

Session 4 Medication Management and Support System

- ❖ Types of Medicine
- ❖ Side Effects of Common Medicine
- ❖ Common Knowledge about Essential Medicine

- ❖ Why Do Caregivers Need Support?
- ❖ A “Support System”
- ❖ Things to Pay Attention to When Seeking Assistance
- ❖ Make Good Use of Informal Support
- ❖ Types of Formal Caregiver Support Resources
- ❖ Types of Community Resources
- ❖ Note for Use of Services

- ❖ Mind Spirit Exercises
- ❖ Health Exercise 4: Mindfulness and Breathing, Guided Imagery, Appreciation Journal

Types of Medicine

There are four types of medicine: oral, topical, suppository, and inhalational.

Oral medications

1. Solid

- a. **Capsule:** small soluble enteric coating with powder inside (e.g. Antibiotics)
- b. **Pastille:** little pills made of dry powder (e.g. Febrifuge)
- c. **Buccal tablets:** these tablets have smells. They can dissolve in mouth slowly, and then be absorbed. They are usually used for oral cavity and throat diseases. (e.g. Painkiller for throat)
- d. **Sub-lingual tablets:** tiny tablets put under the tongue, which will dissolve and be quickly absorbed into the blood (e.g. Painkiller for angina)

2. Liquid

- a. **Liquid suspension:** these drugs have dissolved in liquid, and often are sediment on the bottom of medicine bottles. They need to be shaken evenly before taking. Labels written with “Please shake evenly before taking it” are always on the bottles.
- b. **Syrup:** these drugs have dissolved in concentrated syrup, so they taste sweet.

Topical Medications

- a. Skin patch/sticker: the sticker is coated with medicine, and it is used to stick on the skin for 24 hours to be absorbed (e.g. Painkiller for angina)
- b. Ointment: half-solid medicine: it is usually rubbed on skin or mucous membrane such as the eyes

Suppository medications

- a. Suppository: it is in the form of solid drugs, and inserted into the body (e.g. Rectum or vagina). It will melt by the body temperature, and release the medicine (e.g. Purgative prescription and vaginal anti-fungal drugs)

Inhalational medications

- a. Aerosol: medicine in the form of spray. It will be taken in by the respiratory tract (mouth or nose) to treat respiratory diseases.

Side Effects of Common Medicine

Medicine	Side effects
Psychiatric medications	Trembling, involuntary movement, hypotension, cardiac arrhythmias
Antidepressant	Thirst, urinary retention, constipation, hypotension
Anti-inflammatory medicine	Gastrointestinal sensitivity, hemorrhage, edema
Parkinson's medication	Dyspepsia, peptic ulcer, confusion, involuntary face or oral cavity movements, postural hypotension
5. Diuretics	Imbalance in electrolytes, incontinence, hypotension
Cardiac medications	Cardiac arrhythmias, nausea, poor vision, confusion, palpitate
High blood pressure medications	Dizziness, hypotension
Laxative	Dehydration, diarrhea, imbalance in electrolytes, incontinence

Some physiological side effects of medications are:

Cardiovascular system

- ✧ Arrhythmia (irregular heartbeat)
- ✧ Tachycardia (exceeding normal heartbeat rate)
- ✧ Palpitate (irregular heartbeat exceeding normal heartbeat rate)
- ✧ Hypotension (low blood pressure)
- ✧ Congestive heart failure

Neurological system

- ✧ Confusion
- ✧ Headache
- ✧ Motor function decline
- ✧ Insomnia
- ✧ Sleepy
- ✧ Blurred vision or paropsis
- ✧ Unclear speech
- ✧ Trembling
- ✧ Irritability

- ✧ Epileptic seizures

Liver

- ✧ Jaundice
- ✧ Coagulation disorders or decline
- ✧ Liver dysfunction

Intestines and stomach

- ✧ Loss of appetite
- ✧ Thirst
- ✧ Dehydration
- ✧ Nausea and vomiting

Vision

- ✧ Blurred vision

Common Knowledge about Essential Medicine

What actions can be considered as “misusing medication”?

- ✧ Casually taking the medication without having related symptoms.
- ✧ Using more than one type of medication to treat one's illness.
- ✧ Taking medicine that is not appropriate to certain individuals, such as those that may cause allergies.
- ✧ Using a medication to treat the side effect caused by another medication.
- ✧ Not taking a medication on time, and changing the medication dose on their own.

Take Medication Appropriately

- ✧ Take medication as advised regarding the time and dose
- ✧ If it is necessary to purchase over-the-counter medication, learn about the possible side effects in advance.
- ✧ If there is a second illness, do not take medicine from the last illness even if the symptoms are the same. There may be different reasons for each illness
- ✧ Do not borrow medication from other people because there are different reasons for illnesses and you may not have the same illness or same symptoms
- ✧ When taking two or more drugs, you must be aware of their effectiveness in order to achieve the best results. For example, when taking milk or milk products with medication such as antacids, antibiotics, anticoagulant, and insulin, it is appropriate to take them several hours before or after supper.

