



**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

[Click here to go to the Virginia Department for the Aging Home Page](#)

**TABLE OF CONTENTS**  
**AAA TUESDAY E-MAILING**  
**November 12, 2008**

<b>SUBJECT</b>	<b>VDA ID NUMBER</b>
<a href="#"><u>Senior Center Practices Report</u></a> (Elaine Smith)	09-18
<a href="#"><u>Nursing Home Residents and P.O. Box Householders Now Eligible to Receive Digital TV Converter Box Coupons</u></a> (Janet James)	09-19
<a href="#"><u>Revised Nutrition Program Standards – Draft on VDA website</u></a> (Elaine Smith)	09-20
<a href="#"><u>JABA’s Menus Go Local</u></a> (Elaine Smith)	09-21
<a href="#"><u>Injury Prevention Funding Opportunity – Addendum</u></a> (Elaine Smith)	09-22
<a href="#"><u>Free Long-Term Care Audio Conferences</u></a> (Janet James)	09-23
<a href="#"><u>Rescheduled Training for AAA Congregate Site and Senior Center Staff</u></a> (Elaine Smith)	09-24
<a href="#"><u>National Family Caregivers Month, 2008</u></a> (Ellen Nau)	09-25
<a href="#"><u>Caregiving Information</u></a> (Ellen Nau)	09-26

**Note:** The web addresses (links) in this document may change over time. The Department for the Aging does not attempt to refresh the links once the week has passed. However, this document is maintained on the web for a period of time as a reference. Some links may require registration.

1610 Forest Avenue, Suite 100, Richmond, Virginia 23229  
Toll-Free: 1-800-552-3402 (Voice/TTY) • Phone: 804-662-9333 • Fax: 804-662-9354  
E-mail: [aging@vda.virginia.gov](mailto:aging@vda.virginia.gov) • Web Site: [www.vda.virginia.gov](http://www.vda.virginia.gov)



09-18

**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** Senior Center Practices Report

Following is a link to the latest NASUA Report, *Senior Center Practices: Trends in Developing Standards*. This report is based on a member survey of the National Association of State Units on Aging. [Senior Center Practices: Trends in Developing Standards 10/08](#)

The report may also be viewed at the NASUA website [www.nasua.org](http://www.nasua.org)



09-19

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Janet James, Esq., State Legal Services Developer and Public Guardian  
Program Coordinator

**DATE:** November 11, 2008

**SUBJECT: Nursing Home Residents and P.O. Box Households Now  
Eligible to Receive Digital TV Converter Box Coupons**

The Department of Commerce Secretary Carlos M. Gutierrez has announced that residents of licensed nursing homes, intermediate care facilities, assisted living facilities and households that use a post office box for mail delivery will be eligible to request coupons from the TV Converter Box Coupon Program.

The rule change took effect 30 days after publication in the Federal Register. "Allowing nursing home residents and households who rely on a post office box for their mail to request coupons helps those most in need to make the switch to digital television," Gutierrez said.

For more information, please see the following press release:

[http://www.commerce.gov/NewsRoom/TopNews/PROD01\\_007228](http://www.commerce.gov/NewsRoom/TopNews/PROD01_007228)

For more information about the DTV Coupon Program, please visit [www.DTV2009.gov](http://www.DTV2009.gov).

If you have questions about the DTV transition, go to [www.dtv.gov](http://www.dtv.gov) or call 1-888-CALL-FCC.



09-20

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** Revised Nutrition Program Standards – Draft on VDA website

In cooperation with a workgroup comprised of Nutrition Directors and staff from several AAAs, VDA has developed Revised Service Standards for the Congregate and Home Delivered Nutrition Programs. These will be available on the VDA website for your review and comment. The draft documents will be posted under their respective Service Standard section of both the Home Delivered Nutrition and Congregate Nutrition service pages.

**The tentative timeline for implementation** of the revised Nutrition services Standards is as follows:

---

1/1/08-10/31/08	Workgroup review and draft Service Standards documents.
11/1/08-1/31/09	AAA's Review and Comment Period – Drafts posted on VDA website. AAA's and nutrition service providers invited to provide written comments.
2/1/09-3/31/09	Workgroup review and rewrite Service Standard Drafts considering written comments. Finalize revisions.

SUBJECT:

Page 2 of 2

4/1/09 Post finalized Standards. AAAs to reflect revised Service Standards in their FY 2010 Area Plans as applicable.

10/1/09 Revised Service Standards to go into effect for FY 2010.

---

You are invited to thoroughly review the revised standards and make written comments. I am available to answer questions and concerns at [Elaine.Smith@vda.virginia.gov](mailto:Elaine.Smith@vda.virginia.gov) or by phone: 804-662-9319. I look forward to receiving your input.



09-21

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** JABA's Menus Go Local

The Jefferson Area Board for Aging (JABA) has as part of its mission to serve local produce in its menus, and following is a brief update from Judy Berger, JABA's Community Nutrition Manager, on how they accomplished their mission this past harvest season.

"We set and met our goal of incorporating local produce into 20-25% of daily menus! Generally this meant featuring an entrée each day consisting of locally grown vegetables or fruit. We've been educating the seniors about the benefits of local produce, for example, higher nutrition content, better taste, increased revenue to local economy, and decreased carbon footprint on our environment.

