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CLIENT SERVICES DIRECTOR

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Role Changes

- Shared decision making
- Division of labor
- Support system
- Companionship

- Sole responsibility
- 'One-person job'
- Giver of support
- Isolation



Families and Caregiving

- Birth Order
- Gender Roles
- Role in the Family
- Individual Responsibilities
- Distance
- Value on Independence



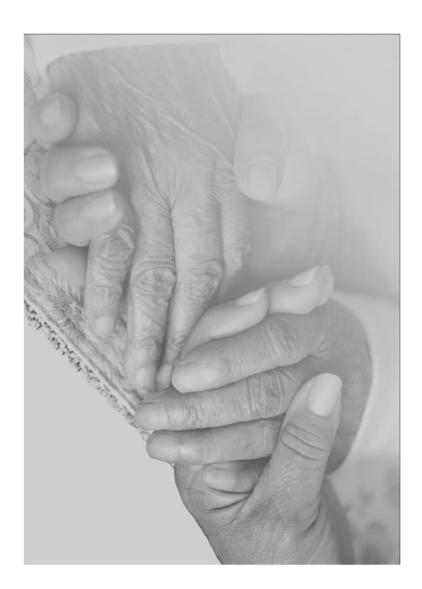
Common Family Conflicts

- 1. Re-emergence of Sibling Rivalry
- 2. Unequal Division of Tasks
- 3. Providing Financial Assistance Rather Than Time and Effort
- 4. Whose Time Matters More
- 5. Concern over Inheritance
- 6. Different Perceptions of Parent's Needs

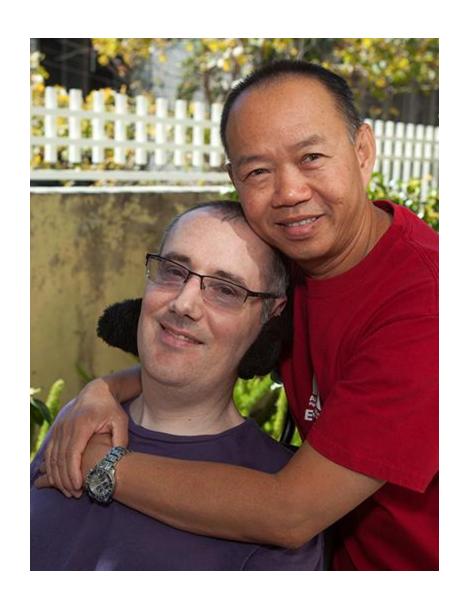


Communication Tips

- Be respectful
- Focus on present situation and needs
- Speak only for yourself
- Be aware of nonverbal communication
- Negotiate







"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." ~Maya Angelou

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I Statements

Takes responsibility for own needs Non-blaming

"I'm feeling overwhelmed with juggling mom's doctor appointments and my work schedule."

"I worry when you're home alone every day."



DESC

Describe – What is happening?

 "Dad needs someone with him all the time because of his dementia which means I can't get any breaks"

Express – How you're feeling

"I've been feeling really tired and stressed lately"

Specify – What you like to see happen?

"I'd like us to find a way to get more care for dad"

Consequence – What the results will be

 "If this happens, I'll be able to take care of my own health and won't feel so stressed and overwhelmed"



Aikido

- The way of the harmonious spirit"
- Align: put yourself in their shows
- Agree: find some common ground
- Redirect: move the conversation in a positive direction
- Resolve: find a middle ground or common concern





Sharing the Care

- Have specific requests ready
- Ask directly; don't hint!
- Use neutral third parties to facilitate
- Be realistic
- Web-based care coordination
 - LotsaHelpingHands
 - Caring Bridge







Guilt

- "I should"
- The "perfect caregiver"
- Feeling selfish
- Ambivalence
- Guilt vs Regret





Making Decisions as a Family

Does everyone have all the same information?

What legal/financial planning has been done?

 Is the person needing care competent to make decisions?

What is the capacity of individual family members to provide help?





Family Meetings

Who should attend?

Agenda

Guidelines

3rd-party facilitators

Next steps



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Caregiver Serenity Prayer

...grant me the serenity to accept the person I cannot change,

The courage to change the person I can,

And the wisdom to know that person is ME.

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