

positive  
caregiving

# Inhale Love, Exhale Fear

STEP-BY-STEP GUIDE TO THE FIRST  
30 DAYS IN YOUR CAREGIVING JOURNEY

# Contents

## **Introduction:**

Starting Your Journey as a Caregiver 3

---

## **Week 1:**

Get Organized 4

---

## **Week 2:**

Make an Action Plan 14

---

## **Week 3:**

Explore Community and Technology Resources 16

---

## **Week 4:**

Look Forward 24

---

## **The Workbook**

26

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# Introduction

## STARTING YOUR JOURNEY AS A CAREGIVER

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More than forty-five million people are caring for an older loved one in the United States. Just think about all that love. If you are a new caregiver reading this, the first thing that I want you to do is to take a deep breath in. Hold it. Now slowly exhale.

Okay. You've got this. You have been called on to care for someone you love, and you – yes, you – have stepped up to help. Thank you. Thank you. Thank you.

Caregiver journeys may last a few days, a few weeks, a few years, a decade, or even more, but they are finite chapters of our lives. And while caregiving may be difficult, stressful, and sometimes scary, it is one of the most human things we can do, and it can be one of the most rewarding roles in our lifetimes. No matter how long or how short our role lasts, we have an opportunity to use our time as caregivers to refocus our attention on what matters most in life – to return to the things that makes us feel most alive, and to refuel our sense of gratitude, empathy, forgiveness, love, and awe. We will talk more about the power of these positive emotions later.

But where to start now? How do you keep your head above water as you begin the caregiving journey? As sure as the sun rises every day, as a caregiver, you will experience unanticipated situations, needs, and emotions. When (not if) you feel overwhelmed, this guide is here to give you simple, practical steps to assist you on your caregiving journey, help you reduce stress, and counteract negative feelings.

When in doubt, remember to take a deep breath.  
Hold it. And exhale slowly.

## Positive Caregiving Micromoment

Deep breathing is one of the quickest ways to decrease stress. Taking slow, deep breaths sends the message to the brain to relax. To keep your breathing slow and steady, think to yourself “inhale love” as you breathe in and then “exhale fear” as you breathe out. Repeat several times.

# Week 1

## GET ORGANIZED

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Getting all the important data you that may need for this journey in order and documented in one place is an essential first step. I highly recommend doing this the old-fashioned way: on paper, with a pen or a pencil. The process of documenting all the information in one place, at one time (or close to it), will help you feel more in control (that’s a promise). Writing it on paper vs. typing everything into a computer will also help you focus on the most important information and will help to encode information in the brain for easier recall in the future.

### To do that you can:

- Print out this whole PDF for reading and writing.
- Print out only the Workbook forms (page 26+) for documenting information as you read the PDF.
- Grab a notebook or put some paper in a binder, (which can hold other documents, too) for documenting information as you read.

Once you document everything on paper, you can then record relevant data into an app or other online format if you wish (see page 17 for options). You can also simply snap a photo of the data to store in your phone.

## The information about your care partner that you want have at your fingertips includes:

### 1 Medical History

Your loved one's health history should include any surgeries, chronic diseases, other ailments, and so on. If they have had minimal health issues in the past, you should be able to pull this together quickly. (See the Workbook page 26 for a form.) Whatever the case, you will want to have as much of their health information as readily available as you can. You may find it easier to request this information. Per the Health Insurance Portability and Accountability Act of 1996 (commonly referred to as HIPAA), your loved one has the right to have their personal health records sent or emailed to them (or to you, if your loved one requests it) from their primary care physician. This may take up to thirty days, depending on the provider. Your loved one may also have access to their health history through an online patient portal, so ask upfront.

Example: Medical History					
Diseases/Chronic or Acute	Procedures/Management	Year Diagnosed	Primary Physician/Specialist	Ongoing Concerns	Notes
Appendicitis	Appendectomy	1988	Dr. Diane Johnson (deceased)		
High Blood Pressure	Medication	2010	Dr. Carl Franklin (GP)		
Type 2 Diabetes	Medication	2012	Dr. Carl Franklin		
Irritable Bowel Syndrome (IBS)	Colonoscopy (annual) Daily Metamucil	2000	Dr. Sandra Frake (Gastro)	Food sensitivities	
Hip Fracture	PT and acetaminophen	2020	Dr. Tyler Jones (Orthopedic)		

## 2 Prescriptions, over-the-counter medications, vitamins, and supplements

To help you accurately communicate with doctors, pharmacists, and care workers going forward, make a list of all medications, including over-the-counter medications, vitamins, and supplements your care partner takes. (See the Workbook page 27 for a blank form.)