The concept has been very well received (and well eaten) at all of our senior centers and adult day care centers. In working with local farmers and buyers, JABA has discovered the tremendous interest and demand for local food in our area. In support of our mission to "promote, establish and preserve sustainable communities," we have become very active in this effort on both regional and state levels, including working with other AAAs."

Judy is happy to share challenges and successes throughout the process and she states, "Perhaps some day soon all of Virginia's seniors will have access to fresh local food!"

For more information contact:

Judy Berger  
Community Nutrition Manager  
674 Hillsdale Drive  
Charlottesville, VA 22901  
office: 434-817-5234  
fax: 434-817-5234  
[jberger@jabacares.org](mailto:jberger@jabacares.org)

JABA

Live Better. Longer.

Our Mission: To promote, establish and preserve sustainable communities for healthy aging that benefit individuals and families of all ages.



09-22

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors  
Disease Prevention and Health Promotion Coordinators

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** Injury Prevention Funding Opportunity – Addendum

The November 4, 2008 Tuesday Mailing contained an announcement about the Virginia Department of Health, Division of Injury and Violence Prevention (DIVP) funding opportunity to support innovative and community-based unintentional injury prevention projects between January 1, 2009 and August 31, 2009.

It was discovered that the *Preventing Unintentional Injuries* RFP # 704EE087 had two minor errors. If you plan on submitting a proposal in response to the RFP, please review and sign the following Addendum and submit it along with your proposal. Feel free to contact Lenny Recupero at (804) 864-7734 or [Leonard.Recupero@vdh.virginia.gov](mailto:Leonard.Recupero@vdh.virginia.gov) if you have any questions.

As a reminder, all proposals are due by 3 PM EST on November 25, 2008. Refer to the Web page <http://www.vahealth.org/civp/community/index.asp> for details concerning this funding opportunity.

**RFP ADDENDUM**

November 7, 2008

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference -Request For Proposals:	RFP #704EE087
Commodity:	Preventing Unintentional Injuries
Dated:	October 23, 2008
For Delivery To:	Virginia Department of Health Agency, Commonwealth of Virginia
Proposal Due:	3:00 PM November 25, 2008

The above is hereby changed to read:

1. Reference Page 11: Section V. EVALUATION AND AWARD CRITERIA, item A. Evaluation Criteria, second line item—change to read:

Demonstrated need for a prevention project in high risk community.

2. Reference Page 11: Section V. EVALUATION AND AWARD CRITERIA, item B. AWARD, change to read:

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. *The Commonwealth reserves the right to make multiple awards as a result of this solicitation.* The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,

Beverley Oden, Acting Buyer Senior  
Phone: 804-864-7526

\_\_\_\_\_  
Name of Firm

\_\_\_\_\_  
Signature/Title

\_\_\_\_\_  
Date



09-23

**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Janet James, Esq., State Legal Services Developer and Public Guardian  
Program Coordinator

**DATE:** November 11, 2008

**SUBJECT:** Free Audio Long-Term Care Conferences

**REGISTER NOW FOR FREE AUDIO CONFERENCE SERIES!**

**The sessions are FREE, but Pre-Registration is required.  
Space is limited. Hurry and register now!**

**Presented by-** Project 2025: Enhanced Access to Legal Assistance for Older Virginians  
**Partners-** Virginia Dept. for the Aging - Virginia Poverty Law Center - State LTC Ombudsman Office

**Both Sessions are from 10:00am-11:00am Eastern**

- **November 13<sup>th</sup> — Alternatives to Nursing Homes**
- **November 20<sup>th</sup> — Care Issues**
- **December 3<sup>rd</sup> — Resident's Rights & Surrogate Decision Making**

**Speakers**

**Joani Latimer**  
State Long-Term Care Ombudsman  
Office of the State Long-Term Care Ombudsman

**Kathy Pryor, Esq.**  
Elder Law Attorney  
Virginia Poverty Law Center

SUBJECT: FREE WEB TRAINING Series - Financial Strategies for Low-Income Seniors in Tough Economic Times

Page 2 of 2

***Please see the following attachment with Flyer and Registration Form.***

**Why You Need to Participate?**

Get all the information you need to know about choosing a nursing home, the admissions process, getting good care, and your rights as a nursing home resident —when the nursing home says you have to leave or that you can't return after a hospital stay.

**Who Should Participate?**

Caregivers, Family Members, Older Adults, and anyone who works with older adults.

**If you have questions, please contact Jackie Taggart at:**

**Email: [Jackie.Taggart@vda.virginia.gov](mailto:Jackie.Taggart@vda.virginia.gov)**

**Phone: 804-662-9339**

# FREE AUDIO CONFERENCE SERIES

## Nursing Homes: Getting Good Care

*Presented By-* Project 2025: Enhanced Access to Legal Assistance for Older Virginians

*In Partnership With*

Virginia Department for the Aging

Virginia Poverty Law Center

Office of the State Long-Term Care Ombudsman

Thursday, November 13<sup>th</sup> — **Alternatives to Nursing Homes**

Thursday, November 20<sup>th</sup> — **Care Issues**

Wednesday, December 3<sup>rd</sup> — **Resident's Rights & Surrogate Decision Making**

**All Sessions are from 10:00am-11:00am Eastern**

### *Speakers*

**Joani Latimer**

*State Long-Term Care Ombudsman*

*Office of the State Long-Term Care Ombudsman*

**Kathy Pryor, Esq.**

*Elder Law Attorney*

*Virginia Poverty Law Center*

### **Why You Need to Participate?**

Find out what you need to know about alternatives to nursing homes, important care issues, and your rights as a nursing home resident.