Take Medication on Time

- ✧ Take your medication at the same time every day.
- ✧ Tie taking your medications with a daily routine like brushing your teeth or getting

ready for bed. Before choosing mealtime for your routine, check if your medication should be taken on a full or empty stomach.

- ✧ Keep a “medicine calendar” with your pill bottles and note each time you take a dose.
- ✧ Use a pill container. Some types have sections for multiple doses at different times, such as morning, lunch, evening, and night.
- ✧ When using a pill container, refill it at the same time each week. For example, every Sunday morning after breakfast.
- ✧ Purchase timer caps for your pill bottles and set them to go off when your next dose is due. Some pill boxes also have timer functions.
- ✧ When travelling, be certain to bring enough of your medication, plus a few days extra, in case your return is delayed.
- ✧ If you’re flying, keep your medication in your carry-on bag to avoid lost luggage. Temperatures inside the cargo hold could damage your medication.

Appropriate Methods for Storing Medicine

- ✧ Follow the instructions on your pill bottle. Store drugs in an appropriate temperature, humidity, and light. For example, injections, suppository, and oral syrups are often put in the refrigerator. Pills and test paper are often put in dry places and damp-proof medicine bottles
- ✧ Put medication in medicine bottles with clear labels.
- ✧ Close medication bottles as soon as you take the appropriate dose of medicine to avoid dampness or leaking.
- ✧ Do not put multiple types of medication into one container.
- ✧ Return the leftover medication to doctors or pharmacists after finishing a course of treatment to avoid misuse.
- ✧ Label various types of medication carefully if there is more than one person in a family taking medication at the same time.
- ✧ Put medicine in a safe place where it is out of reach of children and older adults who are easily confused.
- ✧ Do not to take medication that is expired or have an abnormal color, or is damp.

Case Study

Mr. Lee's Medicine

Because of aging and hypertension, Mr. Lee has to take medication for a long period of time. With the recent change in weather, Mr. Lee has a heavy cold, and felt uncomfortable this morning. He remembered that his daughter Shangyue had a cold not too long ago, and the rest of her medication were stored in the refrigerator. Mr. Lee believed that he could not waste the drugs, since they were costly. So, he took the same dose as his daughter did. However, he continued feeling uncomfortable, and stopped taking his daily medicine for hypertension.

When Mr. Lee's daughter got home after work, he was very light-headed and lethargic, so he was taken to the emergency department. Diagnosed with high blood pressure Mr. Lee had symptoms due to the misused of medication. He needed to remain in the hospital under observation for two days. At home, Mr. Lee's daughter found various types of medicine placed in different kinds of bottles in Mr. Lee's cabinet. She realized that he was randomly taking medication. His daughter quickly took all medicine to the hospital for examination.

After reading this case, answer the following:

1. What did Mr. Lee do wrong?

a. Method of taking medicine

b. Method of storing medicine

c. Attitudes toward diseases

2. What led to Mr. Lee's mistakes?

3. If you are Mr. Lee's caregiver, how will you guide him in appropriately taking and storing medicine?

Now let's discuss a caregiver's support system.

Why Do Caregivers Need Support?

The most common question from caregivers is usually: "What kind of care or support do my care recipient need?" Very few people would ask: "What kind of care or support do I need?" Some people might think this is too selfish. However, caregivers are facing multiple physical, psychological, social, and financial pressures. When facing pressure, everyone needs support. This is a fundamental need for human beings! Compared to caregivers with no support, those who have enough support feel less pressure, and tend to spend more time as a caregiver. People will be less productive at work if they suffer from chronic pressure without proper breaks. On the other hand, if given the opportunity to take breaks and get enough rest, their productivity will improve. Research has found that caregivers who work under long-term pressure are at a high risk of getting sick, especially if they lack support.

Not selfish, but smart

- ✧ Considering all the above-mentioned benefits, developing a support system is not a selfish act, but a plan to provide better care for care recipients. Do not feel guilty because you need support from others.

A Support System

Support system: a network of people who provide assistance to caregivers in caregiving for their elders.

Support Contents

1. Practical support

- a. Daily care: For example: bathing and feeding medicine to care recipients regularly, or taking care of care recipients when caregivers need to go out.
- b. Financial support
 - ✧ Paying or subsidizing fees from medical care and social services, improving home environment, purchasing rehabilitation or auxiliary tools.

- ✧ Some caregivers have to give up work because they need to take care of the care recipients. Thus, they experience a sharp decrease in income. Financial support is important in this case.

2. Emotional support

For example: counseling, affirming, and encouraging caregivers.