### Start with the basics for each one:

- Name of medication
- Dose
- When taken (with or without food)
- What it's taken for

### Once you have the basics, add details, such as:

- Are there any special instructions?
- How long has your care partner been taking it?
- How often are the prescriptions supposed to be filled and where?
- How much do they cost?
- What were/are the side effects, if any, experienced by your loved one?

Also ask your loved one if they have any other medications the doctor prescribed that they're not taking or haven't had refilled for any reason such as cost or side effects.

Example: Medications List					
Medication/Brand	For What?	Dose	When and Special Instructions	Filled Where and When? Cost	Side Effects
Benazepril (Lotensin)	Blood Pressure	1 pill per day	Morning before food	Walgreens 27th and Pine Lake (800-575-0000)	Frequent urination
Gralise	Leg Pain	1 pill per day	Evening after meal	Walgreens	None
Metamucil	IBS	1 tsp per day mixed with 8 oz liquid	Morning	Grocery/Target	None

## Positive Caregiving Micromoment

If you need a moment to decompress, step outside, no matter what the weather is. Being outside and among nature even for a short amount of time – (or even minutes) – has a restorative effect. It can help to reduce frustration and stress, as well as boost the ability to think clearly. Take a few deep breaths (inhale deeply...exhale slowly). As the daylight and fresh air wash over you, honor with gratitude this free therapy that nature provides.

### 3 On-going Care

Whether your loved one is being discharged from the hospital or, recovering from an acute event or if they are managing a chronic disease, there may be additional on-going care requirements such as regular testing, rehabilitation, dietary or treatment needs. Some of these may include:

- Physical therapy
- Occupational therapy
- Speech therapy
- Chemotherapy, transfusions, dialysis
- Dietary restrictions/recommendations

#### Document this information here

On-Going Care	Instructions	Physician	Other Notes

### 3 Important Contacts

It's likely you have many of your care recipient's important contacts in your phone or contact list already, but it is a good idea to get these into one place where you can reference them quickly. This should include the names, phone numbers, and/or email addresses of family members, health providers including specialists, financial/insurance contacts, and close friends and neighbors. Include the service providers your loved one uses on a regular basis; for instance, their hair stylist or barber, lawn service, and clergy. Even your loved one's preferred service providers they use only occasionally – like their plumber, electrician, and handyman – should be documented. Ask your loved one if they keep an address book or have place where this information is stored.

Assembling this contact list in one place streamlines communications, for example, when scheduling appointments. And you will also have an automatic go-to list of helpers. While you may be the primary caregiver, most people will help you if you ask. In fact, many people may want to, but don't know how. Later, we will address mobile apps that help manage task-sharing and communication for care teams, but for now, focus on getting all the important contact information together. For easier navigation, list the information in categories (e.g., family, healthcare, friends, etc.).

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Family                      | <input type="checkbox"/> Insurance Agent(s)   | <input type="checkbox"/> Main Banker                                 |
| <input type="checkbox"/> Friends                     | <input type="checkbox"/> Financial Advisor(s) | <input type="checkbox"/> Lawn Care                                   |
| <input type="checkbox"/> Neighbors                   | <input type="checkbox"/> Estate Planner       | <input type="checkbox"/> Pharmacist/Main Pharmacy                    |
| <input type="checkbox"/> Clergy/Spiritual support    | <input type="checkbox"/> Hair Dresser/Barber  | <input type="checkbox"/> Subscription Services                       |
| <input type="checkbox"/> Primary Care Physician      | <input type="checkbox"/> Handyman             | <input type="checkbox"/> Bill Pay Providers                          |
| <input type="checkbox"/> Other Doctors (Specialists) | <input type="checkbox"/> Electrician          | <input type="checkbox"/> Local Area Agency on Aging<br>(see page 21) |
| <input type="checkbox"/> Dentist                     | <input type="checkbox"/> Plumber              |  |
| <input type="checkbox"/> Eye Doctor                  | <input type="checkbox"/> Pet Groomer/Sitter   |  |

