

Participant Handouts

For

**Sandwich Generation:
Caregivers in the Middle**

(DCSG)

Personal Care Plan for the Elder

Organize your older adult’s care needs and those responsible for each need. Review this during family meetings and be sure everyone involved has a copy, including the elder.

	DAILY	WEEKLY	MONTHLY	AS NEEDED
Meal Schedule				
Meal Preparation				
Grocery Shopping				
Bathing Assistance				
Wash hair				
Comb hair				
Shave				
Dental				
Dressing				
Help to/in bathroom				
Toileting				
Transferring				
Exercise				
Laundry				
Visiting				
Transportation				
Medical appointments				
Housecleaning				

Legal and Financial Resources

Wills and Advance Directives - Google ‘wills’ or ‘advance directives’ followed by the name of your state for specific information.

Social Security/SSI/Representative Payee - visit www.ssa.gov or call 1-800-772-1213 for more information.

Medicare – is health insurance for people over age 65 (visit www.medicare.gov).

Medicaid – is health insurance for those in need and most services are free (look on your state’s department of social services website for more details).

Taxes – the AARP offers free tax advice to older taxpayers or check www.irs.gov as tax laws are complex and change every year.

Benefits counseling – offered through your local Area Agencies on Aging (for locations contact the Administration on Aging at www.aoa.gov).

Eldercare locator – is a nationwide toll-free service that helps find local services for seniors (www.eldercare.gov or call 1-800-677-1116).

Caregiver Resources

National Alliance for Caregiving - www.caregiving.org

www.familycaregiving101.org - The National Family Caregivers Association (NFCA) and the National Alliance for Caregiving (NAC) – leaders in the movement to better understand and assist family caregivers — have joined together to recognize, support and advise family caregivers via this website.

www.caregiverslibrary.org - one of the most extensive online libraries for caregivers that exist today.

www.aarp.org – nonprofit membership organization of persons 50 and over dedicated to addressing their needs and interests.

National Family Caregiver Support Program (NFCSP) – a federally-funded program through the Older Americans Act (<http://www.aoa.gov/prof/aoaprogram/caregiver/caregiver.asp>)

Berman, Claire. *Caring for Yourself while Caring for Your Aging Parents: How to Help, How to Survive*. Henry Holt, 1997.

Gould, Jean. *Dutiful Daughters: Caring for Our Parents as They Grow Old*. Seal Press, 1999.

Slide 1 - Copy of Sandwich Generation

Welcome to Magellan Health Service's Webinar The Sandwich Generation: Caregivers in the Middle. Before you get started, let me provide you with some tips to navigate the Webinar. The tool bar is located at the bottom center of the presentation window. The tool bar allows you to move back and forth between screens, pause and stop the webinar. To move from one screen to the next, you can either click directly on the presentation window or use the tool bar's forward arrow. Let's begin!

Slide 2 - Copy of Slide 2

Meet Valerie, a member of the sandwich generation. She spent much of last night at an emergency room with her elderly mother, who fell and needed a few stitches. It was yet another sign that her mother can't live on her own anymore. This morning, as Valerie rushed to get ready for work, her daughter reminded her that she'd promised to help her with her Spanish quiz. Exhausted, Valerie snapped that she'd just have to study on her own. Of course, she spent the rest of the day feeling guilty.

Slide 3 - Copy of Sandwich Generation Phenomenon

Like Valerie, many middle-age adults find themselves torn between the demands of raising children and caring for aging parents. According to the AARP and web source www.familycaregiversonline.org:

44% between ages 45-55 caring for aging parents as well as children under 21

59-75% of family caregivers are women

64% of caregivers are employed full-time or part-time

14 million U.S. workers care for aging family members

7-10 million adult children care from a long distance

Fastest growing population is older Americans

Nearly two-thirds of Americans under age 60 think they will have elder care responsibilities in the next 10 years

Slide 4 - Copy of The Adult Child and the Family

"Sandwich generation" refers to a person in middle adulthood that has simultaneous commitments to help their children adjust to adulthood and help their elderly parents as they deal with issues of later life while continuing to lead their own lives (which often include their own career, social interests, etc). It may refer to two or three generations actually living in the same household or it can refer to having commitments and responsibilities to both the older and younger generation while they live in their own homes.

Slide 5 - Copy of Business Impact of Elder Caregiving

No one would argue that caring for an elderly family member doesn't take an emotional toll on the caregiver the rest of his/her family. Keeping in mind that the majority of these caregivers are still employed, it's important to mention the impact that elder care giving has had on the workplace. There's a larger, societal issue that needs to be addressed, and that is how will the workplace position itself to support and keep up with the increase in employees caring for elderly loved ones? At any given time, more than 20% of the workforce is dealing with a care giving situation, a third of caregivers decrease the number of work hours they work, 29% quit their job or retire early, and about 1/5 either take a leave of absence, change their job status or go part-time.

Slide 6 - Copy of Top Concerns

There are many things to consider if you find yourself “caught” in the middle. The list on your screen includes some of the most challenging aspects of care giving, and in today's training we will discuss each of these items in more detail. Hopefully some of the ideas will help you accomplish what needs to be done without burning yourself out. I encourage you to write down the ideas that you feel are “doable” for you in your current situation or that you believe you can realistically handle. Then, you can review what you've learned today with other members of your family as a way to elicit their support and help.

Slide 7 - Copy of Using Your Support System

Many people feel alone and frustrated when caring for a loved one. Added responsibilities can overwhelm and discourage the caregiver. Locating and using available resources, such as the ones listed on this slide, can help the caregiver manage his/her loved one's care.