Nature of support: formal vs. informal support services

- ✧ **Informal support:** generally refers to support from families, relatives, friends, neighbors, and volunteers.
- ✧ **Formal support:** generally refers to direct medical and social service support, or support sponsored by the government. Nowadays, the private market is also providing similar services.

Why do we need formal support for caregivers?

- ✧ **Family Members:** A decrease in nuclear family members also leads to decrease in family members that can provide assistance. It may be a burden for main caregivers to provide care. As a result, they are likely to feel exhausted and even fall ill.
- ✧ **Work:** Caregivers take the role of both employee and caregiver, which creates additional pressure.
- ✧ **Skills and Knowledge in Providing Care:** Family members may lack some professional knowledge in providing care, but service providers can support them in providing proper care.
- ✧ **Respite Services/Rest:** Caregivers need time to take breaks in order to relieve the long-term pressures of a caregiving job

Things to Pay Attention to When Seeking Assistance

Plan ahead

Caregivers should plan ahead in case of feeling unprepared when problems arise.

Know your needs and care recipients' needs

In addition to the older adult's needs, caregivers should be aware of their own needs, in case they utilize unnecessary or improper services.

Flexibility

Caregivers should be prepared to receive other service arrangements. However, they need to make sure the accepted arrangements can target their needs and provide proper support.

No need to hesitate

Caregivers should not be afraid to seek help from others, including families, friends, neighbors, hospitals, and social service organizations. Remember that it is very normal to seek support from outside resources.

Be clear about your goals and be persistent

Caregivers should not feel discouraged when being refused, and instead continue seeking support from others. This not only ensures better care for care recipients, but also is a caregivers' right.

Make Good Use of “Informal Support”

Advantages

They can also help!

- ✧ Although families, relatives, friends or neighbors of the older adult may not know the proper skills for providing care for care recipients, they can be of help! After all, they have been important people in the elderly's life. It is of great importance to request and encourage them to participate.

Most natural and comfortable

- ✧ The most natural and comfortable support provided can maintain intimate relationships among care recipients, their relatives, and friends. This way, care recipients do not lose connections with them after being sick.

Who can replace them?

- ✧ The connections among care recipients and their families, friends, and neighbors are hard to be replaced by other service providers.

Difficulties

Caregivers may encounter the following difficulties when seeking help from families, relatives, friends, or neighbors of the older adult:

- ✧ Not enough family members, relatives or friends
- ✧ Family members, relatives and friends are not active, or reluctant to participate
- ✧ People have different opinions about how to provide care for care recipients

Solution Tips

Fill out the “Family Support System” form

- ✧ Caregivers may not understand the assistance that families, friends, and neighbors can provide. Try to fill out the “Family Support System” form to discover support nearby.

Hold family meetings

Hold family meetings regularly and invite all family members to participate. Topics that can be discussed include:

- ✧ Care recipients’ needs
- ✧ Main caregivers’ needs
- ✧ Other family members’ and relatives’ schedules
- ✧ Remember, try to encourage care recipients to attend, or it may be hard to obtain their cooperation in the future. More importantly, the care plan has the biggest impact on care recipients, so their opinions should definitely be respected!

Seeking consensus

- ✧ If families have different opinions, family meetings should be held to achieve consensus. After all, every family member is hoping to provide the best care for the care recipients. Similarly, care recipients should be allowed to participate in the discussion, and their opinions should be listened to, respected and followed.

Learning Activity 1

Discover Your Own Needs and Nearby Support

My needs or the needs of the care recipients	Can families, relatives, friends, or neighbors help?	Can hospitals/ social service organizations nearby help?	Information needed (e.g., phone number, application procedure, etc.)	Contact person
1. Someone can take care of the older adult when I go grocery shopping.	Yes/No	Yes/No		
2. There is someone I can talk to about the pressure of providing care.	Yes/No	Yes/No		
3. Someone can help with cleaning so that I can take a rest.	Yes/No	Yes/No		
4. Doctors suggest a medical procedure for the older adult, but the surgery is too expensive.	Yes/No	Yes/No		

1. List those who are helping take care of the care recipients or providing you emotional support

a. Relatives (including children, grandchildren, siblings, uncles, aunts, nephews, nieces, etc.)

b. Non-relatives (including friends, fellows, neighbors, church friends, volunteers, etc.)

2. List those who are not currently providing support, but can provide help in your opinion:

a. Relatives :

b. Non-relatives :

Learning Activity 2

Based on your experience providing care for care recipients, (or imagine you are a caregiver) try to fill out the “Family Support System” table below.

“Family Support System”Table

1. While filling out the form, try to recall how you sought help in the past.
2. Think about how to ask for help from others and how to let them know that you need help.

Session 1

Who belongs to the informal support system around you? Who can offer you help in providing care? List those that are providing or those you think who will provide you support.