### **Who Should Participate?**

Caregivers, Family Members, Older Adults

(Although tailored to Care Givers, Family Members, and Older Adults, those who work with older adults are also welcome).

### **Are you too busy to attend an educational program?**

This free Audio Conference Series is designed for those who aren't able to attend a program outside the home or office. You can simply call in from your home phone.

Once registered, you will receive a toll free telephone number and access code with instructions at the mailing or email address you provided. On the day of the conference you will call in and join many others who are seeking the latest information about getting good nursing home care.

### **Registration Form**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Daytime Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Home Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address: \_\_\_\_\_

Please sign me up for: \_\_\_\_\_ November 13 \_\_\_\_\_ November 20 \_\_\_\_\_ December 3

Please mail or fax your completed form the Department for the Aging at:

Fax: 804-662-9354

Mail: Jackie Taggart

Virginia Department for the Aging

1610 Forest Ave, Suite 100

Richmond, VA 23229

Questions: Email: [Jackie.Taggart@vda.virginia.gov](mailto:Jackie.Taggart@vda.virginia.gov), or Call: 804-662-9339.



09-24

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Elaine S. Smith, MS, RD  
Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** Rescheduled Training for AAA Congregate Site and Senior Center Staff

The session of the annual training for nutrition site managers, senior center staff, home delivered meals drivers, and other AAA staff that was postponed in July is rescheduled as follows:

Date: Friday, January 9, 2009

Location:

Fairfax County Government Center  
12011 Government Center Parkway  
Fairfax, VA 22035-0011

The session will run from 9:30 a.m. to 2:30 p.m. and the day's agenda will include the following topics:

- Food and Medication Interactions
- Interactive Case Scenarios
- Medication Use Safety Training (MUST) for Seniors and Caregivers
- Dietary Herbs and Supplements

The training facilitators will be Patricia W. Slattum, PharmD, PhD, associate professor and geriatric specialist in the pharmacy program at Virginia Commonwealth University

SUBJECT:

Page 2 of 2

and Elaine S. Smith, MS, RD, Program Coordinator at the Virginia Department for the Aging.

Following is a registration form. Please complete and email your registration to [Elaine.Smith@vda.virginia.gov](mailto:Elaine.Smith@vda.virginia.gov) or fax to 804-662-9354. There is no registration fee.

The deadline for registration Wednesday, December 10, 2008.

Once you have registered, a confirmation and information will be sent regarding directions to the specific location, lunch, etc.

Please direct any questions or concerns about the training to me at [Elaine.Smith@vda.virginia.gov](mailto:Elaine.Smith@vda.virginia.gov) or 804-662-9319.

8<sup>th</sup> Annual Workshop for AAA Congregate Site Managers, Senior Center Staff,  
Home Delivered Meals Drivers and Others

## ***Food and Medication Interactions***

Registration Form

Area Agency on Aging: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone number: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

List names of attendees from your agency: (please type or print full names clearly)

Date: Friday, January 9, 2009

9:30 a.m. – 2:30 p.m.

Location:

Fairfax County Government Center  
12011 Government Center Parkway  
Fairfax, VA 22035-0011

Please email your registration to [Elaine.Smith@vda.virginia.gov](mailto:Elaine.Smith@vda.virginia.gov) or fax 804-662-9354.

***The deadline to register is Wednesday, December 10, 2008.*** The contact person listed above will be sent further information and confirmation of registration.



09-25

*COMMONWEALTH of VIRGINIA*  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Ellen Nau, Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** National Family Caregivers Month, 2008

**National Family Caregivers Month, November 2008**

To locate activities occurring in the Commonwealth honoring family caregivers, please see the attached listing. A big thank you to members of the Virginia Caregiver Coalition, Area Agencies on Aging and others who sponsor events recognizing the Commonwealth's family caregivers.

**A Proclamation by the President of the United States of America**

During National Family Caregivers Month we recognize and celebrate the many individuals throughout our country who work each day to ensure a better quality of life for their family members. Through their selfless action, these caregivers provide their loved ones support and comfort as they age, combat illness, or suffer from disability.

Our Nation is compassionate, and we believe in the sanctity of life at all stages. Through tireless efforts and inspiring deeds, many Americans care for loved ones in need. By acting as in-home care providers, people across our Nation are helping to ensure that their family members are provided with love, comfort, and security. My Administration has worked to offer caregivers support and training. In 2006, I signed the Lifespan Respite Care Act of 2006, which established a program to help family caregivers get access to affordable and high-quality respite care. In addition, the

National Family Caregiver Support Program encourages cooperation among government agencies and other organizations that support and work with family caregivers.

