

Caregiver Assistance News

“CARING FOR YOU... CARING FOR OTHERS”

Compassionate Communication Skills

A Better Relationship with the Person in Your Care

The stresses of caring for someone can create a buildup of tension, frustration and fatigue. Our conditioning sometimes tells us to blame someone or anyone for how we feel—it’s the “difficult” person in care, the “non-communicative family members” or the “inadequate” health care system. Blame can momentarily relieve some tension, but it also leads to other unpleasant feelings such as anger, resentment and disappointment.

Practicing compassionate communication like Nonviolent Communication (NVC) instead of blame can bring more understanding and deeper relief. Giving ourselves and others even a few moments of empathy in a difficult situation can increase safety, trust and mental health.

One way to have more empathy for ourselves and others when we are in emotional pain is to follow the “Observation, Feelings, Needs and Requests” model. Try this next time you have painful feelings, and notice if you experience a shift.

Observation - When you have uncomfortable feelings like anger, frustration, or sadness, first make an *observation* about what is stimulating your pain. An observation has no judgment or evaluation in it. It’s something that is so factual that it could be captured by a video camera.



For example, “Mary refused to eat her dinner tonight” is not an observation - there’s an evaluation there that Mary is “refusing” something, and that judgmental thought can lead us to feel frustration or resentment. An observation would be, “When I offered Mary her dinner, she did not eat it.” Observations help us get clarity about what really happened versus the story we are telling ourselves.

Feelings - Next, notice what *feelings* you are having about this event. Feelings arise in the body, as opposed to thoughts, which are in the head. They only happen inside us - for example, joy, fear, worry or grief. (Watch out for “false feelings,” which are things others are doing to us, like “unappreciated,” “insulted” or “unsupported.”)

Needs - *Needs* are values that are universal to all human beings - for example: justice, care, love, health, kindness, support, and cooperation. Sometimes one person isn’t meeting our needs, but we can get the need met somewhere else, because meeting our basic human needs is important! The key is to remember that no one

Article continues
on page 2

person is responsible for meeting our needs - we can get them met many ways. What are your needs that aren't being met in this painful situation? Make a list.

Request - Next, try making a *request*.

A compassionate request is specific and doable, and gives other person involved choice. It is helpful to name our needs when we make the request. For example, "Mary, your health [need] is important to me. I'd like to offer you dinner again in an hour, and I would like to know if you'd be willing to try a few bites then [request]. I could use your support [another need] to make sure your body gets the nutrition it needs."



You can practice communicating compassionately with yourself, which is called *self-empathy*. Acknowledge your feelings and needs in a journal or in a few minutes of reflection. For example, "When Mary did not eat the dinner I offered her [observation], I sure felt frustrated and upset [feelings]. Some support and cooperation [needs] would be really wonderful."

Compassionate communication doesn't "fix" some of the very difficult challenges and realities of being a caregiver, but it does lead to kindness, gentleness, and more resilience when we do this hard work. You might also try making an observation, feeling, needs and request guess for the person in your care or in the care team to better understand them and feel more compassion and connection and less judgment.

Empathetic compassionate communication is a practice that becomes more natural and automatic the more you do it. Try keeping a journal of your observations, feelings, needs and requests when difficult feelings arise, or find a buddy to practice with.

For more on compassionate communication in healthcare, see Mel Sears book, "Humanizing Health Care." For more on Nonviolent Communication, see <https://www.nonviolentcommunication.com/learn-nonviolent-communication/nvc-healthcare/>

Communication Is Not Just Speaking

As much as 90% of our communication is non-verbal. When the person in your care can no longer communicate with words, you can communicate that you care about him by the *tone* of your voice. A hug speaks more clearly than words. Music and dancing can also be a kind of communication. People with Alzheimer's may be able to sing a song with you, even though they can no longer speak. Dancing together can communicate your affection for each other.

Taking Care of Yourself— Feelings and Needs

Think of a situation that is causing you some distress and make a list of the feelings and needs you have about it. Notice if you feel any relief after acknowledging you have these feelings and needs.

Some Basic Feelings We All Have:

Angry, annoyed, concerned, confused, disappointed, discouraged, distressed, embarrassed, frustrated, helpless, hopeless, impatient, irritated, lonely, nervous, overwhelmed, puzzled, reluctant, sad, uncomfortable

Some Basic Needs We All Have:

Acceptance, appreciation, autonomy, celebration, choice, closeness, community, consideration, emotional and physical safety, food, fun, honesty, integrity, laughter, love, order, movement, respect, rest, support, trust, understanding.