## 4

**Copies of Important Documents** *(Not all may apply to you)***Advance Directives**

- |   |  |
|---|--|
| <input type="checkbox"/> Durable power of attorney for healthcare | <input type="checkbox"/> Living Will/End-of-Life Wishes  |
| <input type="checkbox"/> Organ donation wishes                    | <input type="checkbox"/> DNR (Do not resuscitate), DNI (Do not intubate), and/or DNO (Do not operate) directives |

**Financial**

- |  |   |
|--|---|
| <input type="checkbox"/> Durable power of attorney   | <input type="checkbox"/> Deeds to cemetery plots            |
| <input type="checkbox"/> Medical Insurance cards (including Medicare, Medicaid, supplemental insurance, Dental, Eye, long-term care insurance) | <input type="checkbox"/> Bank accounts                      |
| <input type="checkbox"/> Other insurance cards (home insurance, care insurance)  | <input type="checkbox"/> Life insurance                     |
| <input type="checkbox"/> Home deed(s), home loans information  | <input type="checkbox"/> Investment accounts                |
| <input type="checkbox"/> Car title(s), car loans   | <input type="checkbox"/> Pensions/retirement accounts       |
|  | <input type="checkbox"/> Tax returns                        |
|  | <input type="checkbox"/> Bill pay passwords/accounts        |
|  | <input type="checkbox"/> Safety deposit information         |
|  | <input type="checkbox"/> Will and will executor information |

**Other**

- |   |  |
|---|--|
| <input type="checkbox"/> Birth certificate    | <input type="checkbox"/> Immediate family/spousal death certificates                 |
| <input type="checkbox"/> Driver's license     | <input type="checkbox"/> Military papers   |
| <input type="checkbox"/> Social security card | <input type="checkbox"/> Important passwords for on-line accounts, social media etc. |
| <input type="checkbox"/> Citizenship papers   |  |
| <input type="checkbox"/> Marriage license     |  |
| <input type="checkbox"/> Divorce decrees      |  |

## Advance directives

Advance directives record a person's care wishes and choices in case they become unable to make and communicate those decisions for themselves. Advance directives include written documents such as living wills, durable powers of attorney for healthcare, and "do not intubate" (DNI) or "do not resuscitate" (DNR), and "do not operate" (DNO) orders for life-sustaining treatment, as well as organ donation arrangements.

- If your loved one has completed advance directive documents already, locate copies and confirm that they still reflect your loved one's current wishes. (It is always good to review these documents at least once a year or if there's a major life change.)
- If your loved one has not completed advance directives, you can access forms online for free and encourage your loved one to document their wishes. Make sure you download the state-specific form for your loved one's state of residence. Their state or local Office on Aging, as well as their local bar association, will have free state-specific forms that you can use (see Week Three for information about using community resources). The National Hospice and Palliative Care Organization (NHPCO) offers free, state-specific advance directives plus advice on [www.caringinfo.org](http://www.caringinfo.org), and The American Hospital Association has forms on [www.putitinwriting.org](http://www.putitinwriting.org).

Discussing end-of-life care and wishes your loved ones can be difficult to broach; however, there are resources available to help raise the subject and to facilitate the conversation. The Conversation Project ([www.theconversationproject.org](http://www.theconversationproject.org)) and Aging with Dignity's Five Wishes program ([www.fivewishes.org](http://www.fivewishes.org)) offer tools and specific communication coaching to have the discussions necessary to fill out advance directive materials.

While many of the living will and advance directive forms include sections regarding a patient's preference for end-of-life care and life-sustaining wishes, the DNR, DNI and DNO forms are separate forms that a patient and their physician create together and are stored in the patient's Physician Order forms (named POLST, MOLST, MOST, etc., depending on the State). Your loved one may or may not have had these discussions with their primary care physician. If not, consider encouraging your loved one to talk to their doctor about their wishes.

## Organ donor

Find out if your loved one is registered as an organ donor. Registration is available at [www.organdonor.gov](http://www.organdonor.gov). Also check to see if there are any state-specific practices. For example, in California the default is for the Department of Motor Vehicles to include permission to donate organs on driver's licenses. A person must specifically opt out.