Session 2

Which aspects of care work do you need help with? Try to come up with types of help you need or want, and list the specific help you actually want. Try to be specific and give examples:

1. Daily care (bathing, supporting, etc.):

2. Housework (cooking or cleaning):

3. Picking up and dropping off, accompanying to doctor visits:

4. Comforting care recipients at home (visit, talk, rest, etc.):

5. Taking care of care recipients for someone else when needed (temporary day care, short-term accommodation):

6. Comforting caregivers (visit, talk, rest):

7. Financial support:

8. Other:

Session 3

Combine session 1 and 2. First, list the names of the supporters, then write down the kind of support they can provide, are providing, or are willing to provide.

People that provide support or assistance	Types of support
<i>E.g., granddaughter, aunt</i>	<i>Accompany care recipients to doctor visits, call care recipients regularly</i>
Needs they cannot satisfy: <i>E.g., transfer to nursing homes, apply for disability supplemental income</i>	

Types of Formal Caregiver Support Resources

Caregivers usually spend a lot of their time on care recipients, leaving little time for themselves. This can be very stressful for caregivers and even increases the isolation and burnout rates. Therefore, reaching out for help is a crucial thing for caregivers to learn. There are plenty of formal supportive services for caregivers in the community. Knowing your own needs as a caregiver and taking actions on those needs will certainly be beneficial to you and your care recipients. Some major types of caregiver support resources are listed below:

- ✧ Caregiver counseling and consultation
- ✧ Caregiver training
- ✧ Caregiver support groups
- ✧ Respite care and adult day care
- ✧ Work policies and benefits

Caregiver counseling & consultation

Caregivers have a higher chance of encountering a series of psychological and behavioral issues from the care recipients they care for or even from themselves. Issues or problems include feelings of grief or loss, emotions related caregiving stress (e.g. anger and guilt), problems with relationships, behavioral symptoms, etc. In this case, caregivers are prone to mental health problems, especially depression and anxiety.

Caregiver counseling & consultation is necessary for caregivers. With the help of professionals, it is easier for caregivers to acquire an in-depth understanding of their problems and learn about effective coping skills. Mental health professionals are more familiar with providing education and offer support.

Primary care physicians, the Area Agencies on Aging, and local community-based social service organizations can provide referrals to link caregivers to available mental health services. Please refer to the Appendix for information about *Eldercare locator*, *American Association for Retired Persons (AARP)*, *Family Caregiver Alliance (FCA)*, *Alzheimer's Association* for referrals.

Caregiver training

Studies have shown that educational programs can benefit and help caregivers of care recipients to reduce stress, thus improving the quality of care for care recipients. Caregivers can acquire knowledge and skills they need in their care practices, such as background information of the aging process, the common diseases for care recipients, or techniques of assistance in activities of daily living (ADL's) and instrumental activities of daily living (IADL's). In addition, caregivers can also learn about issues of stress and

concepts of self-care, and will be able to cope with their issues more effectively and present better psychological and physical well-beings.

For an example of caregiver support training, please refer to the *Savvy Caregiver Training program* from *Alzheimer's Association* in the Appendix.

Caregiver support groups

Caregiver support groups are settings where caregivers can meet with others in similar situations, express their feelings, and share different information and coping skills. Within caregiver support groups, group members support each other by offering emotional support and problem-solving help, which will build up a spirit of community and help caregivers to mitigate isolation.

Caregiver support groups are usually facilitated by health care professionals or volunteers. Group members either meet in person regularly, or through the internet. There are support groups for general caregivers, and groups for specific issues, such as Alzheimer's disease and Dementia, or other diseases and disabilities.

For caregiver counseling, training and support group referrals, please refer to the Appendix for information: *American Association for Retired Persons (AARP)*, *Family Caregiver Alliance (FCA)*, *Alzheimer's Association*.

Respite care and adult day care

Respite care services provide short-term temporary care for care recipients, so that caregivers are able to take a brief break from constant caregiving responsibilities to tend to other personal matters. Caregivers can use this break to take care of themselves physically and psychologically, or spend time with other friends or family members, in order to reduce social isolation and "caregiver burnout."

Different types of respite care include in-home care, care in adult day care centers, and institutional facilities (i.e. skilled nursing facility). In-home care services include supervision for care recipients and assistance with ADL's and IADL's, etc. Adult day care services refer to community based activity centers, where care recipients can socialize with their peers and participate in multiple activities while receiving professional care. Institutional facilities offer a stay ranging from one night to a few days or weeks, and will supervise and assist the older adult around the clock.

Resources related to respite care and adult day care centers can be located through *National Adult Day Services Associations (NADSA)*. Please refer to the Appendix for more information.

Work policies and benefits

In the Asian Pacific Islander (API) population, frail care recipients are mainly cared for by family caregivers. Most often it is their adult children who takes on this role and who are usually employed either full- or part-time. It is very difficult for family caregivers

to balance their time, energy or money in managing daily life activities. Therefore, it is crucial for employed family caregivers to take advantage of work policies and benefits.