Source: <https://www.nonviolentcommunication.com/learn-nonviolent-communication/feelings/>



Live Life Laughing!

Granny, what is a store?

Well honey, it's a place where we went to buy things.



Inspiration

If you don't like the road you're walking, start paving another one.

—Dolly Parton

Memory Care - Leaving the Person Alone at Home

Before leaving him alone, consider if he can recognize an emergency such as a fire and know how to call 911 or will he try to pursue former interests such as cooking or working with power tools.

Caregiving in The Comfort of Home®

Our Purpose

To provide caregivers with critical information enabling them to do their job with confidence, pride, and competence.

Ordering Info

From the publishers of

*Caregiving in
The Comfort of Home®*
Caregiver Series

available from...

CareTrust Publications LLC
PO Box 10283, Portland, OR 97296
800-565-1533
or www.comfortofhome.com

Comments and suggestions welcome.

©2021 CareTrust Publications LLC.
All rights reserved. Reproduction of any component of this publication is forbidden without a license from the publisher.

Some content in this publication is excerpted from *The Comfort of Home: Caregivers Series*. It is for informational use and not health advice. It is not meant to replace medical care but to supplement it. The publisher assumes no liability with respect to the accuracy, completeness or application of information presented or the reader's misunderstanding of the text.

SAFETY TIPS— Dental Care During Covid

Dental care is important for overall wellness. A study found that hospitalized Covid patients with extreme gum disease were 22 times more likely to suffer from acute respiratory problems and to be placed on a ventilator.

As dental offices reopen, it is important that people return for their regular check-ups. It's especially important not to allow a toothache or other symptoms to get worse without seeing a dentist.

People should feel comfortable returning to the dental office. But if you or the person in your care are anxious about visiting a dental office during Covid, call and ask the receptionist questions to insure there are policies and protocols in place, including protective gear, social distancing and air filters.

For low-cost dental treatment programs, check with your dental office, university dental schools or the local Area Agency on Aging.

Caregiver Assistance News

“ C A R I N G F O R Y O U ... C A R I N G F O R O T H E R S ”

Q U I C K Q U I Z

When communication fails, stress levels go up. Higher stress is associated with heart attacks, high blood pressure, and more severe diabetes symptoms. Answer True or False to the questions below.

1. Compassionate communication doesn't "fix" some of the very difficult challenges and realities of being a caregiver, but it does lead to kindness, gentleness, and more resilience when we do this hard work.
T F
2. Dental care doesn't matter for overall wellness.
T F
3. Observations are free of our judgments.
T F
4. Blame can momentarily relieve some tension, but it also leads to other unpleasant feelings such as anger, resentment and disappointment.
T F
5. Observations help us get clarity about what really happened versus the story we are telling ourselves.
T F
6. Before leaving a person with dementia alone, consider if he can recognize an emergency such as a fire and know how to call 911.
T F
7. One way to have more empathy for ourselves and others when we are in emotional pain is to follow the "Observation, Feelings, Needs and Requests" model.
T F
8. When the person in your care can no longer communicate with words, you can communicate that you care about him by the *tone* of your voice.
T F
9. People with Alzheimer's may be able to sing a song with you, even though they can no longer speak.
T F
10. You cannot practice communicating compassionately with yourself.
T F

Name _____

Signature _____ Date _____

April 2021 Events

VIRTUAL PHONE/VIDEO CAREGIVER SUPPORT GROUPS

VIRTUAL ALZHEIMER'S & SUPPORT GROUPS

WHEN: MON. APR. 2nd & APR. 12th **BY:** ALZHEIMER'S ASSOC.

TYPE: Virtual, Video, or Phone Support Group

TIME: 11:00AM to Noon

FYI: This Group will eventually be based in the Rockport Area.

RSVP: Links: April 2, 2021 <https://bit.ly/RPSGAPR0221>

April 16, 2021: <http://bit.ly/RPSGAPR1621>

PHONE: Registration please call for assistance: 800-272-3900

WHEN: THUR. APR. 8th **BY:** AREA AGENCY ON AGING

TYPE: Virtual, Zoom, or Phone Caregiver Support Group.

