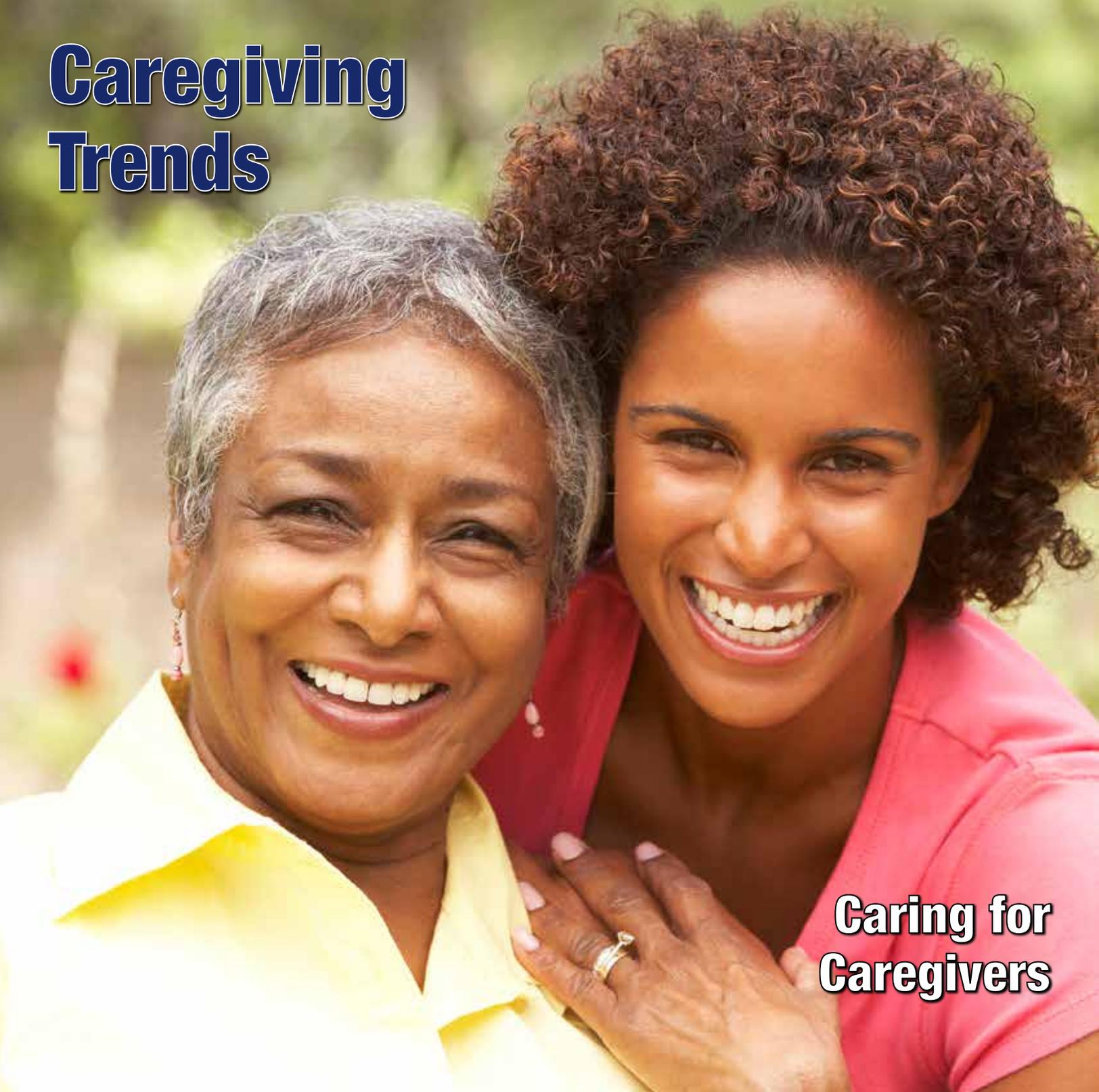


Caregivers Guide

Illuminating the caregiver's challenges while providing resources
ISSUE 8, NOVEMBER 2017

Caregiving Trends



**Caring for
Caregivers**



Planning Specialist

- Family-Owned and Operated
- Prepaid Cremation and Funeral Plans
- We serve Veterans (Jacksonville National Cemetery)
- Cemetery Monument and Marker Design
- We own and operate our own crematory



David & Julie Broadus & Family



501 Spring Street • Green Cove Springs

904-284-4000

WWW.BROADUSRAINES.COM

Welcome

Being a caregiver is challenging and rewarding. As the nation celebrates National Hospice Palliative Care Month this November, we join healthcare professionals everywhere to honor and support the work caregivers do day in and day out. Our goal is that you find the information provided here as not only a comfort but a resource for the coming year as well as energize you, help in making decisions and assist you with finding the right resources for yourself or your loved one.