National Family Caregivers Month is an opportunity to recognize those who serve a cause greater than self and contribute to the well-being of their loved ones. Family caregivers are soldiers in America's armies of compassion and set an inspiring example for their fellow citizens.

NOW, THEREFORE, I, GEORGE W. BUSH, President of the United States of America, by virtue of the authority vested in me by the Constitution and laws of the United States, do hereby proclaim November 2008 as National Family Caregivers Month. I encourage all Americans to honor the selfless service of caregivers who support their loved ones in need.

IN WITNESS WHEREOF, I have hereunto set my hand this twenty-ninth day of October, in the year of our Lord two thousand eight, and of the Independence of the United States of America the two hundred and thirty-third.

GEORGE W. BUSH

**Activities for National Family Caregiver Month  
November, 2008  
(As of October 27, 2008)  
AAAs and Members Virginia Caregiver Coalition**

**Fairfax Area Agency on Aging**

Fairfax AAA will host its Annual **“Give Care, Get Care” Event** at Springfield, VA Country Club to honor caregivers on **November 7, 2008** 9:30 A.M. – 2:00 P.M. Featured speaker for the conference is Suzanne Mintz, President of the National FamilyCaregivers Association (NFCA), Kensington, Maryland  
Contact: Yolanda Thompson [yolanda.thompson@fairfax.gov](mailto:yolanda.thompson@fairfax.gov)  
703-324-5411

In addition Fairfax AAA is planning the following events:

1. The Fairfax County Board of Supervisors has proclaimed November 2008 as Family Caregiver's Month in Fairfax County during their regular board meeting which will be held on Monday, Oct. 20.
2. The Fairfax Family Caregiver Support Program plan to have a photo display of our local family caregivers in the Pennino Building from Nov. 3-7, and Fairfax County's Government Center from Nov. 10-14. (Kinship Caregivers Included)
3. Fairfax County will host caregivers at the phone/web NFCA series on caregivers communicating with medical professionals on November 6 and 13.

**Caregivers Community Network Fundraiser  
Saturday, November 15 7:00-10:00 P.M. Sunnyside Community Bethesda Theatre**

Proceeds to benefit caregivers of frail elders and persons with Alzheimer's disease living in the Shenandoah Valley.  
“Off Key” an evening of music, comedy & community laced with well-known local personalities  
Minimum contribution - \$75.00 per couple \$38 per single  
Contact: Vicki Landes [vlandes@jmu.edu](mailto:vlandes@jmu.edu)  
540-568-3462

**Alzheimer's Association – Greater Richmond Chapter  
“Coping and Caring” Estes Express Caregiver Conference**

Monday, November 3, 2008  
Holiday Inn Select – Koger Center  
10212 Koger Center Blvd.  
Richmond, Virginia  
Annual educational conference on Alzheimer's Disease  
Contact: MaryAnn Johnson [maryannjohnson@alz.org](mailto:maryannjohnson@alz.org)  
804-967-2582

## **Alzheimer's Association – Southeastern Virginia Chapter 19th Annual Education Conference**

Wednesday, November 5, 2009

Hampton Roads Convention Center

Contact: Alzheimers Association Southeastern Virginia [www.alz.org/seva/](http://www.alz.org/seva/)  
757-459-2405

## **Rappahannock Area Agency on Aging – Symposium for Caregivers**

The Rappahannock Area Agency on Aging in conjunction with a group of community, for profit and government groups will sponsor the Caregivers-Help is Here Symposium for Caregivers on November 8, 2008 from 9:00 A.M. to 3:30 P.M. at the Marshall Center, 8800 Courthouse Road Spotsylvania VA 22553. There is a \$15.00 fee but scholarships are available. Topics of discussion will include: Myths of Aging, Spirituality in Care giving, Nutrition for the Caregiver, Incontinence, and Ingredients for Successful Caregiving. Contact: Pat Holland [pholland@raaa16.org](mailto:pholland@raaa16.org)  
540-371-3375.

## **New River Valley Agency on Aging**

***Caring Connections* Caregiver Conference and Resource Fair** will be held on November 1, 2008 at the Rooker/Martin Hall at New River Community College and hosted by the New River Valley Agency on Aging. Presenters include Teepa Snow, a nationally known dementia education specialist, the Montgomery County (VA) Department of Social Services, the Southwest Virginia Legal Aid Society and Dr. Lauren Scott-Jones, a chiropractic doctor who has developed a gentle exercise program called *Stretch & Strengthen*. Contact: New River Valley Area Agency on Aging 540-980-7720

## **Shenandoah Area Agency on Aging**

Annual **Luncheon for Caregivers** on November 24<sup>th</sup>  
Contact: Pam Dodge [pdodge@shenandoahaaa.org](mailto:pdodge@shenandoahaaa.org)  
540-635-7141

## **VCU Medical Center, Geriatric Services**

1. Eldercare Fair 10am -2pm here at Medical Center site
2. Monthly Eldercare Support Seminar - featuring LTC Ombudsman Joani Latimer
3. Publicizing 2 NFCA teleseminars company wide - 8300 employees
4. Lunch and speaker/author presentation by Dr. Joyce Beckett (see below)

