

Eldercare Systems, Inc. News



Spring Is in the Air

• Heather L. Piner
• Exec. Director

Spring is such a beautiful time of year, not just because of the blossoms abounding all around us, but the feeling of renewal it gives everyone and everything. Spring cleaning, the Easter Holiday, even the pollen are all signs of hope to each of us, hope for the change to come.

I don't think it is a coincidence that spring has brought about the first newsletter since the loss of my father. The doldrums of winter, combined with the loss of someone so near and dear to Eldercare have set deeply into our hearts here. The smell of the cherry blossoms, the colors of the tulips in full bloom, and the washing away of the pollen with each spring rain brings us closer and closer to the time where the pain is subsiding.

Wonderful memories are filling those places in our hearts where the pain is leaving, and we are learning to live with the world in it's new spring dress. For some spring means the start of a new diet, or a new exercise regimen. For most, definitely cleaning out the garage, or a closet or two, but for those of us who lost a loved one since the last spring had sprung, it might mean an extreme makeover, a new haircut, a new wardrobe, or other personal changes, to help us fit into this new world that looks so drastically different for us.

We hope that this spring brings the wonder of newness, hope for a fresh restart, and the excitement of change to each of you.

Page 1

- Spring Is In The Air
- Good Caregivers Need A Good Night's Sleep

Page 2

- Caregiver Spotlight

Page 3

- Electronics Etiquette
- May Family Forum
- Eldercare Website

Page 4

- 50&Better Center
- Horizon Theatre Group

Good Care-Giving Requires A Good Night's Sleep

Ellie Schmittinger,
Owner & Founder

I met with a family last week who was interviewing homecare companies to provide live-in care for their father. They asked me what kind of sleeping arrangement our caregivers required. I told them that they needed very little in the way of space; they could sleep in the same room, down the hall or in another room. The bed could be any size, it could be a hide-a-bed a couch. But it had to be comfortable enough

to get a good night's sleep.

Unbelievably, this family had been told by *another agency* that their caregiver would be fine sleeping in the recliner next to Daddy's bed and that they could sleep whenever Daddy slept (a few hours at a time in the morning, evening or afternoon; hopefully getting enough sleep).

This is **NOT TRUE. . . NOT EVER TRUE.** (continued p. 2)



Ellie Schmittinger,
President
Heather Piner,
Executive Director & Notary
Elizabeth Giroir,
Program Relations
Melissa Colman
Administrative Intern



Eldercare Systems, Inc. sponsors the **50 & Better Center**

2245 Dillard St. Tucker, GA 30084-4824 office **770-496-5735**
news@eldsys.com fax **770-496-1655**

ESL Caregiver Spotlight



This issue's **ESL Caregiver In The Spotlight** is **Rosie Armour**.

Rosie started with Eldercare in November of 2008. She has been consistently a model caregiver and a family favorite.

Rosie's very first client with Eldercare was not known for his 'southern hospitality', yet, Rosie worked through and gave him all the care she would have given to the kindest southern gentleman. She was applauded by the family and in particular the client's wife who saw first hand how Rosie was treated day in and day out. When his wife needed care a few years later, they requested Rosie personally.

During a quarterly visit with another client, after Rosie stepped out of the room to give the client freedom to talk candidly, I was told that she had one complaint about Rosie, and it was this: "Some days are bad days for me, and some days are good days for me, and I find it very annoying on my bad days that Rosie is always happy, I mean—she is always happy. When I don't feel like getting up, she pushes and pushes me to get up and she's smiling the whole time. Sometimes I just want her to stop smiling and be grouchy like

Heather Piner, Executive Director

me." I had a hard time not laughing at this comment, but I held it together and I called the family to discuss this complaint. Of course, they loved Rosie, her disposition, and her dedication to making sure that even on the bad days, her mom got up and went through her daily routine. They understood the importance of a daily routine. I imagine it was not easy for Rosie to push as Miss Frances pushed back, but we applaud her for striving each day to reach the goals in the careplan and the wishes of the family.

When I asked Rosie's current family if they'd like to give us input, this is what Brenda said, "My whole family, and I, and especially mother, LOVE Rosie. Mother asks her each evening, 'Rosie will you be here tomorrow,?' and through out the day, mother tells Rosie, 'you're a keeper!'. Wow, How lucky are we to have someone like Rosie. "

Rosie says she enjoy working for Eldercare and enjoys every clients' unique challenges. But she is so happy and thankful to now have such a sweet client and family.

Nominate and tell us about your favorite
Caregiver or Client

Email or Fax your nomination for
IN THE SPOTLIGHT to:

Heather@eldsys.com or 770-496-1655

Need transportation to your doctor's office, want someone to wait with you, take notes, stop for prescriptions on the way home? Our caregivers will drive you to your appointment in your car. The cost is \$70 for a 4hour minimum. 24 hour notice required. Visa, MasterCard, Discover or American Express. 770-496-9986

WANTED– Bridge Players—Monday & Friday 1pm-7pm bridge

Most tables play rotation until about 5p and a few folks continue to play until about 7pm.

Members play for free and often bring treats to share.

Guests donate \$3 per visit.

Good Caregiving Requires a Good Night's

Sleep continued from p. 1 I feel very strongly that every caregiver (whether a family member, paid caregiver or volunteer) needs a good night's sleep allowing for one, maybe two interruptions. Eldercare strictly requires that all its caregivers get a good night's sleep in an effort to guarantee a well-rested caregiver and quality care.

I have held positions on several Elder Abuse Boards during my eldercare career, I wrote the Elder Abuse Reporting Guidelines for Florence County, Wisconsin back in the 70s. And, time and time again, it has been noted that caregivers who are short-tempered, angry, or abusive are also often suffering from a lack of sleep and overall fatigue.

