

# Circle of Care

A Newsletter by the Calaveras County IHSS Public Authority

Volume 1, Issue 2



## *It all happened on just one day...*

Adult Protective Services (APS) agencies in California's 58 counties recently conducted a survey documenting elder abuse and neglect phone calls received by their offices in a one-day period. **There were 327 calls across the State in 24 hours.** This sobering number represents only a portion of actual abuse cases; only 1 in 14 incidents of abuse or neglect is

### HOW Are Abuse and Neglect Defined?

- ◆ **Physical abuse** includes slapping, hitting, beating or pushing. It includes the use of physical restraints and/or confining a person against their will.
- ◆ **Sexual abuse** is any kind of sexual activity to which the victim does not consent, or is unable to give consent.
- ◆ **Emotional abuse** includes verbal abuse, threats, and intimidation.
- ◆ **Abandonment** occurs when a caregiver deserts the elderly or dependent person.
- ◆ **Neglect** includes ignoring a person's physical or medical needs, or denial of food or medication. **Self-neglect** occurs when people fail to adequately care for themselves.
- ◆ **Financial abuse** or exploitation includes the misuse of the person's assets, or manipulating the senior or de-

### WHO is Most At Risk?

The elderly and dependent adults. An "elder" is defined as a person over the age of 65. A "dependent adult" is defined as a person 18—64 years of age with a significant disability that limits their ability to protect or care for them-

**If you are abused or suspect someone is being abused, WHO Can You Call to Report It?**

Calaveras Sheriff's Office:  
209/754-6500  
Adult Protective Services:  
209/754-6452



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## Director's Message

HAPPY NEW YEAR ALL!

WOW! The holidays have come and gone, and we find ourselves into yet another new year - - 2005 - - amazing!

You may remember that starting last January and lasting until the State budget was finally passed in August 2004, In-Home Supportive Services (IHSS) was in jeopardy of major financial cuts due to fiscal concerns at the State level. While we survived the year, indications are that this year IHSS and the Public Authority will once again be targets for budget cuts.

IHSS is one State program that works. It saves the State money by keeping people out of costly nursing homes, and it preserves dignity, independence, and families.

The successful retention of IHSS services in 2004 is due in large part to a collaboration of Consumers, Providers, unions and advocacy groups who educated the public and our legislators about the value of IHSS to so many families and people with disabilities. The Public Authorities worked in conjunction with these individuals and groups to profile the importance of IHSS.

On another note, I would like to take this time to once again thank all of our dedicated, caring Providers. Your commitment to providing quality care is greatly appreciated.

Teresa, Bea, and I hope you find this newsletter informative and useful, and we wish you all a safe and happy New Year.

- - Colleen Reeves



## Recruitment Alert

The Public Authority is a referral agency actively and continuously recruiting dedicated, caring, hard-working individuals in Calaveras County who want to provide in-home care for IHSS Consumers.

If you know of someone who meets the above criteria, please have them give Bea or Teresa a call at (209) 754 - 6544 for more information.

Together, we **CAN** make a difference in someone's life.

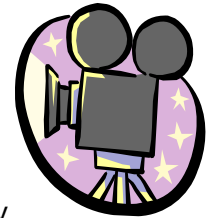
*"People don't care how much you know, until they know how much you care."  
-- Author, unknown*

✂ CLIP and SAVE ===== QUICK

### REFERENCE NUMBERS

Sheriff's Department:	209/754-6500	ALL EMERGENCIES:	911	(APS) Adult Protective Services:	209/754-6452
Poison Control Center:	1-800/876-4766			Worker's Comp.:	209/754-6452
Public Authority:	209/754-6544	(IHSS) In-Home Supportive Services:			209/754-6452

# TRAINING PROGRAMS and HIGHLIGHTS



## Are you prepared?

### Do you know what to do in case of an emergency?

The Public Authority continues to offer CPR/First Aid classes **FREE of CHARGE** to IHSS Providers.

The next class is scheduled for January 21, 2005. Because class sizes are limited, please call to reserve a spot. For more information about this and other training opportunities offered by the Public Authority, please call Bea or Teresa at (209) 754 - 6544.



## PROVIDER TRAINING

We are currently holding "IHSS Provider Training" sessions open to all new IHSS and prospective Public Authority Registry providers. The trainings are held twice a month at the Cal-Works building in San Andreas. Please give us a call if you're interested in attending.



## Wanna see a movie?

The Public Authority is fortunate to carry a variety of videos that can aid Providers in doing their jobs. They are available for viewing on a scheduled basis. Please let us know which ones you would be interested in viewing. Each video varies in length:

1. How to Care for Someone on Bed-rest
2. Elder Abuse and Neglect
3. Infection Control
4. How to Manage Medications
5. Personal Care
6. Care-giver Wellness
7. How to Help Someone Who Uses a Wheelchair Without Hurting Yourself

## ADVISORY COMMITTEE NOTE.....by the AC Chair

**One of the things I keep learning is that the secret of being happy is doing things for other people."**  
-- Dick Gregory

*"As we begin another year, I hope all of you had a wonderful Christmas and are looking forward to a happy, healthy New Year. My goals and resolutions for the upcoming year have become more simplistic: just let me be able to walk and see and smell and taste and feel and hear and touch and enjoy life. Thanks to the staff of IHSS and the Public Authority, who help improve the quality of life for us all."*

- - Bob Louis,

AC Chair

## CONSUMER'S CORNER!

### **Effective Communication When Supervising**

Effective supervision includes praise, constructive criticism, and good communication skills. It is important to note that as a Consumer, you are the EMPLOYER. If you want certain things done in a specific way, make sure it is thoroughly explained to your Provider. In other words:

- Be specific with the manner in which the authorized task is to be performed.
- Give clear and concise instructions, but set reasonable expectations.
- Encourage your Provider to seek clarification if they are unsure of something.
- Praise your Provider for a job well done, and give praise immediately after the task.



**"It is not in length of life, but depth of life." - - Ralph Waldo Emerson**

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## PROVIDER'S CORNER

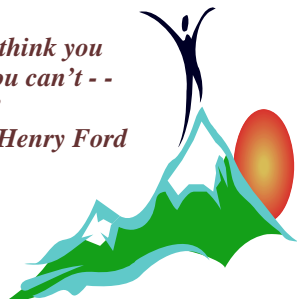
### PLEASE NOTE....

In an effort to ease the number of phone calls our Social Workers process, please call the Public Authority if you have any questions about the **Provider Registry, training, and services you provide to your Consumer.** Our number is: (209) 754-6544.



*"Whether you think you can or think you can't -- you are right."*

*-- Henry Ford*



### The "SCOOP" on W-2 FORMS

- The State has until January 31, 2005 to mail out all W-2 forms. Please allow some time for mail delivery.
- Requests for replacements/duplicates of W-2 forms can be taken beginning February 15, 2005.
- If you work for more than one IHSS Consumer, keep all of your W-2 forms in a safe place until it is time to file your taxes.
- Make sure the Payroll Department has your current and complete address on file. If you have moved, worked only part of the year, or are not currently working, submit a signed copy of your new address, in writing only, to the Payroll Department.
- EDD numbers are assigned based on quarterly income. You will need an EDD number if you choose to file taxes electronically.
  - **FOR ADDITIONAL TAX & EDD INFORMATION, CALL:**  
(EDD) Employment Development Department: 1/888-745-3886  
(IRS) Internal Revenue Service: 1/800-829-1040 (Federal