<http://cup.columbia.edu/book/978-0-231-14060-7/lifting-our-voices>

Contact: Gale Davis [gdavis1@mcvh-vcu.edu](mailto:gdavis1@mcvh-vcu.edu)  
804-828-0281

## **Appalachian Agency on Aging**

The agency is hosting a group for the NFCA telephone/webinar presentations on November 6 and 13<sup>th</sup>. Contact:  
Carolyn Raines 276-964-4915

Alzheimer's Caregivers Support Group at Appalachian Agency for Senior Citizens meets the second Tuesday of each month from 1:00pm until 2:00pm. We discuss many caregiver issues, go on outings and also distribute information about local places to visit for caregivers to enjoy to reduce stress. The location of the meetings is at our agency conference room and we serve refreshments. Our agency provides services for four counties in southwest Virginia and they are Tazewell, Russell, Dickenson and Buchanan.

## **Mountain Empire Older Citizens, Inc.**

MEOC will be hosting a group for the November 6 and 13 NFCA presentations. Also: MEOC will host:

### **Annual Alzheimer's Seminar - November 14, 2008**

Goodloe Center on the campus of Mountain Empire Community College in Big Stone Gap, Va. The seminar will begin at 8:45 a.m. and conclude at 3:15 p.m.

Speakers include: Marie Smart, an Alzheimer's care specialist with the University of Kentucky, Sanders-Brown Center on Aging.

Earlene Burney, a retired educator who became a caregiver for her mother when she was diagnosed with Alzheimer's Disease.

Ethel Thomas, a certified Laugh Leader with a degree in Therapeutic Recreation. She is a frequent speaker on "The Art and Science of Laughter".

For more information, email [jtrivett@meoc.org](mailto:jtrivett@meoc.org).

## **Aging Together and the Alzheimer's Association, Central and Western Virginia Chapters**

### **Family Caregiver Appreciation Day**

Free program recognizing family caregivers of adults  
Thursday, November 13, 2008 1-4 P.M.  
Daybreak Adult Day Healthcare Center  
13820 Eggbornsville Road Culpeper, VA 22701  
Registration: 540-829-6405

## **The Crater Caregivers Coalition**

The coalition is seeking nominations for their 2008 Caregiver of the Year Award. This will be the first year the Crater Caregivers Coalition has given the award and hope to make it an annual event. If you wish to nominate a caregiver, contact

Toy Newcomb at Dunlop House Assisted Living at 520-0050 or email [marketdun@verizon.net](mailto:marketdun@verizon.net) for the nomination form.

Deadline for the nominations is November 3. Judging will be done by an independent panel.

**Senior Connections, Bon Secours Health Systems, AARP,  
Secure Horizons of United Health Care, City of Richmond**

**The Community Health & Resources Fair  
“Living Longer...Living Better”**

Tuesday, November 18, 2008, 10:00 a.m. to 4:00 p.m. Arthur Ashe Center  
3001 North Boulevard  
Complimentary Admission & Ample Free Parking  
Church & Community Vans are Welcome

Exhibitors will offer: Health Screenings, Flu Shots, GrandDriver Demonstration, Volunteer Opportunities, Educational Material and Information about Services and Benefits. There will also be Refreshments and Live Entertainment! Who should attend? Persons 50+ & Adults with Disabilities and Caregivers For more information contact: Fred Geiger at 804.672.4497 or [fgeiger@youraaa.org](mailto:fgeiger@youraaa.org)

**It is expected that Governor Timothy Kaine will be signing Proclamations declaring November, 2008, National Family Caregiver Month.**

Ellen Nau, 804-804-662-9340

**Central Virginia Caregiver Alliance, Belle Boone Beard Center on Aging,  
Consortium on Aging**

**Celebrating Our Family Caregivers**  
November 9, 2008 2:00-4:00 P.M.  
Commander Templeton Senior Center  
225 Wiggington Road in Lynchburg

RSVP to the Central Virginia Area Agency on Aging at 434-385-9070



09-26

**COMMONWEALTH of VIRGINIA**  
*Department for the Aging*

**MEMORANDUM**

**TO:** Executive Directors  
Area Agencies on Aging

**FROM:** Ellen Nau, Human Services Program Coordinator

**DATE:** November 12, 2008

**SUBJECT:** Caregiving Information

**MetLife Mature Market Institute**

The MetLife Mature Market Institute has issued caregiving publications available free to the public in preparation for November's Caregiver Awareness Month. These Helpful Hints are six two-page informational bulletins taken from studies done by the MetLife Mature Market Institute and National Alliance for Caregiving. They contain tips and advice for older Americans and for those caring for aging friends and relatives.

- \*Helpful Hints: Choosing An Assisted Living Facility
- \*Helpful Hints: If Care is Needed at Home
- \*Helpful Hints: Caregiving from a Distance
- \*Helpful Hints: Advocating for a Family Member
- \*Helpful Hints: Choosing an Adult Day Services
- \*Helpful Hints: Caregiving and Alzheimer's Disease

They are available for free download from MetLife's website:  
[www.maturemarketinstitute.com](http://www.maturemarketinstitute.com) under the What's New section.