TIME: 6PM (Evening)

TOPIC: Dealing with Grief. **BY:** Roxanne Mathis, Chaplain

ZOOM: Download App., or call

PHONE: 1-346-248-7799

WHO: Meeting ID:86562181886, Pass Code: 538356

WHEN: FRI. APR. 9th **BY:** Lindale Caregiver SOS, "DEMENTIA SPOTLIGHT CAFÉ"

TYPE: Virtual Zoom, Support Group

TIME: 10a.m. to 11a.m.

RSVP: (361)826-2343 **RESERVATIONS:** Maryann Mondragon

PHONE: (361) 563-4789 **QUESTIONS:** Karen Creekmore

WHEN: WED. APR. 14th **BY:** LINDALE CAREGIVER SOS

TYPE: Virtual Zoom Support Group

TIME: 12 noon

RSVP: **RESERVATIONS:** Maryanne Mondragon

PHONE: (361)-826-2343

CARING FOR THE CAREGIVER | UT HEALTH | SAN ANTONIO

SUPPORTING CAREGIVERS

The Caring for the Caregiver program is committed to supporting families living with Alzheimer's Disease and related dementias and other chronic diseases.

PROGRAMS OFFERED VIRTUAL

Essentials OF Caring Classes: These monthly expert-led classes are focused on providing support to caregivers of people living with dementias.

Learning Skills Together: We now offer our monthly Skills Workshop online to family caregivers over Zoom. Caregivers will Learn about home safety, nutrition, communication, safe transfers, medication management and more.

Contact Us Online or By Phone
<https://utcaregivers.org/>
210-540-8862
utcaregivers@uthealthsa.org

Monthly Face to Face Dementia Educational Session

Dr. N. H. Praderio, M.D. invites you to participate in an Alzheimer's Education and Support Program via Zoom

WHEN: WED. APR. 28th, Face to Face Session

TYPE: Virtual Zoom or Phone Support Group

TIME: 5 p.m.

RSVP: Register to request your meeting link, ID number, password or mobile phone access number.

PHONE: (361)-826-2343

GRANDPARENTS AND OTHER RELATIVES RAISING CHILDREN - GRRC

WHEN: TUES. APR. 27th

TYPE: Virtual Zoom Support Group

TIME: 10am to 11am

DOWNLOAD ZOOM APP OR CALL

Meeting ID: 880 8054 8247

Pass Code: 592110

BY PHONE: 1-346-248-7799

Meeting ID & Pass Code: Same as above

For Additional Information contact:
Felipa Lopez Wilmot

Family Caregiver Program Specialist

OR

Sally Edsill

NFCSP Administrative Assistant

Office: (361) 883-3935 (Felipa: Ext-5153)

(Sally:Ext-5156)



Facilitations are provided by:
THE NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM
a program of
Texas Health and Human Services