Here are some suggestions:

- ✧ Communicate with your supervisor or boss about the caregiving issue honestly and openly before it becomes a problem.
- ✧ Initiate actions to ask about the flexibility of working hours and working styles, so that you can work from home via telecommunication when possible.
- ✧ Learn about your companies' policies in regard to taking time off, as well as the Family and Medical Leave Act.
 - For further explanation, please refer to the webpage at <https://www.dol.gov/whd/fmla/>
- ✧ Utilize benefits available through the company, such as insurances and community services.
- ✧ Look into Dependent Care Assistance Programs, which allows employees to set aside before-tax money to pay for eldercare/caregiving services.
 - For more explanation, please refer to the webpage link at <http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/>

Types of Community Resources

Caregiving for care recipients consists of multiple tasks, ranging from ADLs such as bathing, dressing, toileting, etc. to IADLs such as cooking, shopping, and medication management. It is very stressful for caregivers to deal with all of the care recipients' daily activities by themselves. This is due not only because of limited time and energy, but also due to the lack of in-depth knowledge in certain fields. Therefore, learning about helping utilize community resources in order to assist care recipients will certainly benefit their care recipients and optimize their healthy aging at home. We are going to introduce a series of community resources, including:

- ✧ Geriatric care management
- ✧ Legal and financial assistance
- ✧ Emergency assistance
- ✧ Transportation
- ✧ Meal delivery
- ✧ Hospice

Geriatric care management

Geriatric care management refers to services that geriatric professionals provide as care plan design and coordination, based on the assessment of older adult care recipients. Geriatric care managers will regularly monitor care recipients' care needs, provides referrals and arrange the appropriate services for care recipients. Caregivers can obtain information from geriatric care managers. A well designed coordinated care plan will not only improve care for the older adult but will also help caregivers in managing their time, energy and resources. More referral information can be found in the Appendix for *National Adult Day Services Associations* and *National Care Planning Council*.

Legal and financial assistance

When primary caregivers take care of care recipients, they may also have to help manage personal, medical and financial affairs. If this is the case, caregivers may face a series of legal issues, especially when care recipients have cognitive impairment or severe illness. It is important and helpful to seek legal consultation and obtain legal documentation prior to the onset of any cognitive impairment or severe illness. (For more details, please refer to Unit 21)

Older adult care recipients may encounter financial hardships as well. There are a number of programs to assist with care recipients and their family members in financial matters. Services vary from financial assistance, tax credits, medical coverage, to financial planning and consultation. For referrals and consultation, please refer to the Appendix for *Family Caregiver Alliance (FCA)*.

Emergency assistance

Safety has always been a concern for care recipients. There are issues with medical emergencies, such as falls, stroke, heart attack, etc. There are also issues with older people who have Dementia or Alzheimer's disease, such as wandering or getting lost due to disorientation. Calling 911 will always be the first choice. In addition, knowing the resources available to enhance safety for care recipients is very important. For more information, please refer to the Appendix for *Alzheimer's Association Safe Return Program*.

Transportation

Because of limited mobility or cognitive impairment, it becomes increasingly harder for care recipients to drive or use the public transportation system. However, care recipients need transportation services to travel for medical appointments, grocery shopping, or other daily errands. When the primary caregiver is not available, the knowledge about transportation services in the local area becomes crucial. *National Aging and Disability Transportation Center* is a useful resource to provide information about transportation services in the community.

Meal delivery

Providing balanced, nutritious and appetizing meals for homebound care recipients is an important task in daily living. Meal delivery services are mainly for those who are unable to go out shopping or cannot prepare meals due to limited mobility or cognitive impairment. Meal delivery services can help caregivers, when they are at work or tending to other business, and are unable to cook for the care recipients. More information can be found in the Appendix for *Meals-on-wheels Association of America*.

Hospice

Hospice services are for people who have been battling with long-term chronic illnesses and at the end-of-life period, usually defined as 6 or less months. Some insurers or state Medicaid agencies cover hospice services for a full year. Hospice agencies will provide a multi-disciplinary team, consisting of doctors, nurses, mental health clinicians, social workers, and clergy, to help care recipients and their family members through this final stage. Their goal is to treat their clients with dignity, and make them as comfortable as possible. Hospice also aims to support family members, guide them through the bereavement process, and help them resolve issues of grief and loss. More information can be found in Appendix for *National Association for Homecare & Hospice*.

Note for Use of Services

The following tips can help you use your healthcare more efficiently if you need to seek medical attention yourself.

Preparation before using medical services

1. Communication:

In order to have better communication with health care professionals, pay attention to the following points during each meeting:

- a. Before the consultation, note the purpose of the meeting and the questions to ask;
- b. Remember that asking information about the condition is our right;
- c. Make sure you understand the medication you are taking and any side effects you may have.