***Education About Family Caregiving  
Advocating family physician involvement***

by Mark J. Yaffe MD and Barry J. Jacobs, PsyD

Please see the attached informative article from the Canadian Family Physician Vol: 54  
October-2008

**CMS – Ask Medicare**

Please see the attached article on the new CMS efforts to support the more than one in  
five adults who provide care to a loved one. The new CMS website provides a wealth of  
information for family caregivers. [www.medicare.gov/caregivers](http://www.medicare.gov/caregivers)

**Hispanic Caregivers**

***Congressional Briefing on a New Study:  
Hispanic Family Caregiving in the U.S.***

The National Alliance for Caregiving is pleased to announce that it will host a  
Congressional Briefing on the first ever study of Hispanic Family Caregiving in the U.S.  
The event will be held on Thursday, November 20<sup>th</sup> from 9AM to 10:30 AM in 1334  
Longworth House Office Building.

The briefing will be hosted by Rep. Hilda L. Solis (D-CA), Chairwoman of the  
Congressional Hispanic Caucus Task Force on Health and The Environment. Rep.  
Lucille Roybal-Allard (D-CA), the first Latina in U.S. history to be appointed to the  
Appropriations Committee, will also provide remarks. The briefing will include a panel of  
experts who will report on findings from the study and what those findings mean for the  
Hispanic caregiver.

For further information contact Jonathan Tew at [Jordan@caregiving.org](mailto:Jordan@caregiving.org)

## The Centers for Medicare and Medicaid Services (CMS)

Chances are, you know a Linda.

Linda takes care of her mother, a widow, who lives in Linda's hometown 1200 miles away, and takes care of her husband – he was recently disabled – at home. Meanwhile, five days a week Linda commutes 45 minutes to and from a full-time office job.

Family caregivers like Linda actually hold down more than one full-time job. They respond all day to the demands of the workplace, and then come home to meet the needs of elderly or disabled loved ones. Many of these people are nearing the age of retirement themselves.

In fact, family caregivers provide almost 80 percent of long term-care in the US. They're providing this service, which some estimates place at a staggering \$350 billion a year, for free. To put the cost in context, it's almost twice the \$158 billion spent on homecare and nursing home services combined. As many as one-third of the nation's family caregivers are shouldering this responsibility alone.

Now Medicare offers some help.

This fall the Centers for Medicare and Medicaid Services (CMS) launched a new service called *Ask Medicare*, to support Linda and the more than 44 million Americans – one in five adults – who provide care to a loved one.

The new initiative provides family caregivers with information about a wide range of caregiving issues and help navigating some of the social services networks around the country. In addition to requesting print publications from 1-800-MEDICARE, Linda and others can click on [www.medicare.gov/caregivers](http://www.medicare.gov/caregivers) and browse such topics as: Medicare basics; planning for a healthy future; seeking second opinions; help with hospitalization; home health care and community services; nursing homes and housing options, and considering hospice.

"I didn't have any preparation for this stage of my life," says Linda. "When my mom started to need help, I had a million questions.

"How to find support and resources – hot meals, for example. Transportation for mom was impossible to find in my home town. Most importantly, how was I going to make sure I was connected with the health care team. Because this was

long-distance, how was I going to find someone who was bonded and licensed and who I could trust?

"Before I was faced with this situation, I never thought of this," she says.

*Ask Medicare* is a one-stop shop with online tools to compare health plan choices across the country, find a prescription drug plan or find a doctor. It can point searchers to helpful telephone numbers and links to partner websites, and help them connect with financial assistance if they have trouble paying for insurance or prescriptions.

Caregivers can sign up for an *Ask Medicare* e-newsletter including news about Medicare and tips for getting the most out of Medicare.

Caregivers can use the information at the new Web site to find information not only on how to take better care of the people close to them, but also better care of themselves. According to a recent study, about one in six caregivers report they are in fair or poor health. Women over 50, who were lower income, provided high levels of care, and lived with the person they cared for often said caregiving made their health worse.

And that's only the people who will *admit* to not being as healthy as they'd like to be.

Linda agrees. "When it's a choice between something I need and someone else, what gives? Usually, I do," she says. "I've had a doctor's appointment that I've postponed eight times. But my husband and my mother are more important."

*Ask Medicare* is designed for the full range of caregivers, not just those who take care of someone with Medicare. It's directed to parents who care for disabled children; aging spouses who are caring for their husbands or wives; children who support their aging parents; and friends, neighbors, and community volunteers.

Print publications are available, but when half of seniors and even more family caregivers say they are turning to the web for information, it makes sense to make this information easily accessible on a computer.

"I really don't think of myself as a 'caregiver,'" says Linda. "Whatever comes up, it's just one more thing I have to juggle.

"But I have to do this well," she adds. "This is my family."

Chances are, you recognize Linda. She may even bear a strong resemblance to you. If that's the case we hope you will call 1-800-MEDICARE and take advantage of our publications. Better yet, we hope you'll go online to [www.medicare.gov/caregivers](http://www.medicare.gov/caregivers).

Our goal is to make Medicare accessible and valuable, and to support you, Linda and millions of others in your important caregiving role.