Articles

Balancing act.....4

What caregivers face today5

Caregiving Trends.....6

Importance of caregivers caring for themselves.....6

Know when to say when7

CLAY TODAY CLAY COUNTY THE LEADER IN LOCAL NEWS **LEADER** CLAYTODAYONLINE.COM

For advertising information contact:

(904) 264-3200 • 3513 U.S. Hwy. 17, Fleming Island, FL 32003

Caregiver's Guide is published annually by Clay Today and Leader. Free copies are available while supplies last at all advertiser's locations and Clay Today office.

Silk™
from Signia

Discretion and Comfort
that's ready-to-wear

Clinically proven **better than normal hearing** with less effort.

Discreet, **nearly invisible** solution for your hearing loss

\$2350 per Pair!

**LIKE TO PLAY GOLF?
LIKE TO TALK?
TAKE YOUR HAT OFF?
LOSE YOUR HEARING AID?**

WE HAVE YOU COVERED WITH SIGNIA'S "SILK" PRODUCT. DEEP IN THE EAR, HIDDEN AND SAFE, CONTROLLED BY YOUR PHONE. CRYSTAL CLEAR HEARING KEEPS YOU IN THE GAME AGAIN!

"Award Winning Services"

Hearing Aid Solutions

Hearingaidsolutionsfla.com

904.805.3869

439 North Street, Suite D
Green Cove Springs, FL 32043

Gina Perrone
Board Certified Audioprosthologist

Ned Sugzdisin
Owner/Administrator

Better Hearing for All!

Because There's No Place Like Home

Independent Living

- 🏠 1, 2 or 3 Room Apartments
- 🏠 1 to 2 Bedroom Cottages with Florida Room
- 🏠 Single Family Homes 1, 2 & 3 Bedrooms
- 🏠 New Construction Available
- 🏠 Pet Friendly Community

Assisted Living

- 🏠 Apartments designed for couples and individuals.
- 🏠 All amenities are included in monthly fee.
- 🏠 Health Care Services located on campus.

Memory Care Home

- 🏠 Home like setting which includes daily engaging activities, spiritual programs and respite care as needed for the caregiver.

Why choose a continuing care retirement community?

It's time for you to take control of your retirement years! Come to Penney Retirement Community... you'll find:

- The security of a maintenance-free home.
- A continuum of health care— independent & assisted living, memory care, long-term and skilled nursing, full rehab, doctors and specialists office hours, and much more — right here on campus.
- A healthy, active community of people who care about one another.
- Volunteering as a purposeful way of life.

Call 904-284-5994 today for lunch and a tour.

3495 Hoffman St. | Penney Farms, FL 32079 | VisitPRC.org

©2017 Penney Retirement Community, Inc. Penney Retirement Community is a 501(c) (3) not-for-profit organization, incorporated in the State of Florida. Your contribution is tax-deductible to the extent allowed by law.

Enhanced Care for Older Adults

The Baptist AgeWell Center for Senior Health enhances the quality of life for older adults facing challenging medical issues and offers specialized primary care in one central location.

A unique doctor's office with a team of professionals including geriatricians **Hani Issa, MD**, and **Raphael Tito Balbino, MD**, the AgeWell Center can help older adults:

- Manage medication
- Cope with declining memory
- Manage emotional issues and depression
- Improve mobility and strength
- Build independent living skills

Self-referrals are accepted.
904.202.4AGE (4243)



AgeWell
Center

Changing Health Care for Good.®



Hani Issa, MD

Raphael Tito
Balbino, MD

Program helps women balance job and caregiving

ORANGE PARK – Sometimes life events leave women having to choose between their careers and working as a full-time caregiver. For some, this change could flip their world upside down. However, a new initiative by Home Instead Senior Care aims to help in these situations.