## Will

If your loved one has a will, find out where it is kept and then write down contact information for the executor. Resources to create simple wills online include Nolo's Quicken Will Maker & Trust, Trust & Will, U.S. Legal Wills, Rocket Lawyer, Total Legal, and Do Your Own Will.

## Financial Documents

Ask your loved one where other important financial documents are located. These items may include, Financial planning and investment account information, tax returns, loans/debts, home deed(s), Durable Power of Attorney for finance, Vehicle title(s), life insurance policy(s), Safety Deposit Box Locations and Keys, Bank Accounts, Etc. You don't need to have these items at your fingertips, but it brings peace of mind to know where your loved one has these items.

## Insurance Cards and Other Personal Identification Information

Locate and make copies of the front and back of insurance cards including:

- Medicare/Medicaid card
- Long-term care insurance card
- Supplementary insurance card
- Other insurance such as home, auto, or life policies

*Check to make sure contact information is included on each card (it's often on the back).*

Locate and make copies of the front and back of other personal identification information including:

- Driver's License
- Marriage Certificate
- Social Security Card
- Divorce Decree(s),
- Birth Certificate

## 5 Immediate Needs

On average, caregivers spend a little more than twenty hours a week helping their care partner(s). From washing clothes and administering medicine to shopping, cooking, and/or paying bills, the types of care required depends on each person’s unique needs. Some care recipients require less care, while others require full-time support. To determine what kind of help your loved one needs, review the following lists of Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Activities of Daily Living (ADLs)	Instrumental Activities of Daily Living (IADLs)
Ambulating (Moving about)	Cleaning
Bathing	Communication
Continence	Cooking/Meal Prep
Dressing	Laundry
Feeding	Medications
Grooming	Paying Bills
Toileting	Shopping
Transferring	Transportation

### Assess current needs

Using the ADL and IADL workbook lists on page 31, create a Current Needs List (see example) that indicates:

- Tasks that your loved one can fully perform independently (does not need help)
- Tasks that your loved one needs help to complete

For now, identify the *current* capabilities and immediate needs of your loved one. In Week Two, you’ll make an action plan, and in Week Three, we’ll talk about some useful community services and technology tools that could help you and your care partner.

Example: Current Needs List			
ADL	Needs Help?	IADL	Needs Help?
Ambulating	N	Cleaning	Y
Bathing	N	Communication	N
Continence	N	Cooking/Prep	N
Dressing	N	Laundry	Y
Feeding	N	Medications	N
Grooming	N	Paying Bills	Y
Toileting	N	Shopping	Y
Transferring	N	Transportation	Y

Additional caregiving tasks may be required for care recipients who have an acute trauma or chronic illness. For instance, wound care, nebulizer treatments, insulin shots, and even tube feeding may be tasks conducted by some caregivers. The CARE (Caregiver Advise, Record, Enable) Act enacted by forty states requires hospitals to provide information on how to perform these kinds of tasks before the patient is released from the hospital. For more information visit: <https://www.aarp.org/caregiving/local/info-2017/care-act-aarp-wallet-card.html>

Help and resources also are available online for people learning how to do these tasks for the first time. The AARP (Association of Aging and Retired People) produced a series of free training videos for people to learn how to help their loved ones with more confidence. The library of these videos are available online at <https://www.aarp.org/ppi/initiatives/home-alone-alliance/family-caregiving-videos/>.

If your loved one is discharged from a hospital stay to a place other than their primary residence (e.g. rehabilitation facility, nursing care or assisted living) the hospital should provide you with a list of suggested locations, but if you need additional help see Community Resources, page 16.

## Meet the primary care doctor

After you've gathered and documented this information about your loved one's immediate needs, arrange a meeting with your care partner and their primary care physician, for the three of you to visit together. It is important for the primary care doctor to know who their patient's primary caregiver is – i.e., it is important for them to get to know you and understand your relationship to their patient. In turn, the doctor can help you navigate caring for your loved one and can provide support.

