

January 2020

## CareLink

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### A Note From Sylvia

Dear Friends,

With the holidays behind us and a brand-new decade ahead of us we want to wish you all a very prosperous new year. It is only January and we are already well on our way with new endeavors.

On January 16 we rolled out a new electronic health record called NDoc. We believe this new system will assist our organization to be more efficient in care delivery. Uninterrupted access to

### WHAT SKILLS MATTER MOST FOR PERSONAL CARE

By Dottie Anderson, RN  
Non-Medical Program Supervisor



If you have a loved one who needs in-home care, you'll need to determine which type of care they need. The two most common types are companion care and personal care. **Companion care** focuses on activities like errands, meal preparation, and light housekeeping. **Personal care** covers these tasks, but also includes activities that require physical assistance, such as dressing and bathing.

medical record in the home will allow patients/families/caregivers and clinicians to review medical information such as medication profiles, plans of care and educational materials during home visits. We encourage patients, families and caregivers to actively participate in care planning as we gather information, create interventions and monitor outcomes.

In October last year we rolled out the Paul Bushong Palliative Fellowship. Classes for the fellowship will resume in February and we anticipate the first group of students to graduate in the Summer. We will also serve as a clinical placement site this semester for two undergraduate nursing students from CMC and look forward to their arrival.

Customer service and accessibility to clinical staff is very important to us. We appointed a customer service representative Megan Short, to answer the phones and be available for customer questions during business hours. We also contracted with an answering service outside of business hours to ensure that no calls are missed. We trust this will enhance our customers' experience when reaching out for assistance.

More to follow on hospice program development and telehealth, please stay tuned and enjoy the season.

Warmest regards,

Sylvia Allais  
Executive Director

CareLink Suggestion  
Box

**STAYING HYDRATED DURING WINTER:  
WHY IT'S IMPORTANT AND HOW TO DO  
IT**

from

<https://www.absopure.com/blog/staying->

Both types of care require different skills from caregivers. But the physical aspects of personal care can be particularly skill intensive. Also, personal care recipients often have chronic health conditions or a form of disability, further highlighting the importance of having skilled caregivers.

So if you're looking for a personal caregiver to care for a loved one, here are the skills that matter most.

### **Physical Assistance**

Personal care is typically distinguished from companion care by tasks involving physical assistance. These include things like dressing and grooming, bathing and toileting, mobility assistance, or help transferring from one position to another.

Any time a caregiver provides physical assistance, they need to ensure the client's safety and comfort. This requires additional skills. If you're hiring personal care services, it's important that you find a care provider who can keep your loved one safe and comfortable.

### **Cleanliness & Hygiene**

Many individuals who receive personal care are at increased risk of bacterial or viral infections. If an infection occurs, many of them are also at increased risk of hospitalization. Caregivers can help prevent infections by maintaining high standards of cleanliness and hygiene. Taking care to frequently clean and sanitize their hands. They help clients maintain high standards for personal hygiene. And if they become sick, they quarantine themselves from care recipients.

Personal care is only one part of preventing infections among care recipients. But it's vital that you choose a care provider who

## hydrated-during-winter/

Few things are as satisfying as an ice-cold glass of water on a hot day. But, it's a lot more difficult to get the same satisfaction when the temperatures outside are freezing and the last thing on your mind is enjoying a cold beverage. Nevertheless, staying hydrated during the winter months is crucial if you want to maintain a healthy lifestyle.

There are **plenty of reasons** to increase your daily water intake, no matter what the season. But most importantly, **your body needs water to function properly**. Not only does water help you stay hydrated, it also helps regulate body temperature and is essential to the function of cells, tissues and organs.

Drinking water can even give your immune system a boost and prevent you from getting sick during peak cold and flu season. And, did we mention that drinking water can increase your metabolism and help you feel full, longer.

Now that we've established why it's important to keep your water intake up during winter, let's talk about how to do so. The amount of water you should drink on a daily basis depends on your weight and overall level of physical activity. Aim to drink at least half of your body weight in ounces of water each day, and adjust based on your level of physical activity.

### Hot beverages count, too

Try warming up with a nice cup of hot green tea, or even hot water with lemon. These two hot beverages will keep you cozy on a chilly winter's day, but also help you keep on pace to drink your eight glasses of water.

### Eat your water?

No, we're not suggesting eating ice cubes. In fact, several fruits and vegetables have a high water content that can help you reach your daily intake goals. Broccoli, strawberries and celery are all great sources of water. **Click here** to see some more produce options with high water content.