The Daughters in the Workplace program offers free counseling over the phone, or in person if the client has the time, to caregivers who are looking for advice on juggling their personal life, work life and duties as a caregiver for a loved one.

"I always tell them that it's OK to take care of themselves," said Betsy Miller, owner of the Orange Park branch of Home Instead. "A lot of them will start getting run down, let someone – whether it's Home Instead or a friend or neighbor – step in, and take a minute to take care of yourself."

Miller said stress is the number one problem that clients call about. Her advice is simple: take care of yourself. She urges caregivers to keep themselves happy and work to meet their personal needs first and foremost so that they avoid falling behind and letting their duties to their loved one or career start to slip. She advises that even a night out to the movies or dinner every once in a while can make all the difference.

"Any caregiver, whether daughter, son or spouse – they all do the same thing, they don't take the time to take care of themselves," Miller said. "The number one thing that I like to tell everybody is that they shouldn't have so much guilt about not doing what they think they should."

In a recent study it was found that a quarter of working caregivers reported workplace stigma as a result of serving as a caregiver, and almost

as many reported that their supervisor was unsympathetic to their situation, according to the Home Instead. The same study found that slightly more than 90 percent of those surveyed reported a need to change hours, shifts, or use personal time off from work as a result of their responsibilities at home.

Daughters in the Workplace is looking to directly affect these numbers and help women feel confident at home and at work without letting the two worlds collide. They look to provide information not only to the caregivers, but also to the employers of people who feel stigmatized at work.

The organization promotes a list of 10 things caregivers can do to help ease the tension between the multiple facets of their lives. These things include being realistic, creative, and well-rested, in addition to educating their employer of their situation and offering to help out extra when they can, knowing they will need to be accommodated in the future. The other highlights focus on knowing when to ask for help and where to find that help.

For more information on the Daughters in the Workplace program, or to schedule assistance through Home Instead, call (904) 688-3062. Miller encourages people to call for anything they might want advice on. She is sure that they can find a way to help, and provide options for caregivers in their backyard.

"The majority of the people that call us are looking for resources [for support]," Miller said. "We all work together in this community, there are resources everywhere, they can even work together to find outings for loved ones or themselves if they're stressed. It's very community oriented."

— Kile Brewer



Now Open!



Limited Move-in Special
One Month Free Rent



Bring Your
Best Friend!

Independent and Assisted Living • Memory Care • Respite Care



Canterfield of Clay County
An Independent and Assisted Living Community

assisted living license #AL13006

- Three Chef-prepared Meals Daily
- Restaurant-style Dining
- Scheduled Transportation
- Organized Activities
- Barber / Beauty Salon
- Arts & Craft Room
- Movie Theater
- Fitness Center
- Laundry Service
- Licensed Nurses 24/7
- Housekeeping
- Pet-friendly
- Library
- WiFi

Independence. Well-Being. Peace of Mind.

Canterfield of Clay County

(904) 203-6100 • 1611 Winners Circle • Middleburg, FL • CanterfieldOfClayCounty.com



Issues caregivers face in today's world

Reporter Jesse Hollett sat down with Linda Levin, executive director of the Jacksonville-based ElderSource, to discuss issues facing caregivers today. ElderSource is a private, not for profit agency designated by the state as the Area Agency on Aging and Aging and Disability Resource Center for Northeast Florida that provides leadership, direction, advocacy and support for a comprehensive, coordinated continuum of care. Its seven-county service area includes Clay County.

Q: Being a caregiver can take a mental toll on both family members and the caregiver themselves. How can caregivers take care of themselves during this period of their lives?

A: It's important that family members talk to each other and determine who is going to help with what. The more the care can be shared, the less stress it is on one person. It's also very important that the caregiver(s) practice self-care. It's hard, but people need to carve out time to take care of themselves, get rest when they can, eat right, exercise even if it's going for a walk.

Q: We see in research that caregivers often choose between being a good employee or being a good caregiver. What advice do you have for caregivers who are at this crossroads currently, and are maybe looking at a difficult career decision?