**Remember to breathe: Okay, you've got your arms around the immediate tasks at hand. Now, inhale a deep breath through your nose. Hold it. Exhale slowly out your mouth. Time to move on to a plan of action and then onto helpful tools and community resources.**

# Week Two

## MAKE A PLAN OF ACTION

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During Week One, you focused on gathering information, including identifying your loved one's needs. In Week Two, you'll focus on putting together a caregiving plan of action to address these needs.

### Easiest first

Some people like to approach caregiving by tackling the low-hanging fruit (easy tasks) first and then taking on the more difficult tasks one at a time (see the Workbook on page 26 for a form to help you get organized). For instance, maybe your loved one needs assistance doing laundry, which is low-hanging fruit for you, because you can do the laundry every Saturday when you visit. But say your loved one also needs to go to physical therapy twice a week and you don't know how you are going to get them there with your work schedule. That's a more difficult task, which could require a third party to help you.

### Scheduling approach

Some people prefer to create a plan of action using a calendaring or scheduling approach. For example, you may can use the calendar form on page 32 and complete it like the example on the next page.

Month at a Glance						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Laundry
2	3 Order Grocery Delivery	4 PT – I drive	5	6 Pay Mom’s bills PT – Ride service	7	8 Laundry
9	10	11 PT – I drive	12	13 PT - Ride service	14	15 Laundry
16	17 Order Grocery Delivery	18 PT – I drive	19	20 PT - Ride service	21 Primary Care Doc 8 am – I drive	22 Laundry Deep Clean
23	24	25 PT – I drive	26 Orthopedic Doc – ? drive	27 PT - Ride service	28	29 Laundry
30	31 Order Grocery Delivery					

## Positive Caregiving Micromoment

Sit in silence for ten minutes. Silence has a multitude of benefits for our physical and mental well-being. It can help lower our blood pressure, allows us to reflect on our thoughts, and may even improve our sleep. If you can't find ten minutes to spare today, try to sit quietly for five minutes and put on your calendar to schedule a ten-minute window for tomorrow.

# Week Three

## EXPLORE COMMUNITY AND TECH RESOURCES

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### Community Resources

Now that you have had a few weeks to get your arms around your new role, the next step is to identify the help and services available in your community. Every American has a designated local Area Agency on Aging (AAA) that provides free help and information for aging Americans and their caregivers in their local communities.

State Agencies on Aging determine how services and resources are delivered in each state through local agencies. From in-home assistance to answering Medicare and Medicaid questions, to orchestrating in-home meal delivery (Meals on Wheels), these programs are continuously improving and adjusting to new technologies and services.

To find your own Area Agency on Aging, visit <https://eldercare.acl.gov> and search by city/state or zip code – and add them to your contact list. Services and support is city-specific, but each state is required by law to have an extensive State Plan for Aging that describes in detail the programs and services available.

You can review your state’s plan online, peruse your city’s AAA website, or call the agency. Agency staff can help you navigate the services and programs in your area according to your needs. **They can be an invaluable resource to learning about housing options, in-home care, rehabilitation facilities and home health care providers in the area.** They can also direct you to disease-specific resources and support groups, which can be extremely helpful for people who are caring for a loved one with a new chronic, acute, or terminal disease.

If your loved one resides in or is moving to a long-term care community, such as assisted living, memory care, or a nursing home, another contact to have handy is your local Long-Term Care Ombudsman. You can find your local ombudsman here: [https://theconsumervoice.org/get\\_help](https://theconsumervoice.org/get_help). Every community has a designated Long-Term Care Ombudsman who can help you navigate long-term care and advocate for your loved one’s rights in all long-term living environments.

## Tech Resources

Many technology tools are available to help caregivers. From assistive devices and monitoring tools to communication and scheduling apps, hundreds of tools are available. I will mention some, but the tech world changes quickly, so be sure to search online for tools for your specific needs. From mobile apps, there are mobile apps to manage your care partner’s medical information in one place to apps created for specific IADLs. Many of these names might be familiar to you, but you may not have thought about using them to assist you with caregiving.