### Don't drink the wrong things

When you're trying to get enough water,

understands the role of cleanliness and hygiene.

### Knowledge & Awareness

If you speak with caregivers or care administrators, they'll tell you how important knowledge is to care providers.

One area where this knowledge proves useful is client monitoring. As caregivers tend to their clients, they monitor for changes in behavior, cognition, coordination, strength, emotional wellness, and other areas. This way, they can detect signs of decline early and alert the client or the client's family.

Many of these changes are subtle or gradual, so they go unnoticed without a caregiver present. But with a knowledgeable and observant personal care provider, they're less likely to go undetected.

Well-informed caregivers also know how to respond in unusual and urgent situations. Many caregivers have the basic skills for day-to-day caregiving, but when the unexpected happens, you want an experienced and knowledgeable professional.

### Communication & Compassion

The best caregivers have excellent interpersonal skills, and personal care providers are no exception. Think about some of the activities that personal care entails. Few people feel comfortable dressing, bathing, or going to the bathroom with the assistance of another person. It takes an extraordinary level of respect, understanding, and care to put clients at ease during these activities. The best personal care providers possess these qualities in spades.

Skilled caregivers are also capable communicators, both with their clients and their clients' families.

sometimes it's just as important to know what not to drink. Both caffeine and alcohol can make your body even more dehydrated. Limiting your intake of soda, coffee and alcoholic beverages can help keep that needed hydration in your system where it belongs.

Don't forget to break out the air humidifiers as well. Adding moisture to the dry winter air can help keep you hydrated while preventing scratchy throats and dry skin.

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## WORK WITH HOMECARE & HOSPICE OF THE VALLEY - OR SHARE WITH A FRIEND

We are always seeking compassionate people to join our rapidly growing team. Our team spans across the Roaring Fork, Colorado, Crystal, and Eagle River Valleys.

Join a team committed to providing compassionate and dignified palliative and end of life care to patients and their families.

Take a look at our openings. Apply today!

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## SO MANY WAYS TO GIVE A GIFT TO HOSPICE

By Tricia Williams, Development Director



### WHY GIVE

HomeCare & Hospice of the Valley is a nonprofit organization. We rely on support from donors to provide high-quality services to our community. Your gift ensures we can provide our home health, palliative, hospice, grief, and

Caregivers who communicate poorly will often leave clients confused about why certain care tasks are being performed or feeling like their wishes and preferences aren't being considered. Proper caregiver-client communication can resolve these issues, improving quality of care.

It's also important that caregivers communicate with the family members of their clients. Without adequate communication, problems can go unreported, important care tasks can go unperformed (or get performed twice), and trust between care providers and family members might erode. Active communication will ensure that everyone is on the same page and working toward the same goals.

### The Myth of the "One Size Fits All" Homecare Agency

Finding the right homecare agency can be a complicated, convoluted process. Even if you know what to look for and which questions to ask, it can take time to find the ideal fit. But if you're not familiar with the industry, this process is even trickier to navigate.

One of the toughest parts of this process is trying to distinguish homecare agencies from one another. Many agencies appear to offer "one size fits all" homecare, with caregiving for every senior and every situation. Yet when you sit down with these agencies, you discover that they don't quite fit your loved one's needs.

The idea of a "one size fits all" homecare agency carries obvious appeal — for families and agencies alike. For families, the idea of "one size fits all" caregiving makes it easy to find care for a loved one. For agencies, it means that they don't need to offer personalized care

bereavement services to our communities in Eagle, Garfield, and Pitkin counties.

We will never say no to someone who chooses our unfunded services. Your gift makes it possible for us to support anyone regardless of their ability to pay. Your gifts can be made monthly to support our work all year long. Be an ally in care.

Set up recurring donation

### NEW: DONATE VIA TAX REFUNDS

Give your Colorado state tax refund to hospice care

In 2019, Colorado returned more than \$1 billion in refunds to 1.9 million state taxpayers. In 2020, Coloradans who receive a state income tax refund will have a chance to donate all or some of it to a local nonprofit like **HomeCare & Hospice of the Valley**.

Imagine if state taxpayers chose to donate just a portion of their refunds; this outpouring of support would re-energize local community causes across Colorado and make a massive positive impact on our state.

The ReFUND CO awareness campaign shows how you can directly support a local nonprofit that is doing important work in your community. If you get state income tax refund, this new program puts you in control of deciding to donate some or all of it and choosing exactly which Colorado-registered charity will directly benefit.

