division

We know that health insurance is important. We want you to know the full cost of medical and dental benefits for IHSS Caregivers. The 606 providers currently receiving medical benefits and the newly enrolling providers from the wait list are aware that the Sonoma County IHSS Public Authority recently changed the medical plan; increased the provider co-share premium; and reduced the number of providers covered by health insurance. These changes were necessary because of the increasing costs for the health insurance plan. Here is the cost breakdown per month:

	<u>TOTAL Premium Paid for Insurance</u>	<u>Share of Premium The County Pays</u>	<u>Share of Premium Caregivers Pay</u>
Medical	\$435.14	\$410.14	\$25.00
Dental	\$ 21.91	\$ 15.91	\$ 6.00

Benefits News

by Lois, Benefits Manager 565-5703

Providers who think they qualify for benefits and have not received the waitlist enrollment packet, Should call the Benefits Line at (707)565-5703.

Cualquier provider 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.

The list below may help if you need a medical or dental professional and are currently without coverage.

**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 | 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 Indian 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

Other Learning Opportunities

American Red Cross offers a variety of classes and CEU courses. They also offer CNA classes; CPR classes and First Aid classes. Call 707-577-7600 for current schedule.

Redwood Caregiver Resource Center offers a series of classes on a wide variety of topics with family caregivers in mind. Call 707-542-0282 for more information.

English as a Second Language
These classes are sponsored by the Santa Rosa Junior College
For information call 522-2795
All calls are returned

Clases de Inglés como Segunda Idioma
patrocinadas por Santa Rosa Jr. College
Llame al 522-2795
Hay que dejar UN recado
Para que alguien le llame.

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

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

Classes are typically held at 3725 Westwind Blvd., Suite 101 in Santa Rosa. Classes are free to all caregivers and consumers.

Note for all classes:

Please plan to be on time. If you are registered for a class and cannot attend, please call 707-565-5700, so someone who may be on the wait list can attend. This also helps us plan for refreshments. *Thank you for your cooperation!*

Reminder for the IHSS Caregivers. There is a cash incentive given to IHSS caregivers who complete each class. **In order to be eligible for the incentive, an IHSS caregiver must:**

1. **Register for the class at least one week (7 days) before the class is held;**
2. **Be on time for the class;**
3. **Stay through the end of the class.**

Continuing Education Units

(CEUs) are available for most classes for those who need to renew their license. The cost is \$8.00 per unit. **Each three-hour class provides 3 CEUs for a total cost of \$24.00.** Cash in the exact amount, or checks are accepted.

Upcoming Classes

Location for classes

IHSS Public Authority at 3725 Westwind Blvd., Suite 101, off Airport Blvd. (just past the light at Brickway Blvd). We are in the first building on the right.

End Of Life Issues 3 Workshops in August

The series was created for caregivers caring for someone who is now or soon to be living through the ending of life. You may take individual workshops, although we encourage you to attend all three:

(3 CEUs for each workshop)

Workshop #1

August 1~ 1:00 - 4:00

Planning & Navigating the Journey

Workshop #2:

August 8~ 1:00 - 4:00

Storytelling, Life Review, Grief, Loss and Ritual

Workshop #3:

August 15~ 1:00 - 4:00

Being with and Caring for the Dying

Continuing Education Units

Please make your check(s) out to the Community Network Journey Project

Susan Keller, M.A., M.L.I.S., is the Executive Director of Community Network Journey Project; author of *Journey of Life's End: A Traveler's Guide*; developed this workshop series; and, will facilitate all three workshops.

Basic First Aid & Home Safety

3 CEUs

September 26 ~ 1:00 - 4:00

Caregivers will learn how to protect themselves and their clients when the instructor covers topics including: Falls, Basic First Aid, Fire Prevention and Management, Earthquake Guidelines, and the Home Environment.

Lifting Techniques & Back Safety

3 CEUs

October 31 ~ 1:00 - 4:00

This class will help caregivers understand body mechanics in order to prevent back injuries. Proper lifting techniques will be reviewed. Students will also learn about arthritis and fibromyagia management.

Continuing Education Units

Please make your check out to the American Red Cross in September & October

Marcia Rogers, RN, BSN, MA

is with the American Red Cross and developed these classes for the IHSS Public Authority. She will be the instructor for both the September and October classes.



3725 Westwind blvd., Suite 101
P. O. Box 1949
Santa Rosa, CA 95402-1949

Phone: 707-565-5700

Fax: 707-565-5720

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

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Mark your calendar

August

- 1 Caregiver Class:
*End of Life Issues
Workshop #1: Planning
and Navigating the
Journey*
- 8 Caregiver Class:
*End of Life Issues
Workshop #2:
Storytelling, Life Review,
Grief, Loss and Ritual*
- 15 Caregiver Class:
*End of Life Issues
Workshop #3: Being
with and Caring for the
Dying*

Note: *The IHSS
Advisory Committee
does not meet in August.*

September

- 1 Labor Day
Office Closed
- 8 IHSS Executive
Committee Meeting
- 22 IHSS Advisory
Committee Meeting
- 26 Caregiver Class:
*Basic First Aid &
Home Safety*

October

- 13 IHSS Executive
Committee Meeting
- 27 IHSS Advisory
Committee Meeting
- 31 Caregiver Class:
*Lifting Techniques &
Back Safety*

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