



The Consumer Connection

Summer 2016

Public Authority Services
by Sourcewise



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Staying Cool in the Heat

By Matthew Wong

The beautiful California sun invites us to bask in the sunlight, and long summer days invite us to lounge for hours. It's important to keep in mind that too much sun can have negative consequences. Protect yourself from the rising temperatures and the threat of heat exhaustion/heat stroke by recognizing warning signs that may signal that your health is in danger.

Heat exhaustion can occur when your body gets too hot and tries to cool itself down. Common symptoms include sweating, dizziness, and muscle cramps. Sweat evaporating from the skin is the primary method our bodies use to cool down. High humidity levels, tight or layered clothing, and dehydration can delay your body's natural cooling process. Certain medications also affect the way your body reacts to heat. Consult your doctor to learn about your specific risks.

To treat heat exhaustion, move to an air-conditioned location, loosen or remove unnecessary clothing, and drink plenty of water. A cold bath may help. Misting with water and fanning exposed skin are also effective ways to cool down. If you do not begin to feel better within 30 minutes, call medical personnel immediately. Heat exhaustion can progress into a much more dangerous state - heat stroke.

Heat stroke occurs when the body is no longer able to cool itself down. Some important indicators are dry skin that is flushed and/or hot, trouble breathing, confusion or hallucinations, and a high internal body temperature. If you are exhibiting these symptoms, move into the shade or an air-conditioned location and immediately contact emergency medical services.

Unlike heat exhaustion, only drink water if you are not vomiting or disoriented. If ice packs are available, place them under your arms, behind your neck, and on your groin as these areas contain a high number of blood vessels and will help you cool down more quickly.

Overheating can be avoided with proper precautions.

Overheating can be avoided with proper precautions. Wear light-colored, loose clothing to help ventilate your body. Stay hydrated by drinking plenty of water. Avoid alcohol and caffeinated drinks which can dehydrate you. Sports drinks are helpful because they replenish minerals lost through sweat.

Too much heat exposure can be dangerous. With awareness and forethought, everyone can safely enjoy the warm Santa Clara Valley weather.

Health and Safety: Keep Your Belongings Secure

By Araceli Gaona

'Home' is a word that evokes feelings of safety, security, and independence. Home is the place where we build precious memories and keep our treasured possessions. When you think about your belongings, you may not relate them to your health and safety. However, when something has been misplaced or has gone missing you may feel a sense of stress and anxiety – and these feelings can impact your physical and mental health.

To protect your home, maintain strict boundaries with the people you allow in, whether they are a family member, friend, neighbor, community member, or even your care provider. Your care provider is hired to help you with light house cleaning and personal care needs. They do not need access to every aspect of your life in order to perform their duties. It is important and healthy to maintain boundaries with your care provider and to keep to IHSS authorized tasks.

It is important and healthy to maintain boundaries with your care provider and keep to IHSS authorized tasks.

Following a few simple steps will help you protect your privacy and belongings. Limiting the access that visitors have to private papers and other confidential items in confined storage areas will protect you and reduce opportunities for dishonest behavior.

You can define the boundaries and keep your belongings and personal information safe by following this guide:

- Do not leave valuables – including jewelry and important documents – in a clearly visible location. Store them away in a safe, secure place.
- Do not add your care provider's name to savings, checking, or credit accounts.
- Stay aware of authorized task completion, phone usage, your medications, etc.
- Do not let your provider sign your name at any time.
- Ask for a receipt if you give cash to your provider to purchase something for you.
- Try not to get overly involved with your employee's private life. Do not lend your care provider money or any of your possessions.

Lastly, remember that your relationship with your provider is a two-way street; they also need respect and privacy. When both parties know their roles and expectations, trust can be easily built over time.

California Hospital and Family Caregiving Law

The new California Hospital & Family Caregiver Law will help ensure that the person you designate as your primary caregiver will have the information and training necessary to keep you healthy and safe after a hospital stay. This law:

- Requires California hospitals to record the name of your caregiver when you are admitted to a hospital, notify the caregiver when you are to be discharged, and provide detailed instruction on the medical tasks that the caregiver will perform.
- Requires this information to include, but not be limited to, education and counseling about your medications, including dosing and proper use of medication delivery devices, when applicable.

- Requires the information be provided in a culturally appropriate manner in a language that is understood by you and your caregiver, and includes an opportunity for the caregiver to ask questions.
- Requires hospital discharge planning policies to ensure that planning is appropriate to your condition, meets your needs, and is appropriate to the discharge destination.