A: This is very difficult. So many more caregivers are having to work. We see what is called 'presentism' where the caregiver may be a physically present at work, but their mind is elsewhere. They should talk with their employer about what is going on and see if there are options – flexible work schedules, work from home, part time work, if needed. Finding resources in the community that can help while the person is at work can also be helpful.

Q: What would you say are some of the largest hurdles a caregiver has to cross during this time in their lives?

A: Sometimes becoming a caregiver is a gradual process that increases over time and with the family members' decline. Sometimes its thrust upon you and the person is completely unprepared. The more conversations that can be had with the family member(s) before having to assume the responsibilities of a caregiver, the better as plans and preferences can be made when people are not under stress. When that doesn't happen, then one of the hurdles for the caregiver becomes making the adjustments in their own lives to accommodate these new responsibilities. Another big hurdle is making sure they leave time for themselves. It's very easy to get overwhelmed and lose yourself in this role.

Q: Have you ever been a caregiver? If so, describe your experience.

A: I was a caregiver for my husband's grandmother. I was working fulltime and raising my family. I wasn't a fulltime caregiver, but I was there with her every time she was discharged from the hospital, helping her get home, helping her get resituated with her new prescriptions, making sure they were filled and that she understood them, helping her undress and change clothes and making sure she had what she needed. There were other family members and other resources helping her thankfully. I helped the family look into assisted living facilities and I made sure my family visited here and then the nursing home every week, getting her dressed, taking her out. I was glad I was able to be there for her and that she trusted me to help her. I felt blessed.

Q: In your opinion, is it common for caregivers to harbor resentment for the loved ones they are taking care of? If so, how does one deal with such a complicated feeling such as this?

A: It is not uncommon for caregivers to feel resentment. Usually it's because they're exhausted and frustrated. They've given up a lot – sometimes missing out on family events, social opportunities. It can impact their work life and their home life. It also depends on the amount of care needed and how demanding it can be. It can be a very stressful time. It's important that the caregiver involve other family members and friends to help. It's important the caregiver practice self-care as much as possible. There are also support groups for caregivers which are very helpful. These are folks who are going through the same thing – they understand and they also have ideas

on things they've tried that have helped them. I strongly encourage this. Also, if the person being cared for is in hospice, there are counselors there and I encourage people to take advantage of that.



Linda Levin

Q: How often do caregivers come into your office seeking help? What help do they most need?

A: We get calls at our Aging and Disability Resource Center Helpline every day from caregivers seeking help. The greatest need they are seeking is assistance for respite. They need a break, they need to do things and take care "of business," they need a rest. Respite services help with this. Some also need help with personal care for their family member – help with bathing, dressing, grooming and toileting and some also need help with homemaker services – light house-keeping, laundry and such.

Q: What resources are available for caregivers that they might not be aware of? There are respite services, caregiver support services, adult day cares and more.

A: Really, people should call our Helpline where our staff will assess them, see what their needs are, see what programs they may be eligible for and help find them the appropriate resources for them.

Q: Is there any sort of identity crisis that occurs shortly after the death of a loved one for a caregiver? If so, how would you characterize this?

A: In some cases where the person was a fulltime caregiver where they gave up everything they lost their own identity. Their identity was so closely identified with being the caregiver and now they are not that caregiver. They have to find themselves again – sometimes reconnecting with friends and families, finding new friends and new activities to get involved in. This, of course, is not easy because they're also grieving and managing the loss.

Our calling is to offer care, comfort and reassurance in a uniquely personal and all-embracing way.



life of your loved one. With the changing traditions and customs in funeral rites, there is a common theme: A life was lived and someone will be missed.

We can take care of all your needs at a single location and answer all your questions about caskets, vaults, burial spaces, grave markers, veterans benefits, prearrangement, cremation and urns. Once your questions are answered, you choose what services fit your family traditions, fulfill your expressions of faith and offer comfort to your loved one.

Here at our family-owned funeral home, we offer one-to-one attention from a staff that strives to make you feel as welcome and comfortable as you would in your own home. We will be there for you at every step of planning and carrying out a celebration of the



284-7720 • rhrfh.com
2335 Sandridge Rd, Green Cove Springs, FL

Caregiving trends

By James Machado

Clay County is booming.