## Education about family caregiving

### *Advocating family physician involvement*

Mark J. Yaffe MDCM MCISc CCFP FCFP Barry J. Jacobs PsyD

Family caregiving represents the first and predominant source of care for 75% to 80% of seniors in industrialized countries.<sup>1,2</sup> Those suffering from stroke, Parkinson disease, and Alzheimer disease are most likely to require assistance, and a large part of published literature on interventions to help caregivers, in fact, focuses on dementia.<sup>3</sup> This likely reflects the growing prevalence of this illness and the unique burden it places on caregivers.<sup>4</sup>

There is a risk that the term *caregiver* will become synonymous with *care of older adults*, when actually family caregiving is encountered throughout the lifespan and not restricted solely to the elderly. Medical advances, new drugs, improved technology, and possible preventive strategies might be decreasing mortality and extending life. The emphasis on short-term hospital admissions, less institutionally based care, and more ambulatory care since the 1970s has resulted in a progressive shift from "care in the community to care by the community."<sup>5</sup> A growing number of individuals with chronic diseases or disabilities require a family caregiver, or several, for physical, emotional, and financial support; for daily activities, such as housekeeping and transportation; and for medical interventions, such as urinary catheters, supplementary oxygen, feeding tubes, and intravenous administration of medication.

Examples of nongeriatric caregiving are increasingly observed in the neonatal population, as a by-product of improved survival of premature infants and newborns with complex congenital diseases. In adolescent and young adult groups, progress in emergency medical response has resulted in improved survival outcomes for trauma victims; however, some are left with residual disabilities that render them dependent on their families for aspects of daily living. Earlier detection of cancer and advances in medical and surgical oncology means that cancer is now perceived as a chronic illness. Similarly, developments in the management of ischemic heart disease, congestive heart failure, diabetes, chronic obstructive pulmonary disease, and stroke are all extending family caregiver activities. And for those with chronic psychiatric illness and behavioural problems, deinstitutionalization has created added strain, responsibility, and accountability for family members.

### **Inadequate physician knowledge**

Throughout the lifespan the overall burden of caregiving has been identified as a risk factor for mortality.<sup>6</sup> The cause of this is likely multifactorial, but lack of education and training almost certainly plays a role.

Physicians do not always appear to adequately respond to the needs of family caregivers; examples from a Cochrane review of information provision to caregivers of stroke victims,<sup>7</sup> an American Alzheimer Association survey of caregivers of relatives with dementia,<sup>8</sup> a Canadian study of caregivers of the frail elderly,<sup>9</sup> and a self-report by 435 general practitioners working in France<sup>10</sup> confirm this. The vast array of settings and illnesses in which caregiving occurs suggests that a range of knowledge, attitudes, and skills relating to caregiving are necessary for family doctors to effectively meet caregiver needs. Some of them are common to a number of illnesses; others might require special approaches or changes over the longitudinal trajectory or course of an illness. In response to temporal components of the caregiver's role, length of illness, duration and dynamic nature of the caregiving, and change in clinical status of the patient.<sup>11,12</sup>

A structured approach to teaching caregiving issues in medical schools seems necessary and beneficial. However, results of a mail survey conducted by one of the authors (M.J.Y., unpublished), which was sent to associate undergraduate deans in Canada's 16 faculties of medicine, revealed that only 3 of 10 responding faculties had written teaching objectives on caregiving, and they had limited time (0.5 to 2 hours) allocated for achieving those objectives and little means to ensure that the teaching faculty actually role-modeled such comprehensive involvement with family caregivers. While these findings might have improved since the survey was conducted or might not reflect the situation in other countries, they do strongly suggest a need for improvement.

### **Position and influence**

As family physicians care for their patients and patients' family members over the course of many years, they are well-situated to play a more active role in advocating for—and participating in—improved instruction of family caregiving. Members of family medicine departments are increasingly participating in faculty curriculum committees or as associate deans for undergraduate education, faculty development, and continuing medical education. In such contexts they would be well-placed

Cet article se trouve aussi en français à la page 1364.

to sensitize their colleagues to the relevance of teaching topics of caregiving and promote their inclusion in the curriculum, potentially alongside the teaching of lifespan issues, doctor-patient relationships, interviewing skills, ethics, or behavioural sciences. Caregiver topics could also be taught during classes, seminars, or ward rounds focusing on specific illnesses in which discussions might naturally include how the disease affects the patient as well as his or her family members. The family medicine clerkship in particular might offer opportunities and perspectives for caregiving education.

Notwithstanding these suggestions, there is heavy competition for teaching time at the undergraduate level; therefore, family medicine residency programs should consider expanding their curricula to include lessons on caregiving. The College of Family Physicians of Canada, in recognition of the potential for caregiver activities across the lifespan, might add a statement to the third principle of family medicine ("The family physician is a resource to a defined practice population") affirming that family doctors must acquire the knowledge, attitudes, and skills to successfully assist caregivers. To accompany such a declaration, accreditation teams should be encouraged to specifically examine the quality of caregiver education provided to residents. The inclusion of a specific query (eg, "How does your program teach family caregiver issues across the lifespan?") on the pre-accreditation survey might serve as a stimulus for a program's internal review.