The law continues to protect your rights by specifying that if a patient doesn't want anyone listed as a caregiver, the hospital must note that on their chart. Hospitals must continue to follow privacy laws,

For more information please contact the AARP California Caregiving Support Center: (877) 333-5885 Or visit www.action.aarp.org/Caregivers

Community Resource Highlight: Dial 711

California Relay Service (CRS) provides free assistance with telephone calls for those with hearing or speech impairments or memory loss. CRS Communication Assistants use special equipment to assist you with effective telephone communication.

With the use of a Teletype device, you may dial 711 on your telephone to reach a specially trained Communications Assistant, who can relay telephone conversations between you and the person/place you are trying to reach (the called party).

Teletype (TTY) is a small telecommunication device with a keyboard and screen (or printer) used to enable telephone communication. TTY

uses a keyboard for you to type your message to a called party and provides a screen (or printed paper) for you to read responses. A Communications Assistant will read your typed message to the called party and then relay their response back to you via screen or print.

Federal regulations specify very strict confidentiality requirements for relay services. No part of any conversation that takes place between callers is revealed or recorded. Find more information about TTY and other devices, on the California Public Utilities Commission's Deaf and Disabled Telecommunications Program webpage: www.ddtp.cpuc.ca.gov/relay.aspx

Fun and Affordable Local Activities

By Jacky Topete

The mild weather between summer and autumn encourages opportunities to enjoy outdoor events. Whether you enjoy art festivals, watching movies, or spending time outdoors; an array of fun activities are available within Santa Clara County. Better yet - many are low cost or free.

If you enjoy exploring your artistic side, consider what downtown San Jose has to offer. *South First Fridays Art Walk* is a monthly, self-guided tour through galleries, museums, and businesses, featuring art exhibitions and special performances. Enjoy a lovely summer evening with a free art tour, occurring on the first Friday of every month, from 7:00 p.m. - 11:00 p.m.

Escape the summer heat by watching a movie. Did you know that you can buy cheaper movie tickets if you visit movie theaters early in the day? Many theaters offer tickets as low as \$6.00 for shows starting before 6:00 p.m. Contact your local movie theater to inquire about lower rates for matinees and senior discounts.

Include your dog in the fun! The largest dog festival in the United States, *Bark in the Park*, is free to attend. Enjoy contests and good food, or bring your own picnic. Proceeds raised from food and contest entries will benefit local community and pet-based organizations. This

dog-friendly gathering happens at Williams Street Park in downtown San Jose and begins at 10:00 a.m. on Saturday, September 17, 2016.

As summer winds down, celebrate the start of autumn by attending *Pumpkins in the Park* on Saturday, October 8, 2016. This free harvest fair takes place at Guadalupe River Park/Discovery Meadow from 10:00 a.m. - 4:00 p.m. The fair also hosts a pumpkin patch, costume parade, hands-on activities, and live music.



Staying Healthy With: Smart Food Choices - Easy, Affordable, & Healthy Recipes

By Shannin Prather

Finding healthy and delicious food options that are also affordable and easy to prepare can be a real challenge. But, the overall health and wellness benefits of making smart food choices are worth the effort. For many of us on a tight budget, it's tempting to reach for the most inexpensive items on the store shelves; items that you know will fill you up, even if they do not have much nutritional value. However, with some commitment and planning small changes to your shopping list will create a healthier diet and result in long-term health benefits.

Our upcoming Consumer Connection newsletters will contain a healthy, easy-to-prepare, and inexpensive recipe which boosts the nutritional value of popular budget-friendly meals. We will begin with a classic American comfort food: **Macaroni and Cheese**.

Popular Brand of Boxed Macaroni & Cheese (prepared)

Serving Size: $\frac{3}{4}$ cup = 400 calories, 587 mg sodium

Cost: about \$6.00 for box and all ingredients

Time to cook: 2 minute prep time, 20 minutes cook time. Total: 22 minutes

Yield: 3 servings

Homemade

(modified recipe from www.budgetbytes.com)

For our recipe, we added broccoli, which boosts nutrients including Vitamin C, Iron, Vitamin B-6, Magnesium, Calcium (for bone health), and antioxidants.

Serving Size: 1 cup (prepared) = 297 calories, 499 mg sodium

Cost: about \$5.00 (based on current Walmart store brand prices)

Time to cook: 5 minutes to prepare, 20 minutes to cook. Total: 25 minutes

Yield: 4 servings

Ingredients

■ 2 $\frac{1}{4}$ cups milk (\$0.45)

■ 2 cups (1/2 lb.) dry macaroni (\$1.00)

■ 1 cup shredded cheddar cheese (\$1.25)

■ 1 broccoli crown (\$2.24)

■ $\frac{3}{4}$ tsp salt (\$0.05)

Optional: add 1 tsp of Dijon mustard, $\frac{1}{4}$ tsp smoked paprika, and/or $\frac{1}{2}$ tsp ground black pepper.



