

**APRIL  
2011**

**Support For Home® Names Carlotta Sanchez as Client Services Manager**

This week, Support For Home gladly celebrates the two-year anniversary of Carlotta Sanchez being part of our management team. Since joining us, Carlotta has played a number of roles. Starting as Care Services Manager, focused on developing and retaining our Home Care Aides, who are the heart and soul of Support For Home, Carlotta picked up the Staffing Manager role as the agency grew dramatically over the past two years. As Staffing Manager, Carlotta took on the critical job of recruiting, screening and hiring the many new caregivers we needed to provide care to all of our new clients. Carlotta will continue to focus on those responsibilities, but is adding new ones, as well, as she joins Mike Baker as a Client Services Manager. In her new role, she picks up responsibility for ensuring that the standard of care for our clients is second to none – and that it continues to get better and better.




Carlotta, thank you for what you have accomplished and for your ability and desire to keep growing!

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**SFH Resource of the Month**  
**East Lawn Memorial Parks & Mortuaries**



More and more people are realizing the advantages of pre-arranging their funerals. The process is simple and the benefit to loved ones left to handle the arrangements is well recognized. The benefits are numerous: pre-planning allows you to express your own wishes; there is a guaranteed funeral price; there's no income tax liability; your funeral plan is transferable in case you move away; and it relieves your family of the financial burden. By relieving your family of burdensome decisions at a difficult time, you are showing your love and respect for their needs too.

There are several affordable payment options available. Call East Lawn Memorial Parks & Mortuaries to discuss these options. It can all be handled over the phone. You may preplan online now by filling out our preplanning form.

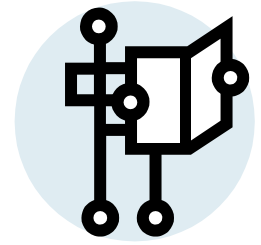
For more information on how to pre-arrange your services please call East Lawn at 916-732-2020 or visit them at [www.eastlawn.com](http://www.eastlawn.com)

**In This Issue**

Carlotta Sanchez, Client Services Manager	1
SFH Resource of the Month	1
Just Walk, from Kaiser	2
Spinach, Leek, Garlic, Feta Scramble	3
Wisdom of a Caregiver, Part 1	3
There is NO Excuse!	4

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## Just Walk



### By Kaiser Permanente (c)

What if there was a way to stay healthy that doctors say is more effective than any pill they could prescribe? One that helps people lose weight, can prevent or help manage diseases including diabetes, heart disease and depression, and is available to most everyone. Oh, and one more thing: it's free. Sound good? It's walking. And it delivers on all of this and more.

Research shows that walking 30 minutes a day, five days a week can prevent the onset or help manage chronic diseases. Yet 70 percent of Americans lead sedentary lifestyles, which is a big reason why many experts say America is in the midst of a health crisis. So why isn't everybody walking? Kaiser Permanente is doing its part to make that happen with Every Body Walk!, a new public awareness project aimed at starting a national conversation about the health benefits of walking. "Whether you're 7 or 77, walking is great medicine," said Keith Bachman, MD, of the Kaiser Permanente Northwest Weight Management Institute. "For seniors especially, walking is a terrific way to improve balance, strengthen bones and muscles, and keep the mind sharp. I'd like to see a bumper sticker that says 'Did you get your 30 minutes today?'" Every Body Walk! is an online educational campaign centered around the website [www.everybodywalk.org](http://www.everybodywalk.org). It contains news and resources on walking, health information, walking maps, how to find walking groups in your area, a personal pledge to start walking, and a place to share stories about your walking experiences.

Kaiser Permanente Northwest has long been a supporter of walking. We are a major partner in the hugely popular Sunday Parkways program in Portland, and partnered with Metro to create the Walk There! guidebook. Our Community Health Initiatives program strives to make neighborhoods more walkable and healthy. Dr. Bachman is available for interviews about Every Body Walk!, as is Andy McCulloch, Northwest regional president, who can speak to Kaiser Permanente's support for walking and for our concept of Total Health. Every Body Walk! is powered by Kaiser Permanente. Campaign partners include American College of Sports Medicine, National Safe Routes to School, American Heart Association, Best Friends Animal Society and more.

*The best changes often start as single, simple thoughts. Think big, and discover how to make your dreams real.*

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Thank you to Kaiser for great advice. Check out Kaiser Health News, a great source for high-quality coverage of health care policy and politics:

<http://www.kaiserhealthnews.org/>

## Spinach, Leek, Garlic, and Feta Scramble

Serves 2

4 eggs, lightly beaten  
2 Tablespoons olive oil  
2 large handfuls fresh spinach  
1 clove garlic, minced  
1 leek, white and light green part thinly sliced  
2 ounces feta, crumbled (try 1 ounce instead of two to "skinny" this recipe even further)  
Salt and freshly ground pepper to taste



Heat the olive oil in a medium non-stick skillet. Sauté the leeks until they just start to brown, add the garlic, and sauté until fragrant, about 1 minute. Add the spinach. It will cook down to a much smaller volume. Don't fiddle with it too much as that slows down the cooking time. (You could just do this with extra garlic, no leeks, and some crushed red chiles and call it a side dish for dinner.)