In fact, projections from the University of Florida predict Clay County's population will hit 250,000 by 2025, an increase of nearly 25 percent in less than 10 years. This is great news, but it also means caregivers in Clay County must be prepared to care for more people in more places in the most effective way possible. Those of us who are blessed to work at St. Vincent's Clay County know we must continue to provide personalized care, increase access to care and focus on caring for the whole person – mind, body and spirit. We must also continue to be advocates for those who have entrusted us with their care.

Providing personalized care begins with listening to those receiving care and getting to know them. We want to make sure those in our care understand their treatments and know that we look at the full picture of their health. We are responsible for fitting together the pieces of the puzzle for all patients and for understanding their personal risk for disease and health history at every single encounter. In addition, we need to listen to those we serve after they receive treatment to get their feedback and look for ways to improve our delivery of care.



James Machado
President of St. Vincent's Clay County

As caregivers, we must also provide people with the care they need where they need it. A great example of increasing access to care in our community is St. Vincent's On Demand virtual care, which allows patients to talk with a healthcare provider 24/7 via video chat with their phone, tablet or computer. Board-certified providers consult, diagnosis and devise treatment for non-emergency medical issues. If patients need in-person follow up care, they are connected with the nearest St. Vincent's physician.

We also launched our school sports performance program in Clay County to provide medical resources to young athletes for wellness and injury needs. Our primary care offices in Clay County become near-site clinics after hours to provide public school employees convenient access to healthcare. Our hospital expansion, including the addition of the Family Birth Place, also increased access to much-needed care. Our Mobile Health Outreach Ministry has cared for our community for decades.

Caregivers must also recognize the importance of providing holistic care. Each of us is so much more than just our symptoms or diagnoses. We lead complex lives and that means we need comprehensive care for the mind, body and spirit. These three elements work together, and we should work to keep all of them healthy. When caregivers look at your whole picture, they can take better care of you.

Throughout one's healthcare journey, it is critical that caregivers advocate for those in their care. Family members do this all the time and are a critical part of a person's care team, but professional caregivers must also advocate for those in their care. I'm reminded of the story of a patient who had seen multiple doctors before coming to St. Vincent's Clay County. The persistence of a loved one led this person to come in and the persistence of a physician led to an accurate diagnosis and course of treatment. Another individual recently wrote to us to share that everyone who cared for their relative went the "extra mile." Advocacy is part of our Mission statement at St. Vincent's. It's who we are.

Effective caregivers evolve based on the needs of those in their care. Through providing personalized care, increasing convenient access to care, caring for the whole person and advocating for those in our care, our goal is to motivate everyone in our community to seek care before they get sick. This transformation of the healthcare journey into one that is based on the perspective of those we serve allows us to work together to make the caregiving experience more accessible, comprehensive and affordable.

James Machado is president of St. Vincent's Clay County.



Importance of caregivers caring for themselves

Whether for a friend or family member, many of us have played the role of caregiver at some point in our lives and we all have no doubt benefited from a loved one's care. In 2015, the National Alliance for Caregiving and AARP reported that more than 43 million caregivers provided unpaid care to an adult or child in the previous year. More than 34 million Americans provided unpaid care to an adult age 50 or older in that same time period. As a caregiver's role evolves over time, at least one thing remains the same: the importance of caregivers making time for self-care.

Think about it. When you get on a plane and the flight attendants run through the emergency instructions, they tell you to put your own oxygen mask on first and then assist others. The idea is that you can't care for other people if you haven't effectively cared for yourself. This analogy helps us understand the importance of remembering to care for ourselves while we care for others.

"As a hospital chaplain, I visit with many patients and their families. Often, it's evident that those who are caring for their loved ones have not taken the time to take care of themselves," said Rev. Melinda House, chaplain at St. Vincent's Clay County. "It is of utmost importance for caregivers to care for themselves, so they can care for others. If they don't take time to rest, there is nothing left to give their loved ones."

According to the National Center on Caregiving, family caregivers report problems tending to their own health and wellbeing including sleep deprivation, poor eating habits, and postponement or failure to make medical appointments for themselves.

"I can't possibly overstate the importance of self-care, especially for caregivers. In order to most effectively care for others, we must take care of our own mental, physical and spiritual health," said Dr. David El Hassan, physician at St. Vincent's Primary Care in Clay County. "Caregivers, particularly those caring for someone with extensive chronic diseases, must always be mentally focused on the task at hand. If we aren't caring for ourselves, it can negatively affect how we care for others."