To Prepare:

1. Combine dry macaroni and 2 cups of milk in a medium pot (Add broccoli at this stage if you prefer softer broccoli.) Cover pot and bring to a boil over medium/high heat, stirring occasionally.
2. Reduce heat to low and simmer until pasta is tender (about 10-15 minutes.) (Add broccoli at this stage if you prefer firmer broccoli.) Stir often to keep pasta from clumping or sticking to the bottom of the pot. Cover after stirring to retain moisture.
3. Once pasta is soft and milk is absorbed, season with salt, pepper, paprika, (and Dijon mustard,) and/or spices of your choice. If the mixture looks dry, add the remaining $\frac{1}{4}$ cup of milk.
4. Turn off heat and stir in shredded cheddar cheese.

Serve immediately. Other healthy additions: zucchini, bell pepper, tomato, and spinach.

24th Annual Senior Resource and Wellness Fair

The Senior Wellness Fair is a free event open to the aging community, caretakers, and others. Learn about services and products ranging from health care, social services, assistive devices and more.

There will be free flu shots, health screenings, resources and demonstrations, along with

giveaways and raffle prizes.

The event will be held between 9:30 a.m. and 12:30 p.m. in the Mexican Heritage Plaza at 1700 Alum Rock Ave on September 29, 2016. For more information, please contact Teiana Johnston at (408) 975-5720.

Training Opportunities

By Shannin Prather

Empowering consumers to feel independent, healthy, and safe are core priorities at Public Authority Services by Sourcewise. To accomplish this, we have partnered with adult schools and independent instructors throughout Santa Clara County to offer training for IHSS care providers. Classes are designed to assist care providers in developing valuable skills needed to provide quality in-home services and prevent injuries.

Over the past 19 months, the semester-length course offerings have grown from nine to fifteen topics. Currently these classes are optional and can be taken in any order, over any length of time. Active providers can register for their preferred classes each semester and have the flexibility to choose classes offered around their work schedules. Providers can complete classes at no cost.

Our future goal is to continue increasing our class offerings for care providers; as well as the languages and locations in which they are available. We are also exploring options to make classes available to consumers through the use of technology.



We have recently introduced a new training opportunity for consumers with Call and Connect Sessions. These free, educational conference calls are available exclusively to IHSS consumers and their authorized representatives. See the Call and Connect Session schedule below to learn more.

We will keep you updated on our progress as we work to expand the training opportunities available. Please support your care provider in their efforts to become better at caring for you, and encourage them to attend these classes. Class schedules will be mailed to IHSS care providers in mid-August.

For more information on training opportunities, please call the Public Authority Training Department: (408) 350-3220 or visit www.pascc.org.

Call and Connect Schedule

By Shannin Prather

Public Authority Services continues to partner with Senior Center Without Walls to offer no-cost training and information sessions, which are exclusively available to IHSS consumers. You are welcome to participate via telephone from the comfort of your home!

We would love to hear your suggestions for topics that would be valuable to the IHSS recipient community for coverage in future Call and Connect Sessions!

Sessions will be held on the second Thursday of each month, from 11:00 a.m. - 12:00 p.m. The following informative topics are scheduled for upcoming Call and Connect sessions:

October 13th

Independent Living and Consumer Rights

November 10th

Living with Memory Loss

December 8th

Disaster and Emergency Preparedness

January 12th

Falls Prevention

Register for Call and Connect Sessions, or suggest topics that you would like to include in our schedule, by calling: (408) 350-3220.

For more information regarding training for IHSS consumers and care providers, please visit the Public Authority Services website: www.pascc.org



Public Authority Services

by Sourcewise



Public Authority Services by Sourcewise www.pascc.org
Phone: (408) 350-3206 Fax: (408) 296-8340 E-mail: info@pascc.org

Important Phone Numbers

Public Authority Services by Sourcewise

Information concerning provider benefits, Eco/Clipper Pass, training or other services of the Public Authority.
(408) 350-3206

Public Authority Services Registry

Call the Registry, if you need help finding an IHSS care provider.
(408) 350-3251

IHSS Social Services

Information regarding authorized hours and services or to speak with a social worker.
(408) 792-1600

IHSS Payroll

Call for any payroll or timesheet matters.
(408) 792-1600

UNION SEIU Local 2015

Representing providers. Call for information about the Union and payroll deductions.
(855) 810-2015

Adult Protective Services

24-hour Hotline. Call for help, if you or someone you know suspect abuse of a senior or dependent adult.
(408) 975-4900
(800) 414-2002

Sourcewise Information & Awareness

Information on available services in Santa Clara County.
(408) 350-3200, option 1

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