2. Plan ahead:

- a. During the illness, medical staff may suggest participating in some treatment plans. Before making a decision, pay attention to the following points:

- ✧ Clearly understand the treatment-related information, including:
 - ✧ The consequences of not participating in treatment
 - ✧ Possible side effects
 - ✧ Efficacy of treatment
- b. Remember to talk to your family.

3. When necessary, seek the advice of other health care professionals.

Preparation before using social services:

1. Collect information about various community support services, or inquire doctors and related medical professionals for more information.
2. While searching for various services, refer to the “Search Agencies & Services” table (Table 4.1) and write down information regarding the service.
3. Before using services, ask to visit agencies and observe things like environmental health, employees’ attitudes, location, operation time, and adequacy of the service content.
4. Explain the care recipients’ health conditions, and your difficulties with them, to relevant staff so they can select the proper service.
5. If available services are not appropriate, ask for referrals or search for other services.
6. Consult with other caregivers, especially current or former service users.
7. Ask for related flyers, pamphlets, and brochures from staff.
8. Be prepared. Staff may look up your personal information, care recipients’ health conditions, or things related to care tasks. Before applying, prepare related identification documents, such as copies of ID cards and related medical records, for staff to evaluate.
9. If applications are rejected or delayed, try again or call them directly. Using these services is a right for every citizen!
10. If applications are approved, ask for or observe care recipients’ reactions after using services, and discuss with staff about related service content or care recipients’ progress.

Figure 4.1 Search Agencies & Services

Search Date:	
Agency Name:	
Telephone:	
Contact Person:	
Inquiry Item:	
Service Name:	
Office Hour:	
Application Procedure:	
Eligibility:	
Fee(s):	
Service Contents:	
Others:	

Case Study

Mrs. Li's daughter needs to rest

Mrs. Li's daughter (Miss Li) has been excitedly planning a trip to Japan with her friends. The planning is almost complete, and now all she has to do is book the air tickets. Mr. Li just came home from the hospital after taking the wrong medicine, and Mrs. Li suddenly slipped and fell! Miss Li is now the only caregiver available, and her travel plans had to be suspended. She felt upset, and complained to her friends over the phone:

"Taking care of parents are the children's responsibilities, but why am I the only one with this burden? My brother is married and has his own family, and my sister-in-law does not want to live with our parents. So when my parents fall ill, I am the only one to take care of them. They are in their seventies and are becoming weaker every day, I don't even know how to take care of them anymore. I'm worried and don't feel safe leaving them alone at home, and feel guilty and anxious whenever I go outside. When my mom fell, and my dad took the wrong medicine, it seemed like it was my fault. But my social circle is becoming narrower, and I don't even have an ideal partner."

"Where should I go to seek help?"

After reading this case, consider:

1. What problems is Miss Li facing?

2. How can one help Miss Li solve her problems?

a. From family/friends (informal support):

b. From society (formal support):

3. Based on the case, try to complete the following learning activity: design a “Support Seeking Action Plan” for Miss Li.

Learning Activity 3

Support Seeking Action Plan

Name: Miss. Li

Date:

Needs: 1. Feels isolated and helpless.

2. Needs more time with friends.

3. Thinks that she caused her parents to be ill.

Informal support (family, friends, etc.)	How can he/she/they provide support?
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

Advantages of support 1. 2. 3. 4. 5.	Disadvantages of support 1. 2. 3. 4. 5.
Ways to overcome disadvantages 1. 2. 3. 4. 5.	Actions I will take 1. 2. 3. 4. 5.
When to take these actions 1. 2. 3. 4. 5.	
What kinds of formal support services can be used? 1. 2. 3. 4. 5.	Advantages of using these services 1. 2. 3. 4. 5.
Disadvantages of using these services 1. 2. 3. 4. 5.	Ways to overcome disadvantages. 1. 2. 3. 4. 5.
Actions I will take 1. 2. 3. 4. 5.	When to take these actions 1. 2. 3. 4. 5.

Mind Spirit Exercises

The purpose of learning “mind spirit exercises” is to develop your inner peace, self-care, appreciation, and other such spiritual developments. From this, you will be able to manage your feelings and achieve the effect of “mind cultivation”. The “mind spirit exercises” presented in this manual are based on theories of positive psychology, and are organized and simplified by our group of educators. Exercises include mindfulness and breathing, guided imagery, and writing in an appreciation journal. Many years of research from China and the rest of the world indicates that ongoing breathing exercises based on “contemplation” can raise your awareness of your body and inner experiences (thoughts, ideas, and feelings), improve your focus, decrease the reaction of the amygdala to stress (the part of the brain that reacts to negative emotions), increase the secretion of oxytocin, and help relieve physical pain.