Often times, caregivers feel guilty if they provide any level of attention to themselves because they think it means a lack of attention to those in their care. The National Center on Caregiving offers the following advice:

- Reduce your personal stress and work to manage it
- Set goals on what you would like to accomplish in the next three to six months
- Seek solutions
- Communicate constructively and try to get the support you need
- Don't be afraid to ask for and accept help
- Talk to your loved one's physician about your health, too
- Make time to exercise, which promotes better sleep, reduces tension and increases energy
- Learn from your emotions and recognize when they are controlling you

Experts say it really is up to each caregiver to make the time to care for themselves, but this time is crucial, not only for them, but for those who are in their care.

— St. Vincent's HealthCare

Know when to say when

By Brent Montgomery

MIDDLEBURG – One of life's greatest challenges is when we are no longer able "to do" something that has been part of our normal routine for years. We must adapt; we must change. But can we? The simple truth is that adaptation – let alone change – becomes far more difficult for us as we age.

Because of this change-adverse element of aging, one of life's hardest questions to answer for adult children or spouses is "How do I know when it's time to make a decision for a loved one when he or she is not in agreement with the need to do so?" Again, a simple truth: There is no right or wrong answer, as it is always dependent on each unique situation and individual involved.

But take heart! There are assessment tools and experts to help you determine your best course of action. Assessing a person's activities of daily living is the first step to take. Such activities include skills as bathing, dressing, toileting, eating, ambulating and hygiene. If there is a common task that your loved one can no longer do and it is interfering with their normal routine or safety, then it is time to take action. One's inability to perform just one of these activities independently should sound an alarm, signaling problems with your loved one's physical or cognitive health.

The following is a categorized activity list with the specific daily tasks that you need to assess. For each task, answer "yes" or "no" as to whether or not your loved one can perform it independently, satisfactorily and repeatedly on a daily basis:

- Hygiene activities – Bathing, dressing, grooming, toileting, oral care
- Nutrition activities – Cooking, grocery shopping, eating regime, eating ease
- Housekeeping activities – Cleaning, washing dishes, processing laundry
- Mobility activities – Driving, using public transportation, walking, climbing stairs, transferring, balancing
- Communication activities – Telephone skills such as accessing numbers, dialing, answering, talking and writing notes
- Interpersonal activities – Engaging with others, behaving appropriately
- Financial activities – Budgeting, paying bills, writing checks, preparing taxes, managing money wisely



Brent Montgomery

- Memory activities – Scheduling appointments, keeping calendars, recollecting faces/names, overseeing personal belongings, using leisure time appropriately
- Health and Safety activities – responding to emergency/danger, recognizing illness symptoms, interacting with health care professionals, following medical instructions, and managing medications.

If you answered "no" to any of the above tasks when identifying your loved one's ability to perform it appropriately and/or repeatedly, then it's time for you to act. You have identified a health or safety problem that needs to be solved and the sooner, the better.

But sometimes the real problem is not the physical or mental inability that our loved one is facing; the stumbling block is us. For whatever reason, we don't want to face our loved one's problems until they become unavoidable. However, reality dictates that our personal avoidance is not a very responsible way to take care of those we love. We must put their health, safety and comfort ahead of our own discomfort. Our loved ones need, and deserve, a better response from us.

The good news is there are multiple resources available to assist in responding to these issues correctly. As a first step in facing an aging challenge, begin building a network of trusted professionals. Find advisors for healthcare, legal matters and finances who are specialized in elder care and the issues you and your loved one face. Competent and compassionate professionals, who understand the needs of our aging population, exist in our community. Use elder care professionals to encourage you and your loved one as they guide you both along this later-in-life path.

Your loved ones' inability "to do," coupled with your inability to act can be a frustrating mix for all. But know that your path forward, as a responsible and responsive caregiver, may seem a bit rocky but it is not insurmountable. Take comfort in knowing that you are doing the right thing for the benefit those you love.

Brent Montgomery is executive director of Canterfield of Clay County.



We're by your side so your parents can stay at home.

Whether you are looking for someone to help an aging parent a few hours a week or need more comprehensive assistance, Home Instead can help.