A LEADING VOICE FOR CAREGIVERS

Date	Time	Topic
Tuesday, April 6th	12:00pm Eastern 11:00 am Central 10:00 am Mountain 9:00 am Pacific	Lighthouse for the Blind & Vision Impaired con Aidee Perez <i>Nuestra meta es ayudar a las personas a mantener su independencia en sus hogares a pesar de su pérdida de la visión. Además, nos enfocamos en ayudar a las personas de bajos ingresos.</i>
Thursday, April 8th	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	Providing Personal Hygiene for a Loved One with Dementia with Lucy Barylak, MSW <i>Please join Dear Lucy for this interactive discussion about the challenges that come up with providing personal hygiene care for a loved one with dementia. She will provide tips on how to best help your loved one in bathing, grooming, dressing and dental care.</i>
Monday, April 12th	1:00 pm Eastern 12:00pm Central 11:00 am Mountain 10:00 am Pacific	Isolation and Loneliness: What is the difference and what to do about both with Andy B Crocker, MS <i>Explore the difference between isolation and loneliness in older adults and how to make meaningful connections. How can you use the best communication style for your loved one? **Sponsored by the North Central Texas Caregiver Teleconnection**</i>
Monday, April 19th	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	Take Your Oxygen First (TYOF) Presents: Mastering Change – To Reach Ultimate Success Together with Jaime Huysman, PsyD <i>Many people spend a great deal of time and energy trying to avoid change, which is an exercise in futility because we cannot begin to adapt to inevitable changes without TRUSTING the process. So, this month's TYOF session is about TRUST and how we, in the words of David Bowie, "turn and face the strange changes."</i>
Tuesday, April 20th	12:00pm Eastern 11:00 am Central 10:00 am Mountain 9:00 am Pacific	The Nine Dementias with Tam Cummings, PhD <i>This session will review the nine most common forms of dementia and their domains, along with the clinical features of type. By removing dementias from the list that a loved one cannot have, participants will be able to ask more specific questions of their physicians and have a better understanding of the dementia process. **Sponsored by VITAS Healthcare**</i>
Tuesday, April 27th	12:00pm Eastern 11:00 am Central 10:00 am Mountain 9:00 am Pacific	The Trouble with Adult Siblings with Barry Jacobs, PsyD <i>Caregiving for an aging parent is difficult enough, but when adult siblings argue over the extent of a parent's condition and needs, the caregiving plan, and who should be in charge, it makes caregiving harder and more frustrating. Those sibling bonds may become so frayed during caregiving that those relationships are weakened forever afterwards. Barry J. Jacobs, Psy.D., a psychologist, author, and healthcare consultant, will share ideas about how siblings can pull together, not apart, to better serve their parents and themselves. **Sponsored by Arden Courts Memory Care Community**</i>
Thursday, April 29th	1:00 pm Eastern 12:00pm Central 11:00 am Mountain 10:00 am Pacific	Zoom - Healthy Eating for Diabetes with June Jacobs, RN, BSN, CDE <i>June Jacobs RN, will introduce the basics of nutrition and outline meal planning for those seeking control of blood sugar, meet targets for blood pressure, and support a healthy weight. Diabetes meal planning applies to the general population for optimal health, wellbeing and longevity. Questions are welcome!</i>



PRESENTATION
CAREGIVING DURING COVID-19: A SERIES OF EMOTIONS

Special guest speaker
Dr. Elliot Montgomery Sklar
Lucy Barylack, MSW



Whether caregiving for a loved one or trying to care for ourselves during the pandemic – we are all experiencing a series of common emotions. When we don't address these emotions, they can impact upon our physical and mental health. This series will provide a forum to discuss these feelings and experiences around COVID-19, along with practical tips and answers to your questions.

Wednesday, April 7th	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	How to Cope with Fear <i>We are still living in a time of unknowns - new COVID vaccines and new variants. This session will address coping with ongoing fear and anxiety.</i>
Wednesday, April 14th	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	How to Deal with Anger <i>Many of us are feeling frustrated, overwhelmed and angry. Interpersonal conflict has increased since the pandemic began, and this session will address ways to deal with anger and conflict.</i>
Wednesday, April 21st	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	How to Handle Uncertainty <i>It's hard to know what science to believe, and to have a sense of when the pandemic will be over. This session will address how to cope with the uncertainty we are all feeling.</i>
Wednesday, April 28th	11:00 am Eastern 10:00 am Central 9:00 am Mountain 8:00 am Pacific	How to Process Sadness <i>There is a loss that we feel over missed time, and missed loved ones. This session will discuss acknowledging the elements of grief we are all experiencing.</i>



Dementia
Friendly
CORPUS CHRISTI



What is a Dementia Friendly Community?

A Dementia Friendly Community is a village, town, city or county that is informed, safe and respectful of individuals with symptoms of dementia, their families and caregivers and provides supportive options that foster quality of life.

Dementia Friendly Corpus Christi

engages with community partners to educate and empower our community with information to enhance the dignity of persons living with dementia. We aim to reduce social stigma and isolation. We provide educational and support services to persons diagnosed with dementia, their families, and their caregivers. Every part of the community plays a role in creating a dementia friendly culture.

To Become a Partner or If You Need Help

Contact the Area Agency on Aging of the Coastal Bend
at 361-883-3935 or email felipa@cbcogaaa.org.



ONLINE CARE PROVIDER TRAINING

A facilitation provided by:

**The National Family Caregiver Support
Program** A Program of the:



****SAVE-THE-DATE****

TWO ONLINE ZOOM SESSIONS

WHEN: WED, MAY 12 th & 19 th 2021

TIME: 2:30 P.M. TO 4:30 P.M.

WHERE: VIA ZOOM

PLEASE CALL TO REGISTER!