If you think you can catch up.... You can't. Getting eight hours of sleep every night is essential in one's ability to consistently give good, quality care. Caregiving is hard work; it requires patience and understanding. Sometimes, it requires physical strength and long hours. Professional caregivers who work for Eldercare Systems must know this and understand their own personal needs. The airline pilot instructs us to put on our own oxygen mask first before we try to help our child... The same is true in caregiving. We must take care of ourselves before we try to take care of someone else.

I hope that other agency changes its ways for the health and safety of their clients.

Etiquette Guidelines Regarding Electronics

.....Heather Piner,
Executive Director

With the tremendous change in communication over the past 30 years, it is not hard to imagine that these changes cause conflict between the generation for which we give care and the generation of newest CNA's coming out of school. Perhaps the most obvious no-no and yet the one we still have to discuss with caregivers is the wearing of the "earbud" or "blue-tooth". There is no time that it is appropriate for a caregiver to wear one of these devices while on the clock, or giving care to an Eldercare client. Eldercare provides a one-on-one service. The earbud clearly brings another person into the picture. I was recently in a meeting where I could hear the person speaking into the earbud with the gentleman I was meeting with, he continued to use nods and phrases like "okay" and "uh-huh" directed at me, but he was also clearly answering the person on the Bluetooth. I found it rude and worse, when he asked me to repeat myself while pretending to be intently listening, I was offended. The next device that causes concern is the laptop computer. The policies regarding the laptop are more flexible. A laptop may be used by a live-in caregiver who is permitted regular "down time" while on duty, how-

ever, an hourly caregiver who is paid for every hour present on the worksite, does not have this advantage and should only use the laptop after discussing it with a family member or Eldercare. The cell phone, it's a game playing, mobile texting, telephone calling, internet surfing, pocket sized bundle of fun. Therein lies the rub! The cell phone policy, officially, for Eldercare is that they should be shut off at all times. However, the exceptions to this rule are many. If you are taking a client out on an outing and they don't have one, or Eldercare doesn't have that number, it would be important to have your cell phone turned on. If you are sent on an errand for the client but without the client, it would be important to have your cell phone on. But for every reason perhaps there is one more important reason that it should be off. It would be very rude for a caregiver to take personal calls, play games, text, or surf the web if it is taking their attention from the one person for whom they are being paid to provide one-on-one care. Lastly, it is never appropriate to answer your phone or text anyone while driving with or without a client, on or off the clock.

Family Forum

The next Eldercare Family Forum is planned for
Saturday, May 7th at 10am.

All caregivers, clients and family members are invited.

A continental breakfast will be served.

The topics of discussion will be Emergency Policies and Procedures, Emergency Preparedness, Post Emergency Documentation.

Also information on ESI Personal Emergency Response Systems.

Eldercare Redesigns and Upgrades Website

After years of using the same website, Owner and President Ellie Schmittinger made the tough decision to refocus a large percentage of the marketing budget into upgrading our website.

The new and improved website now has tabs that will allow families to send comments, concerns, and suggestions, from anywhere without having to have Ellie or Heather's email addresses.

The new website also makes it very easy for professional caregivers to contact Eldercare about employ-

ment and also gives information on the many benefits available to Eldercare employees.

We are currently researching the social media for other potential advertising opportunities and for better communication with our families and employees.

Please tell us what you think. We will appreciate any ideas or suggestions.

www.eldsys.com

50 & Better Center Reminder



Meal & Deal — Last Friday of the Month — Lunch is served at 12:30pm, members & guests may stay and play cards all afternoon until the usual center closing time at 7pm. **Meal & Deal** is free to members with a dish to pass or \$5. Guests are welcome and are asked to donate \$7 for lunch and \$3 to stay and play cards.

April 29th — Scallops Au Gratin
May 27th — Pot Luck

June 24th — Picnic style
July 29th — German Bratwurst Dinner

50 & BETTER THEATRE GROUP BEGINS 7TH SEASON

'Superior Donuts', a musical presented by the Horizon Theatre had the 50 & Better Theatre Group laughing through the night on the first night of their 7th Season of attending local theater together. More theatre enthusiasts are encouraged to join this social group. Group members meet at the center and carpool to dinner & the play. Our next play night is April 27th, we will be attending "Legacy of Light" written by native Atlantan, Karen Zacarias at the Horizon Theatre.

Eldercare Systems, Inc.
2245 Dillard St.
Tucker, GA 30084

*Make your reservation for our
Family Forum -- Emergencies
10am Saturday, May 7th
at the 50&Better Center
770-496-0066*

FAMILIES CHOOSE ELDERCARE because:

1. Eldercare is a well-respected homecare agency that has been serving the Atlanta area families since 1988.
2. Eldercare assumes all employer liabilities and responsibilities (payroll taxes, workers compensation insurance, scheduling & replacements, thorough background checks, references & eligibility verification, hiring & firing, etc.)
3. Eldercare is a state-licensed homecare provider, all employees are bonded and fully insured.
4. Eldercare is family-owned and operated. Eldercare is not a franchise.
5. Eldercare is responsive to a family's special needs.
6. Eldercare cares about its families and its employees. Eldercare provides support and training to caregivers and family members.

EMPLOYEES CHOOSE ELDERCARE because:

1. Eldercare offers full-benefits (health insurance, paid vacations, holiday pay, unlimited unpaid leave, weekly pay, direct deposit, locations close to home, and more....)
2. Eldercare is a professional agency that treats its employees with respect and provides support and training.
3. Eldercare's 50&Better Center has a Caregiver Lounge where employees can relax, have coffee, and view training tapes.
4. Employees may take advantage of all the facilities at the 50&Better Center (exercise room, coffee bar, and computer lounge)
5. Office staff are nice people to work with.
6. Eldercare co-workers are reliable.