- Companionship Care
- Personal Care
- Meals & Nutrition
- Transportation
- Household Duties
- Respite Care
- Hospice Care Support Services

Call for a free, no-obligation appointment

904.688.3062


**Home
Instead**
SENIOR CARE®

To us, it's personal.

HomeInstead.com/193

Lic.# HHA299993189

Each Home Instead Senior Care® franchise office is independently owned and operated. © 2017 Home Instead, Inc.



AARON AND BURNEY BIVENS FUNERAL HOME AND CREMATION SERVICES

Find Comfort Here

We are committed to providing families with compassionate care, personalized planning and excellent service.

Our staff will work with you to ensure we provide the appropriate service to honor the life and memory of your loved one. We offer an array of services to meet your needs including:

- ~ Pre-Planning
- ~ After Care
- ~ Memorial Services
- ~ Traditional & Military Services
- ~ Cremations
- ~ National & International Shipping
- ~ Estate Planning
- ~ Legal & Financial Counseling

Local Ownership with a Tradition of Service

Our experienced, caring and professional staff are uniquely qualified to serve

Aaron Bivens, Managing Funeral Director

Aaron is a product of Clay County. After graduating from St. Johns County Day School in Orange Park, he received his bachelor's degree in business administration. He says that serving his community as a licensed funeral director has been a lifelong dream. He is truly committed to serving families during their most difficult times.

Burney Bivens, Licensed Funeral Director in Charge

Burney served 20 years in the USMC and the Navy. He has a bachelor's degree in mathematics and a master's degree in business management. As an attorney for 30+ years, Burney has represented several local funeral homes and their clients in all matters related to the funeral industry. He brings passion, commitment and dedicated service.

Gordon Armstrong, Licensed Funeral Director

Gordon is a Veteran of the United States Army and has been a licensed funeral director for over 26 years. He has a family history in the funeral service industry with his daughter owning and operating a funeral home in New Hampshire.

Monica Kohn, Funeral Services Associate

Monica is a Clay County native. She trained as a medical assistant at Jones College and is currently enrolled in training to become a licensed funeral director. At her church, Monica serves as president of the Pastor's Aid Board, chairman of the Usher Board and president of the Hospitality Committee.

Herman L. Thomas, Funeral Services Associate

Herman has lived in Jacksonville since 1985. He served for 21^{1/2} years in the Navy during which time he completed training for decedent affairs. Upon retiring from the USN, he completed a course of mortuary tech at the Funeral Services Institute in Deerwood, FL. He is an ordained minister, performing both weddings and funerals.

Athiel "Josh" Jones, Funeral Services Associate

Josh served 25 years in the Navy. He served as a flight crew member flying reconnaissance missions in Vietnam. Josh has a bachelor's degree and a law degree. He has been an attorney for 30+ years. Prior to moving to the First Coast, Josh worked as a contract negotiator and for the New York State Unemployment Insurance Appeals Board.

David Plumlee, Funeral Services Associate

An Alabama native, David has been a Clay County resident for 46 years, during which time he has served the community well. During his 20 years at Gustafson's Dairy, David held various positions including manager of processing and production. As an entrepreneur, he has been involved in businesses that benefit the elderly and those in need. He and his wife, Teresa, are actively involved in their church activities.

Marva Watkins, Family Services Coordinator

Marva is a native of Jacksonville and worked 25 years for the Jacksonville Sheriff's Office as a detective and investigator. Marva has many years serving the community especially with her involvement in the Sickle Cell Foundation and various other community support groups. She is a tremendous asset to the families we serve.

Adria Bivens, Communications Director

Adria is a Clay County native having graduated from St. Johns County Day School in Orange Park and has both a bachelor's and a master's degree in communications. She is an asset, assisting our staff and families with all communications, obituary notices and outreach programs.

Our administrative staff is led by **Barbara Bivens**, a retired teacher and 30-year Clay County resident, and includes: **Linda Smith**, retired medical office manager; **Ruthie Lockhart**, paralegal; **Karen Jackson**, retired federal employee; **Mary Reese**, healthcare services; and **Tanica Jamerson**, social administration.



(904) 264-1233

529 Kingsley Avenue
Orange Park

www.bivensfuneralhome.com