For our organization, this provides a new way to fund our ongoing work in the community. Whether you do your taxes yourself or use a tax preparer, **RefundWhatMatters.org** provides simple instructions for how to make sure your refund donation goes to your chosen nonprofit. As we get closer to 2020 tax season, you'll get more information on this program and how it works.

We're grateful for your past support for HomeCare

plans or specialty programs.

The Non-Medical Homemaker/Companion Program, at HomeCare & Hospice of the Valley, offers care for many different seniors and many different situations, this doesn't come from a "one size fits all approach." Instead, it comes from a personalized approach, one backed by specialty services and flexible care plans.

**HomeCare & Hospice of the Valley offers:**

**Skilled Home Health Care**, provides quality services that allow patients to remain at home while recovering from a surgical procedure or who require assistance in disease management.

**Hospice Care** is an approach in end-of-life care that believes that individuals with life-limiting medical conditions should be made as comfortable as possible physically, emotionally, socially and spiritually. Hospice care can be provided at home, at an assisted living facility, at a long-term care setting, or even at a hospital.

**Palliative Care** offers a wide array of services focused on patient-centered outcomes such as quality of life, symptom burden, emotional well-being, and caregiver needs. It emphasizes interdisciplinary team-driven care with clear communication and continuity of care. It is available to people seeking curative treatment for acute or chronic illnesses.

**Homemaking and Companion Care** can support your independence at home.

We can provide assistance for you or your loved one that gives you the peace, comfort, and

& Hospice of the Valley and we hope you'll consider continuing your support in this new way.

## DONATE VIA ONLINE SHOPPING

When you shop online, we get a percentage of what you spend, at no cost to you!

### Amazon Smile

Sign up with Amazon Smile, choose Hospice of the Valley Inc as your charity.



### iGive

You shop. We get money. For free.

Help your favorite cause or charity every time you shop online, it's all free and so easy to be socially-conscious. Join me and start Giving #AllYearRound.

The stores make this possible because they want you to like them and shop at them over and over again. There's 2290 socially-responsible stores helping to make donations happen.

iGive empowers members to shop and give back to their favorite causes for free. Over the past 20 years, iGive has donated over 9 million dollars to over 30,000 causes and charities.

Sign up for  
iGive

## SHOP LOCAL TO SUPPORT HOSPICE

### City Market Community Rewards

Enroll or update your City Market Rewards account to make sure your rewards come to HomeCare & Hospice of the Valley.

support to ensure quality care.

Grief and Bereavement Support to respond specifically to the needs of individuals and families who are coping with death, loss and grief. Our grief and bereavement staff members are trained to provide the guidance and support needed to help sort through thoughts and feelings people often experience after a loss.

Thank you to our **COMMUNITY PARTNERS** of 2019. Your support makes great care happen in our community.



east west partners



Enroll or  
Update

## DONATE VIA LOCAL CONSIGNMENT SHOPS

If you have items to donate and are willing to let us be the recipient of any funds generated, you may take consignment items to these local merchants. Just give them the consignment number listed below or let them know it is for HomeCare and Hospice of the Valley.

**Miser's Mercantile**  
303 Main St, Carbondale  
Consignment # A258

**Susie's Ltd. Consignments**  
0331 Robinson St., Basalt - Willits  
Consignment #3986  
Accepting winter items through  
February 20, 2020, Mon - Sat before 4PM

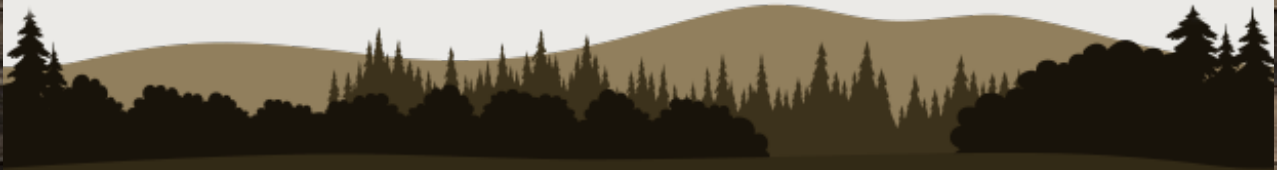
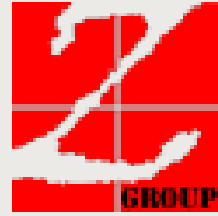
**Lilly's Designer Consigner**  
715 Grand Ave, Glenwood Springs  
Consignment # 741  
Accepting winter items until January 31,  
2020



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GLENWOOD SPRINGS  
**POST INDEPENDENT**





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