Health Exercise 4 : Mindfulness and Breathing, Guided Imagery, Appreciation Journal

Mindfulness and Breathing

Introduction

It originates from an attitude of life from eastern philosophy. Jon Kabat-Zinn promotes the “mindfulness and decreasing stress discipline” in western medicine. He defines “mindfulness” as: “intentionally noting the present moment without judging.” Generally speaking, mindfulness is to view your past experiences (such as how the body feels, the senses, and ideas) with acceptance, detachment, and no judging. The philosophy and techniques behind “mindfulness” come from Buddhism. However, at its core it is about the wisdom for approaching life, and is a systematic approach to self-understanding and self-reflection on the course of events in life. After many years of development, “mindfulness” has become an important field of psychological therapy.

Practicing “mindfulness” can help you develop a clearer awareness and deeper understanding, and thus control the direction and quality of your life, improve your relationship with others, develop an open mind, and not be limited by your preferences, prejudice, projections, and expectations. This will help you get out of narrow-minded thinking, and reconnect you with your inner wisdom and energy, allowing you to enjoy a fulfilling and happy life.

Exercise Instructions

1. Close your eyes, and pay attention to your own breathing. Notice the air entering through your nose as you inhale, and your abdomen slowly expanding (if you are using abdominal breathing); when exhaling, notice your belly deflating as the air flows out through your nose.
2. Breathe rhythmically. Do not worry about adjusting the pace, speed and duration of your breathing. Simply pay attention to your own breathing and let it proceed naturally. Do not judge whether you are doing well or not; you only need to feel your own breathing.
3. While breathing, pay attention to your inner thoughts, feelings, ideas, or images. Be aware of their existence with curiosity and without judging. Beginners may find that their attention will wander. Don't worry. It commonly happens. When you realize that your attention is no longer on your breathing, quietly remind yourself to slowly place your attention back to the expanding and deflating of your abdomen, as well as the process of breathing.
4. As you are inhaling and exhaling, feel the changes in your body (during the first time you do this exercise, you can place your hand on your lower abdomen to help you feel the changes. When you can smoothly use this process to feel your breathing, you can remove your hands). Allow yourself to breath naturally; try to keep the pace rhythmic and slow; and experience the feeling of inhaling and exhaling.
5. Now, slowly expand your awareness from your breathing to your entire body. Use a curious mind to observe the sensation of your whole body. Notice which part of your body is stressed, tense, or tight. If there are any such parts, when you inhale, send oxygen and care to them. When exhaling, attempt to allow these parts to relax and soften. If there are no body parts that feel tense or tight, take a moment to appreciate that you live a happy and unstrained life.
6. Occasionally remind yourself to focus on the sensation of the present moment. Do this to the extent possible, and every time you note your attention wandering, use your breathing as an anchor point to return your focus to the sensation of the moment, and then focus on your breathing again.

Guided Imagery

Introduction

Guided imagery is to use words to induce imagery or pictures within the mind, and thus to achieve relaxation of body and mind. Connection among guiding words, body parts, and the brain can make the brain produce a multi-dimensional relaxation image, which makes some people feel relaxed. According to the literature, imagery relaxation can relax the muscles in the digestive and the cardiovascular systems. It can also

relieve headaches that arise out of stress, migraines, and other body pains. Practicing this technique often can at least result in relaxation.

Exercise instructions

Many people wish that life could be free and unrestrained. It would be very relaxing to consciously enter a state of freedom and devotion. Contemplating the world of nature can help us to forget our worries and release our negative energy. Let us now begin a journey – one that allows us to be free and unrestrained.

Please choose a comfortable place to sit or lie down, and allow yourself to relax through conscious breathing. Please close your eyes and place your attention to your breathing. Take a deep breath, and think about “relaxation.” Take another breath, and think about “peace.” Your whole body seems to be sinking into your chair. Your head becomes relaxed, shoulders becomes relaxed, and your hands comfortably relax; your entire body has entered a state of relaxation and peace. Now take another deep breath, and imagine that the air you inhaled is the freshest air in the world, cool and refreshing.

Now imagine that you are walking on a large grassy field. Here is a very wide, blue sky, and a thin layer of clouds float around. Your feet are walking upon vibrant, green grass. The grass is soft and thick, and is like a large soft carpet. You feel the wind brushing against your face, and it is cool, comfortable, and very refreshing. You feel so comfortable that you it is like you are weightless and, floating in the air. You are carried by the continuous wind, and the grassy field begins to be further and further away, until you float all the way to the blue sky.

Now you have floated to the height of the fluffy, white clouds, and you feel free and unrestrained. The grassy field you were just in is now very far from you. Not only can you see the grassy field, you also see the mountains and seas beyond the grassy field. However, you continue to float higher and higher.

You enjoy the present??? very much; you are in a state of complete freedom, without any worries. You realize that there is nothing that you cannot let go of in the world. We can put down our own persistence and requirements for others and ourselves, and solely enjoy our own journey, feeling happy and satisfied. You know that you can even put down your persistence towards life. In this way, you have become a truly free and happy person.