Family - Don't be afraid to ask for help from your family. Distribute care amongst family members. Have your sibling drive dad to his doctor's appointment or ask your cousin to come sit with your loved one while you run errands.

Friends - Lean on friends when you're feeling down. Spend time with your friends, talking and sharing your feelings. Your friends may have had similar experiences and can offer support and encouragement.

Faith-based groups - For many people, faith-based groups are an important part of their support system. You may feel relief when talking to other members of your faith-based group. This support network may also be able to help you out by offering nursing care or visits from other members.

Health care providers - Involve your loved one's physician in medical decisions. Use the support and knowledge of medical staff to better help your loved one and yourself.

Support groups - Join a caregiver support group. Talking with people in similar situations often provides encouragement, assurance and understanding. Check your local newspaper for support group dates and times.

Community Resources - Look for senior centers, volunteer services, transportation programs, and other community resources that can assist you with your loved one's care. You can reduce your stress by enlisting these services to meet some of your loved one's needs.

Respite Care - An alternative care option that gives caregivers temporary relief from their care giving responsibilities. Respite is a way for you to take a few hours or even a day or two away from providing care. Many senior centers, home health agencies, and skilled nursing facilities offer respite care, with options for care at home or in a facility.

Slide 8 - Copy of How the Elder Will Respond

In addition to finding support in the community, another top concern for caregivers is engaging their family member when they don't want "outside help" or "charity." It is hard to accept that part of the aging process includes decreased independence in some areas (i.e. no longer able to drive, have to use a cane or walker, need special glasses, etc) and this is especially challenging for the caregiver to have to explain to the elder.

Consider some of these ideas to help you convey to your loved one when you need to seek outside

Some needs are better met by professionals

Services designed to help them remain independent

Explain the service

Offer to supplement the cost of care

Assist with arrangements to pay for the service

Offer the services as a gift

Engage someone they respect to suggest the service

Accompany the individual to gather information about the service

Slide 9 - Copy of Initiating a Family Meeting

At this meeting, discuss the many different caregiving tasks that need to be accomplished each day or week. Set a task list for family members to complete each day/week. Set mutual expectations of how the many tasks of caregiving will be accomplished. Caregiving is often a one-person show but it does not need to be if you have family support. The family meeting also allows for family members to participate and share in the valuable gift of caregiving and this can be very rewarding.

Encourage children and elders to communicate with one another. During the family meeting, make sure that all family members have a chance to talk about their thoughts and feelings.

Slide 10 - Copy of Communicating with your Supervisor

Balancing work and personal life is cited as the biggest challenge for most caregivers that work outside the home. It is important that you are familiar with company policies that may be available to assist you such as FMLA. Share as much information as you are comfortable sharing with your supervisor in order to get the support you need (and be specific in what you need). Reassuring your boss that you are committed to your job during this difficult period will help them know that you take the job you are paid to do very seriously. Become familiar with company benefits; determine what your supervisor needs to know about your situation; be specific about what you need; offer suggestions that will help you do your job but allow you flexibility to meet your non-work demands; ask about flex-time, job sharing, other alternatives; and set a timeframe to evaluate new work arrangements and adjust as needed

Slide 11 - Copy of Considering Legal and Financial Plans

The legal and financial concerns that accompany caring for an elder can be very daunting. While this course is not intended to give legal or financial advice, we have included in your handouts some website related to these issues that can give more specific advice. Of course you can always consult with your financial planner or family attorney as well.

Slide 12 - Copy of Practicing Self-care

Caregiving can strengthen relationships and deepen bonds. It can also teach children the importance of family and show parents that you value and appreciate them. Despite these positive aspects to caregiving, it is often cited as a potentially stressful situation for most. Practicing self-care is so important once we accept that fact that we are only as good to our loved ones as we are to ourselves. If you are tired and over-committed, what type of quality care can you be giving to others? While it isn't easy to consider yourself when you have so many other people who rely on you (the elder, your own children/other family members, your spouse/partner, and your co-workers), it is important to embrace at least some of these tips to keep yourself physically and emotionally well.

When considering

Manage stress before the situation becomes a crisis

Reframe your perception of situations

Make a list of what you think you may need help with and keep it hand in case someone asks how they can help

Recognize your history and what triggers your stress response

Consider what you have control over and what you can influence

Have some fun

Respond-don't react

Breathe

Practice letting go

Prioritize activities according to their importance and available time—activity does not necessarily mean productivity

Decide and "just do it"

Recognize the harmful effects of perfectionism and take steps to be more flexible

Remind yourself about the high cost of worry and the low return

Be willing to accept that sometimes enough is okay

Take one day at a time and value it as if it were your last

Does anyone have any other tips to help maintain caregiver stress?

Guilt

Lack of support

Slide 13 - Copy of Maintaining Relationships

Many couples look forward to the time when their children move out of the house so they can have more freedom and time together. However, for caregivers, this time may not come as quickly as anticipated, which could cause stress on their relationships with both their partner and the person(s) they are caring for. Additionally, children may not like that they have less time with their parents than they once did, or that they have to help with the care giving duties.

As with any life change, it's easy to neglect our family/friends. What's ironic about this is that this is when we need them most! Put aside those guilt feelings and continue to plan fun activities with your partner, with your kids and by yourself.

Slide 14 - Copy of How the EAP Can Help

Thanks for attending Magellan's Webinar.

In addition to the many local and national resources for caregivers that we've mentioned, your Employee Assistance Program (EAP) is also there to help. Professional guidance is available 24 hours a day/7 days a week to help sort through the maze of care giving or at Magellanhealth.com/member.