(CONTACT INFORMATION PROVIDED BELOW)

!! FREE 4 HOUR TRAINING!!

ENHANCE AND PROMOTE THE “QUALITY OF CARE IN THE HOME”
TO PERSONS LIVING WITH ALZHEIMER’S AND RELATED DEMENTIAS

****Certification of Completion will be Awarded at End of Two Sessions****



MODULE TOPICS:

- The Attitudes and Process of
 - Caring for Someone with Early to Mid-Stage Alzheimer’s
 - Caring for Someone with Mid to Late Stage Alzheimer’s
- Virtual Dementia Tour and Community Resources



For additional information contact:

FELIPA LOPEZ WILMOT

Family Caregiver Program Specialist

Office: 361-883-3935 Ext: 5153

Toll Free: 1-800-252-9240

Email: felipa@cbcogaaa.org



For additional information contact:

SALLY EDSILL

NFCSP Administrative Assistant

Office: 361-883-3935 Ext: 5156

Toll Free: 1-800-252-9240

Email: sally@cbcogaaa.org



Join us as we

close
THE **gap**
IN SENIOR CARE

This year marks the 30th anniversary of Caring Senior Service. To mark this milestone, the CEO and founder of Caring, Jeff Salter, is riding an electric bike over 9,000 miles to visit every Caring location and to raise awareness about underserved aspects in senior care.

Join us for the “Close the Gap” Community Resource Expo!

Have questions about what services are available? Come out and learn about a variety of agencies/programs for seniors.

WHERE:

Art Center of Corpus Christi
“Courtyard Entrance”
100 North Shoreline Blvd.
Corpus Christi Tx, 78401

WHEN:

April 6th from
1:00pm
to
3:00pm CST

CALL:

For more information
contact
Caring Senior Service
361-883-9494 Opt2



ART CENTER
corpus christi



True Northern
Insurance Agency

Contact me for all your insurance needs.



Raymond Scott
361-238-6400



CORPUS CHRISTI
REHABILITATION HOSPITAL

MEDICARE SAVINGS PROGRAMS & EXTRA HELP GUIDELINES

~2021 INCOME AND RESOURCE LIMITS~

Program	Single Income Monthly	Couple Income Monthly	Single Resource	Couple Resource
QMB	\$1,074	\$1,452	\$7,730	\$11,600
SLMB	\$1,288	\$1,742	\$7,730	\$11,600
QI-1	\$1,449	\$1,960	\$7,730	\$11,600

MEDICARE SAVINGS PROGRAMS (MSP)

- ◆ **QMB:** Payment of all Medicare premiums, deductibles, copays, and coinsurance the Medicare enrollee would otherwise have to pay
- ◆ **SLMB:** Payment of the Medicare Part B premium
- ◆ **QI-1:** Payment of the Medicare Part B premium

EXTRA HELP (LIS) ~ HELPS PAY SOME OF MEDICARE PART D EXPENSES

Full LIS Single Monthly Income Limit	Full LIS Couple Monthly Income Limit	Single Resources	Couple Resources
\$1,449/\$1469	\$1,960/\$1980	\$9,470	\$14,960
"Partial" LIS Single Monthly Income Limit	"Partial" LIS Couple Monthly Income Limit	Single Resources	Couple Resources
\$1,610 – \$1,630	\$2,178 – \$2,198	Up to \$14,790	Up to \$29,520

Monthly income at or below FPL + \$20 monthly income disregard; income is rounded to the nearest whole dollar.
Asset limits include amount with \$1500/person burial allowance.

If you or someone you know have any questions regarding eligibility to the above programs, call to schedule an appointment with a BENEFITS COUNSELOR who can evaluate your Medicare and/or possible Medicaid entitlements. "OR" If you would like to schedule a presentation regarding the above programs, please call the AREA AGENCY ON AGING/COASTAL BEND AGING & DISABILITY RESOURCE CENTER:

**2910 Leopard St.
Corpus Christi, TX 78408**

(361) 883-3935

The "BENEFITS COUNSELING PROGRAM" is a service through the Area Agency on Aging / Coastal Bend Aging & Disability Resource Center (AAA/CBADRC), which are programs of the Coastal Bend Council of Governments (CBCOG)



The Area Agency on Aging is funded in part by Texas Health and Human Services