Now, you are still floating, and you slowly float back to the white clouds. You see many soft, fluffy and continuous clouds, so you float and stop on one of them and fall asleep -- on the soft, fluffy cloud. You know that you need to learn to cherish and care for yourself. You feel very satisfied about yourself, very satisfied. Now, you bring along with you such feelings of satisfaction, slowly leave the cloud, and float back to the grassy field.

You begin to slowly descend and once again see the seas and lands, and the grassy field that you walked upon. You float closer and closer to the grassy field until you step back on it. You feel the wind brushing against your face again, and you catch the scent

of the fresh grass in the wind. You take a deep breath, and breathe in nature's fresh air and energy. You continue to breathe, and bring this comfortable feeling with you away from the grassy field, and return to your location, ending this episode of imagery journey.

Appreciation Journal

Introduction

Appreciation is a sentiment of enjoying, and a thankful attitude towards the world. The body and mind of people that harbor appreciation is generally healthier and happier. Appreciation can strengthen good memories, causing the experience of the past to become the source of happiness for the future. This “source of personal happiness” is a unique trait of human beings. It can help you put down undesirable things and events, so you will not walk into a dead end. Recording the happy moments of life can shift your focus to the happier parts of life, keeping you in a happy state of mind. The appreciation journal has you noticing the good things around you, and allows you to “reminisce” about them at a later day.

Take a moment every day to use a curious and open mind to experience your life, allowing you to develop an appreciative heart. We invite you to take 5 minutes each day before going to sleep from now on to recollect the events of the day, and ask what has happened today that made you appreciative and brought you happiness. This allows you to bring great and positive thoughts into your dreams.

Date	Events that are worth appreciating	Reasons that they are worth appreciating

References

Wan, H.Y. (2017). Caring for body, mind, and spirit: A caregivers' handbook of exercises of body-mind-spirit model in health [關愛身心靈：身心靈活動實務手冊]. Hong Kong: The Department of Social Work and Social Administration/ Center on Behavior Health, Hong Kong University.

Appendix: Resources for Care recipients and Caregivers

1. Eldercare Locator from National Association of Area Agencies on Aging (NAAA)

Area Agencies on Aging (AAA) is funded under the Older Americans Act (OAA) to respond to needs of care recipients. AAAs refer to programs or agencies coordinated in a designated local area to serve the aging population in that area. NAAA developed the Eldercare Locator to help with navigating through this network. Through the Eldercare Locator, information about referral services and resources will be accurately located based on location and needs.

Phone: (800) 677-1116

Website: <http://www.eldercare.gov/eldercare.NET/Public/index.aspx>

2. American Association for Retired Persons (AARP) provides information for caregivers in multiple areas, including planning and organizing resources, legal and financial related affairs, caregivers' self-care, etc.

Phone: (888) 687-2277

Website: <http://www.aarp.org/home-family/caregiving/>

3. Family Caregiver Alliance (FCA)

It is also known as Bay Area Caregiver Resource Center, providing low-cost services for family caregivers and their beloved ones. Their services range from workshops and classes, referrals, financial/legal consultation, individual counseling, etc.

Phone: (800) 445-8106

Webpage: <https://www.caregiver.org/bay-area-caregiver-resource-center>

4. Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. For example, they have a 24-hour nationwide emergency response service and caregiver training program.

Phone (24/7 hotline): (800) 272-3900

Website: <http://www.alz.org/>

5. National Adult Day Services Associations (NADSA) is the only national association devoted exclusively to professionals in the adult day services arena. It provides link to each state's association partners.

Phone: (877) 745-1440

Website: <http://www.nadsa.org/strategicpartners/>

6. National Care Planning Council provides a list of geriatric care manager referral information for care recipients.

Webpage: <https://www.longtermcarelink.net/a2bfindmanager.htm>

7. Aging Life Care Association is formerly known as National Association of Professional Geriatric Care Managers. The association is aimed to advance the care management profession to ensure the qualification and ability for members to serve as a certified manager.

Phone: (520) 881-8008

Website: <http://www.aginglifecare.org/>

8. NADTC (National Aging and Disability Transportation Center) informs care recipients and people with disabilities about transportation choices available in their community and understand how to access these options; offers one-on-one assistance to assist them select the best transportation options to meet their needs; provides safe, efficient, predictable, and reliable transportation services.

Phone: (866) 983-3222

Website: <http://www.nadtc.org>

9. Meals-on-wheels Association of America helps to locate local Meals-on-Wheels programs, which deliver meals for homebound care recipients with inability to prepare meals by themselves.

Phone: (888) 998-6325

Website with a locator: <http://www.mealsonwheelsamerica.org/signup/find-programs>

10. National Association for Homecare & Hospice manages a locator to find the right provider for homecare or hospice services.

Phone: (202) 547-3540

Website: <https://agencylocator.nahc.org>