## Yes, There’s an App for That

Information to Store	Tools	Website
Medical Records/ Information Storage and Sharing	Apple Health App  LikePaper  My Chart (available in some areas and by some providers) Follow my Health <a href="http://www.followmyhealth.com">www.followmyhealth.com</a>	<a href="https://www.apple.com/healthcare/health-records/">https://www.apple.com/healthcare/health-records/</a>  <a href="http://www.likepaper.com">www.likepaper.com</a>  <a href="http://www.mychart.com">www.mychart.com</a>

IADL - Independent Activities of Daily Living	Tools	Website
Cooking/Prep	<p><b>MEAL KITS</b></p> <p>Blue Apron</p> <p>Dinnerly</p> <p>Hello Fresh</p> <p>Home Chef</p> <p>Purple Carrot</p> <p><b>MEAL DELIVERY</b></p> <p>Door Dash</p> <p>Meals on Wheels</p> <p>Uber Eats</p>	<p><a href="http://www.blueapron.com">www.blueapron.com</a></p> <p><a href="http://www.dinnerly.com">www.dinnerly.com</a></p> <p><a href="http://www.hellofresh.com">www.hellofresh.com</a></p> <p><a href="http://www.homechef.com">www.homechef.com</a></p> <p><a href="http://www.purplecarrot.com">www.purplecarrot.com</a></p> <p><a href="http://www.doordash.com">www.doordash.com</a></p> <p><a href="http://www.mealsonwheels.org">www.mealsonwheels.org</a></p> <p><a href="http://www.ubereats.com">www.ubereats.com</a></p>
IADL	Tools	Website
Laundry	<p>Bolt Laundry</p> <p>Happy Nest</p> <p>Tide Cleaners</p>	<p><a href="http://www.boltlaundry.com">www.boltlaundry.com</a></p> <p><a href="http://www.happynest.com">www.happynest.com</a></p> <p><a href="http://www.tidecleaners.com">www.tidecleaners.com</a></p>
Cleaning	<p>Angi (Formerly Angie's List)</p> <p>Care.com</p> <p>TaskRabbit</p> <p>Thumbtack</p>	<p><a href="http://www.angi.com">www.angi.com</a></p> <p><a href="http://www.care.com">www.care.com</a></p> <p><a href="http://www.taskrabbit.com">www.taskrabbit.com</a></p> <p><a href="http://www.thumbtack.com">www.thumbtack.com</a></p>

IADL	Tools	Website
Shopping	Amazon/Amazon Fresh Costco Instacart Local Grocery Chain Target/Shipt Walmart/Postmates	<a href="http://www.amazon.com">www.amazon.com</a> <a href="http://www.costco.com">www.costco.com</a> <a href="http://www.instacart.com">www.instacart.com</a> varies <a href="http://www.target.com">www.target.com</a> <a href="http://www.walmart.com">www.walmart.com</a>
Medications	CareZone Medisafe Medminder MyMedStar RxSaver Walmart, CVS, Walmart, Amazon, Target, Rite Aid and many more companies can have online tools to automate and deliver refills. There are a lot of scams out there, though, so to ensure you are using the correct website to fill prescriptions online, use LegitScript to make sure you have the right website.	<a href="http://www.carezone.com">www.carezone.com</a> <a href="http://www.medisafe.com">www.medisafe.com</a> <a href="http://www.medminder.com">www.medminder.com</a> <a href="http://www.mymedstar.org">www.mymedstar.org</a> <a href="http://www.rxsaver.com">www.rxsaver.com</a> <a href="http://www.Legitscript.com">www.Legitscript.com</a>

IADL	Tools	Website
Communication and Emergency Response	Amazon Alexa Care Hub Apple iWatch v. 4 or higher Carely CaringBridge Caring Village Circleof Google Home Lanacare Lifestation	<a href="http://www.amazon.com">www.amazon.com</a> <a href="http://www.apple.com">www.apple.com</a> <a href="http://www.care.ly">www.care.ly</a> <a href="http://www.caringbridge.org">www.caringbridge.org</a> <a href="http://www.caringvillage.com">www.caringvillage.com</a> <a href="http://www.circleof.com">www.circleof.com</a> <a href="http://www.googlehome.com">www.googlehome.com</a> <a href="http://www.lanacare.com">www.lanacare.com</a> <a href="http://www.lifestation.com">www.lifestation.com</a>
Communication and Emergency Response	Lively Mobile Plus Lotsa Helping Hands MobileHelp Smart Watch TrelaWear Vidapoint	<a href="http://www.greatcall.com">www.greatcall.com</a> <a href="https://lotsahelpinghands.com/">https://lotsahelpinghands.com/</a> <a href="http://www.mobilehelp.com">www.mobilehelp.com</a> <a href="http://www.trelawear.com">www.trelawear.com</a> <a href="http://www.globalwirelesshealth.com">www.globalwirelesshealth.com</a>
Transportation	Arrive GoGoGrandparent Lyft Uber Volunteer Rides	<a href="http://www.arrive.com">www.arrive.com</a> <a href="http://www.gogograndparent.com">www.gogograndparent.com</a> <a href="http://www.lyft.com">www.lyft.com</a> <a href="http://www.uber.com">www.uber.com</a> <a href="https://ctaa.org/nvtc-map/">https://ctaa.org/nvtc-map/</a>
Paying Bills	Most banks have online bill pay and their own apps. Carefull	Search your care recipient's bank name online. <a href="http://www.getcarefull.com">www.getcarefull.com</a>

