

Back-Up Care Advantage Program®



Preparing for a Day of In-Home Adult Care

When preparing for the arrival of an in-home caregiver, following a few simple guidelines can lay the foundation for a positive experience for the caregiver and your family. Being prepared and setting clear expectations can help ensure the greatest satisfaction with the care of your loved ones and minimize miscommunication.

Prior to the caregiver's arrival

After care is scheduled, the caregiver or an agency staff member can make an introductory call to your family. If you have requested a call and have not received it by the evening before care begins, please contact the *Back-Up Care Advantage Program* at 877-BH-CARES. The purpose of this introductory call is to learn more about the caregiver's background, discuss special care instructions, provide directions to the location where care will be provided, and confirm arrival time.

Before the caregiver arrives, please download the daily activity log from our Web site. The daily activity log includes a list of items to be completed prior to receiving care and should be reviewed with the caregiver upon arrival. In the event your relative is not living with you, discuss with him/her appropriate information that they should be prepared to discuss with the caregiver which should include the following:

- How to contact you and who else should be contacted in the event of an emergency
- What types of non-emergency situations would warrant a call to you?
- Illnesses/injuries and signs of an emergency medical situation
- Medications, and how and when they should be taken (medications must be self-dispensed by the care recipient; where that is not possible, a medical professional will be deployed and additional costs will apply)
- Need for dentures, canes, eyeglasses, walkers, etc.
- Any assistance required in reference to a wheelchair and/or walking?
- Food and drink options your family member prefers for meals and snacks as well as any food allergies or restrictions — If possible, prepare pre-made meals and snacks for the provider to offer your family member
- Daily routines such as rest times, meal times, and favorite activities

After the caregiver's arrival

When the caregiver arrives at your (or your adult relative's) home please take some time (or instruct your adult relative if not living with you) to introduce yourself and your relative and discuss your relative's care needs for the day with the provider.

- Provide a home tour: Point out all exits and indicate any rooms that are off limits
- Phone: Specify if you would like the caregiver to answer your phone and outline expectations for use
- Thermostat: Indicate if the caregiver is allowed to adjust or use
- Television remote control and other household appliances (such as washer/dryer as related only to care for your loved one): Demonstrate use and indicate when use is appropriate
- Where to find:
 - A change of clothing (if possible select these items and lay them out in case they are needed)
 - Cooking utensils and serving items
 - Cleaning supplies needed for care for the family member — for example, spills, cleaning up after meals, etc.
 - Medication and/or medical supplies as well as how they should be used (if a trained medical professional is being used)
 - First aid kit

When you return

Take a few minutes after you return home to review the day with the caregiver.

Examples of questions you may want to ask include:

- What did you do today?
- Were there any problems or concerns we should discuss?
- Is there anything I could have done to make your day go smoother?

Evaluation

Following the delivery of back-up services, you will receive a brief survey from the *Back-Up Care Advantage Program* to complete by e-mail. Your comments and suggestions will enable us to continually revise and improve the quality of services available to you. Thanks in advance for your cooperation!

For more information, please call the *Back-Up Care Advantage Program* at 877-BH-CARES.