Within family medicine residency programs, preceptors in diverse settings could take note of their encounters with caregivers and extrapolate what is needed to adequately equip trainees for such complex interactions. This process would help justify a free-standing learning objective for caregiving issues (as opposed to the material being an adjunct to related topics, such as care of the elderly), which would be addressed by a combination of didactic and experiential learning. In addition, residency programs should be obliged to create comprehensive reading lists on caregiving for their trainees.

### Taking action

Studies of the unmet needs of caregivers provide the content of a family medicine caregiver curriculum, which includes the following: medical and societal changes that promote the rise in family caregiving; the chronic disease model; issues of caregiving across the lifespan; the influence health belief models and family attitudes toward seeking or accepting help have on problem solving; family systems theory (including issues like enmeshment and communication patterns); patient and family experiences with illness; sex differences in caregiving; physical, emotional, financial, family, and vocational consequences of caregiving; the presence of somatic symptoms as a possible reflection of caregiver distress; techniques or inventories to evaluate caregiver burden;

and roles, interactions, and strengths and weaknesses of health care team members working with caregivers. Finally, in recognizing the complexity of the patient-caregiver-doctor triad, it might be beneficial to explore possible barriers to these encounters (eg, confidentiality). The use of "medi-drama" has been described as a successful means to specifically introduce and discuss many of these topics.<sup>13</sup>

Adopt rigorous learning objectives means residents will need to demonstrate competency. This can be assessed by direct supervision and by ensuring that written and practical examinations (such as simulated office orals) evaluate competency in assessing and managing caregiver concerns. With enhanced undergraduate and postgraduate education and training in caregiving issues comes the opportunity to conduct research. Further studies can explore whether or not better-trained physicians actually do improve caregiver satisfaction and coping, help to reduce caregiver burnout, and decrease caregiver mortality. There is a long way to go, but family medicine can and should lead the way.

Dr Yaffe is an Associate Professor of Family Medicine at McGill University and St Mary's Hospital Center in Montreal, Que. Dr Jacobs is Director of Behavioral Sciences at the Crozer-Keystone Family Medicine Residency Program in Springfield, Pa.

**Competing interests**  
None declared

**Correspondence**  
Dr Mark J. Yaffe, St Mary's Hospital Center, McGill University, 3830 Lacombe Ave, Montreal, QC H3T 1M5; telephone 514 734-2676; e-mail mark.yaffe@mcgill.ca

**The opinions expressed in commentaries are those of the authors. Publication does not imply endorsement by the College of Family Physicians of Canada.**

### References

1. Stone R, Cafferata GL, Sangl J. Caregivers of the frail elderly: a national profile. *Gerontologist* 1987;27(5):616-26.
2. Navale-Wallser M, Feldman PH, Gould DA, Levine C, Kuerbls AN, Donelan K. The experiences and challenges of informal caregivers: common themes and differences among whites, blacks, and hispanics. *Gerontologist* 2001;41(6):733-41.
3. Mittelman M. Taking care of caregivers. *Curr Opin Psychiatry* 2005;18(6):633-9.
4. Ory MG, Hoffman RR 3rd, Yee JL, Tennstedt S, Schulz R. Prevalence and impact of caregiving: a detailed comparison between dementia and nondementia caregivers. *Gerontologist* 1999;39(2):177-85.
5. Heaton J. The gaze and visibility of the carer: a Foucauldian analysis of the discourse of informal care. *Sociol Health Illness* 1999;21(6):759-77.
6. Schulz R, Beach SR. Caregiving as a risk factor for mortality: the Caregiver Health Effects Study. *JAMA* 1999;282(23):2215-9.
7. Forster A, Smith J, Young J, Knapp P, House A, Wright J. Information provision for stroke patients and their caregivers. *Cochrane Database Syst Rev* 2001; (3):CD001919.
8. Roper Starch Worldwide Inc. *Alzheimer's disease study. Communication gaps between primary care physicians and caregivers*. Chicago, IL: Alzheimer's Association; 2001. Available from: [www.alz.org/national/documents/report\\_communicationgap.pdf](http://www.alz.org/national/documents/report_communicationgap.pdf). Accessed 2008 Aug 27.
9. Brotman SL, Yaffe MJ. Are physicians meeting the needs of family caregivers of the frail elderly? *Can Fam Physician* 1994;40:679-85. Available from: [www.pubmedcentral.nih.gov/picrender.fcgi?artid=2380098&blobtype=pdf](http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=2380098&blobtype=pdf). Accessed 2008 Sep 4.
10. Fantino B, Wainsten JP, Bungener M, Joubin H, Brun-Strang C. [Perspectives of general practitioners on the role of patients' caregivers in the process of consultation and treatment] [French]. *Santé publique* 2007;19(3):241-52.
11. Kahana F, Kahana B, Johnson JR, Hammond RJ, Kercher K. Developmental challenges and family caregiving. In: Biegel DE, Wykle ML, Kahana E, editors. *Family caregiving across the lifespan*. Thousand Oaks, CA: Sage Publications; 1994. p. 3-41.
12. Rolland JS. *Families, illness, and disability. An integrative treatment model*. New York, NY: Basic Books; 1994.
13. Yaffe MJ. The medi-drama as an instrument to teach doctor-patient relationships. *Med Teach* 1989;11(3-4):321-9.