While technology tools and tech-enabled services can be incredibly useful, sometimes you might need a real live person besides yourself to help out. The industry for this is evolving, and as of this writing there are many small, locally owned, home care providers and home health providers who can come to your loved one’s residence to assist. You can search them online with your zip code, or ask your local Area Agency on Aging for a list. Additionally, some up-and-coming tech-enabled matching services might be an option when you need some respite or during a week where you feel overwhelmed. Many of these providers can be hired hourly – i.e., without a long-term commitment. And, if they are approved or referred by your care recipient’s primary care physician, the cost of some of them may be reimbursed through insurance, Medicare, or Medicaid (like Papa, see the list below).

## Finding Human Helpers & Providers Online

Helpers	Contact
Care.Com	<a href="http://www.care.com">www.care.com</a>
Carelinx	<a href="http://www.carelinx.com">www.carelinx.com</a>
CareRelay	<a href="http://www.carerelay.com">www.carerelay.com</a>
HomeHero	<a href="http://www.homehero.com">www.homehero.com</a>
Honor	<a href="http://www.honor.com">www.honor.com</a>
Local Care Services	In the search engine (e. g., Google) type in “home care services” with the quote marks and your zip code. Or, access your care recipient’s local <a href="#">Area Agency on Aging</a> for a complete list of providers.
Kindly Care	<a href="http://www.kindlycare.com">www.kindlycare.com</a>
Naborforce	<a href="http://www.naborforce.com">www.naborforce.com</a>
Papa	<a href="http://www.joinpapa.com">www.joinpapa.com</a>

## Choosing a Home Health or a Home Care Provider

The terms “home health” and “home care” sound similar, but they are different services and are often paid for differently. To determine is the right choice for you and your loved one, start by reviewing your loved one’s ADL and IADL needs and capabilities, which you documented in Week One. Your loved one’s specific needs will help you assess what kind of service provider you will need—your loved one may need home health or home care services, or both. To understand the differences, see the table below.

### Do You Need Home Health or Home Care Services?

Task	Home Health	Home Care
Bathing	No	Yes
Bathroom/toileting	No	Yes
Cleaning	No	Yes
Companionship	No	Yes
Health monitoring	Yes	No
Injections	Yes	No
Meal prep	No	Yes
Medical tests	Yes	No
Medication reminders	Yes	Yes
Medication administration	Yes	No
Pain management	Yes	Yes
Rehab/therapy	Yes	No
Skilled nursing care	Yes	No
Transportation	No	Yes
Wound care	Yes	No

## Who pays for Home Health and/or Home Care Services?

Payer	Home Health	Home Care
Long-Term Care (LTC) Insurance	No	Policy-specific. Ask your LTC provider.
Medicare	Yes	No
Medicaid	Yes	State-specific. Ask your local AAA.
Private Insurance	Yes	No
Private Pay	Not typical	Yes

# Week Four

## MOVE FORWARD

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There you have it. You are now one of the more than forty-plus million people caring for an older loved in the United States.