Add the crumbled feta to the beaten eggs. Season the egg mixture. Add it to the skillet. Let it cook a little, then stir it so any uncooked egg gets its turn at the bottom of the pan. Serve with whole grain toast and "no added sugar" preserves. This is a really good way to start a beautiful day.

Nutrition information per serving:

Calories: 373  
Fat: 30 gm  
Saturated fat: 9 gm  
Trans fat: 0 gm  
Cholesterol: 448 mg  
Carbohydrates: 10 gm  
Fiber: 1 gm  
Sodium: 486 mg  
Protein: 18 gm

## Wisdom of a Caregiver, Part 1

This post is from a friend and an employee of Support For Home. She has a world of experience in elder care, as a professional and as a family caregiver, as you will see below. She also has passion. Annie's story involves a hospice situation, but the lessons apply as well to long term care for folks with chronic conditions. So, Annie L., thank you so much for sharing your wisdom.

Reading the [Support For Home] newsletter, as I do each Friday night, I clicked on the WordPress blog regarding the bridge needed between clients / patients and their medical providers when medical information from the home is needed and medical personnel are not available to realistically provide it in an ongoing fashion and family is not available or willing to be trained to take it on.

I would like to outline something my family has done in the past, and the reason I am writing is that if my brother and I had not been able to be there, my father would have ended his life in a hospital instead of at home... If there had been a competent and trusted individual who could have been similarly trained to provide the medical procedures my brother and I did, would we all have wanted that to have happened in our stead? If [my brother] couldn't have been there, absolutely. The problem seems not to be that specific and targeted training isn't available or doable; it is the issue of liability as well as acceptability of the idea. That seems to be a surmountable issue when so much is at stake...

Just as an example of the things my brother and I were trained to do, that an intelligent and diligent individual without medical training could have been equally able to provide:

When my father was diagnosed with pancreatic cancer, his medical needs were immediate and beyond our family's ability to provide at home. Yet my father, who was quickly accepted by [a hospice agency in] Washington because of the seriousness of the illness, wanted nothing more than to stay at home throughout his illness, as long as his pain could be kept under control — and this [the hospice agency] was able to promise him they could do. so — as a family — my father, mother, brother and I were offered the opportunity to be trained ... in the medical techniques necessary to provide care at home. My father, of course, could not participate physically, but he remained clear and a guide as to what he was experiencing up to the day he died. My mother was too distraught to learn; but she stayed by my father's side each day and night — they often fell asleep together while holding hands, she sitting in a chair next to his hospital bed in the living room. My brother and I were the one to be trained, and we agreed to give it our very best shot. No guarantees.

In Part II, Annie takes us through the details of the care and training, to the conclusions she reached, as a family caregiver and as a professional in the field of elder care.

Part 2 will be in next month's newsletter.

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## There is NO Excuse!

By Bert Cave

At the company which pays my bills – and allows me to spend time writing this blog – Support For Home, we added a new client over the weekend. Normally that is not huge news. We are a growing company, adding new home care clients pretty regularly. What made this new client news was the circumstances under which the family came to us. The family had actually been working with another home care company in the greater Sacramento area. We can call them XYZ. The client needs 24-hour care, seven days per week. The weekday caregiver was consistent, but over the course of eight weekends, the family explained to us that they never saw the same caregivers twice.



That is absolutely absurd. Clients deserve consistency of care, and that includes consistency in terms of who is providing that care. What we subsequently discovered, in talking with the family (adult “children”) is that one of the caregivers was actually “borrowing” one of the parents’ cars to use to get to and from work. At Support For Home, that would be grounds for termination, immediately. Making it worse, that caregiver was driving with an expired driver’s license — which means that person was also not insured! Now, how can all of this have happened without XYZ home care company knowing what was going on? Either they knew and did not care — obviously that was the case with revolving door caregivers on the weekends — or they were not talking to the family about the situation — we found out these details in about one hour of time with the family. We have been arguing for a long time that California home care agencies need to be licensed by the State.

That is not the case right now, and that needs to change. It is inexcusable that this kind of thing can go on without official scrutiny. In the absence of California State licensing, families should at least look for whether the home care agency is a member of the California Association for Health Services at Home (CAHSAH) — preferably certified by CAHSAH — or a member of the National Private Duty Association (NPDA), the leading national association in the elder care industry. Passion and standards go together in providing home care to our most vulnerable citizens. When you need those services, investigate thoroughly. When companies do not meet your standards, do not hire them. There is NO excuse.

Best wishes, Bert