Like with any change in life, getting into a routine and adapting to a new role takes time. Some people adapt quicker than others, and that is okay. There will be good days and bad days, but regardless, *they are days that you have together, and that time is a gift.*

**So, one more time. Inhale love. Exhale fear. You can do this. And if and when you are ready to learn more about how to savor your days together with your loved one, visit [www.positivecaregiving.com](http://www.positivecaregiving.com). Sign up for our weekly newsletter, SunnySide, download the Positive Caregiving app, and find the release dates of our books.**

# Onward!

Additional Caregiving Resources	
AARP Family Caregiving	<a href="https://www.aarp.org/caregiving/">https://www.aarp.org/caregiving/</a>
American Association of Caregiver Education	<a href="http://www.caregivered.org">http://www.caregivered.org</a>
Caregiver Action Network	<a href="https://caregiveraction.org/">https://caregiveraction.org/</a>
Caregiving.com	<a href="http://www.caregiving.com">www.caregiving.com</a>
Daughterhood	<a href="http://www.daughterhood.org">www.daughterhood.org</a>
Family Caregiver Alliance	<a href="https://www.caregiver.org/">https://www.caregiver.org/</a>
National Alliance for Caregiving	<a href="https://www.caregiving.org/">https://www.caregiving.org/</a>
Rosalynn Carter Institute for Caregiving	<a href="https://www.rosalynncarter.org/">https://www.rosalynncarter.org/</a>

## Positive Caregiving Micromoment

One easy (and free) way to decrease stress and to improve your mood is to smile, even if you don't feel like it. Smiling releases neuropeptides into your body and stimulate dopamine, endorphins, and serotonin in the brain, which help to reduce stress and increase positive feelings. This is true even of fake smiles, so go right ahead: Splash a huge fake smile across your face even as you're tired and cranky to experience an immediate lift in spirits. (It's tested and true – and maybe, in response, a smile will beam across your loved one's face at the sight of yours.)

# The Workbook

## 1 My Loved One's Medical History

Diseases/ Chronic or Acute	Procedures	Year Diagnosed	Primary Physician/Specialist	Ongoing Concerns	Notes

2

## My Loved One's Medications

Medication/Brand	For What?	Dose	When and Special Instructions	Filled Where and When? Cost	Side Effects

### 3 My Loved One's Allergies

Allergy	Reaction(s)

### 4 My Loved One's Important Contacts List

Family, Friends, Neighbors, Clergy/Spiritual support, Primary Care Physician, Other Doctors (Specialists), Dentist, Eye Doctor, Insurance Agent(s), Financial Advisor(s), Estate Planner, Hair Dresser/Barber, Handyman, Electrician, Plumber, Pet Groomer/Sitter, Main Banker, Lawn Care, Pharmacist/Main Pharmacy, Subscription Services, Bill Pay Providers, Local Area Agency on Aging (see page 21)



## 6 Important Documents Checklist:

### Advance Directives

- Durable power of attorney for healthcare
- Living Will/End-of-Life Wishes
- DNR (Do not resuscitate), DNI (Do not intubate), and/or DNO (Do not operate) directives
- Organ donation wishes

### Financial

- Durable power of attorney
- Medical Insurance cards (including Medicare, Medicaid, supplemental insurance, Dental, Eye, long-term care insurance)
- Other insurance cards (home insurance, care insurance)
- Home deed(s), home loans information
- Car title(s), car loans
- Deeds to cemetery plots
- Bank accounts
- Life insurance
- Investment accounts
- Pensions/retirement accounts
- Tax returns
- Bill pay passwords/accounts
- Safety deposit information
- Will and will executor information

### Other

- Birth certificate
- Driver's license
- Social security card
- Citizenship papers
- Marriage license
- Divorce decrees
- Immediate family/spousal death certificates
- Military papers
- Important passwords for on-line accounts, social media etc.

## 7 My Loved One's Needs

ADL	Needs Help?	Plan of Action	IADL	Needs Help?	Plan of Action
Ambulating (Moving about)			Cleaning		
Bathing			Communication		
Continence			Cooking/Meal Prep		
Dressing			Laundry		
Feeding			Medications		
Grooming			Paying Bills		
Toileting			Shopping		
Transferring			Transportation		

## 8 My Plan of Action Calendar

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Notes				





## About Positive Caregiving

Positive Caregiving is on a mission to help make caregiving *and* care receiving a positive experience, a time to savor, and an opportunity for personal growth. For more information visit [positivecaregiving.com](https://positivecaregiving.com).