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Caregivers Resource Guide

照顧者實用錦囊



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Dear Friends,

Many of us either is a caregiver, have been a caregiver, or knows someone who is a caregiver. Caregivers provide care to people who need some degree of ongoing assistance with everyday tasks on a regular or daily basis.

According to the National Alliance for Caregiving and AARP, in 2020, there were 53 million caregivers in the United States. Family caregivers now encompass more than 1 in 5 Americans. These caregivers are “informal or unpaid caregivers” because the care is provided by family or friends rather than a paid caregiver.

Being able to thrive as a caregiver is vital because caregivers are often at risk of neglecting themselves when overloaded with caregiving stress and responsibilities.

This booklet intends to introduce to you some common topics related to caregiving. We hope that this information can be helpful to you and that it can be a conversation starter as you continue your caregiver journey.

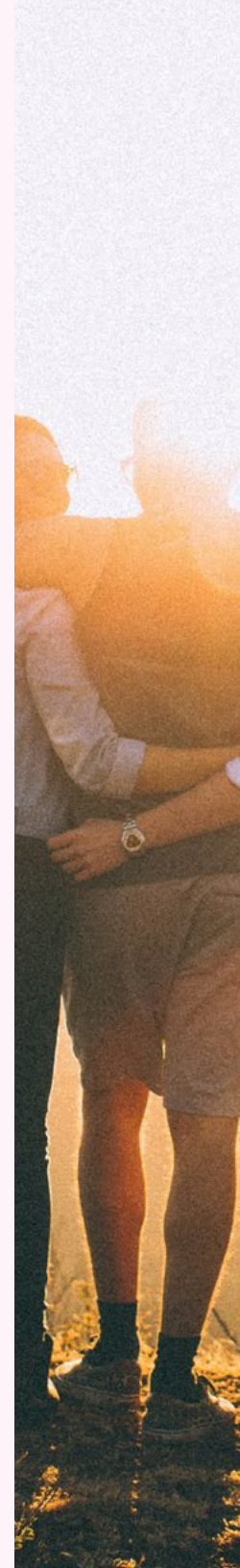
親愛的朋友們，

很多時，我們都會在不經意間擔任或曾經擔任照顧者的角式，或許也有認識的親友正在擔任此角式。照顧者的主要工作是為有需要的親友提供個人的日常照顧，並經常為他們提供不同程度的協助。

根據全國護理聯盟和AARP樂齡會的數據顯示，2020年時美國總共有五千三百萬名照顧者。每五個美國人中，就有一名是家屬照顧者。這些照顧者都是非專業性和無薪的，因為他們的身份是家人或朋友，而不是受薪的照顧者。

作為一位照顧者，時刻也會保持正向和積極的心態，但在過程中往往會忽略自己的需要。

本冊子旨在介紹一些與照顧相關的內容，或者可以引起照顧者的共鳴，加以討論。



Are You a Family Caregiver?

Caregiving roles take on countless shapes and forms. Many people may not think of themselves as caregivers even though they perform essential and valuable tasks to help their loved ones continue living in the community. For example, a family caregiver can be someone caring for a spouse or parent, an extended family member, or even a friend or a neighbor.

Do you provide someone with

- Transportation to medical appointments?
- Purchasing or organizing medications?
- Monitoring their medical condition?
- Communicating with health care professionals?
- Advocating on their behalf with providers or agencies?
- Assist in transfer?
- Getting dressed?
- Bathing or showering?
- Grocery or other shopping?
- Housework?
- Preparing meals?
- Managing finances?

If you responded “yes” to any of the above examples, you are a caregiver. We invite you to read this booklet and hope you will find the information helpful. Suppose you have any questions or need caregiving support. In that case, we encourage you to contact Kin On at (206) 652-2330 or any service provider of your choice.



您是一位家屬照顧者嗎？

許多家人在擔任照顧工作的過程中，沒有察覺到自己是一個照顧者。即使事實上，他們已經正在擔當重要且有價值的工作，幫助自己的親人繼續在社區中生活。家屬照顧者可以是配偶，父母、其他家庭成員，甚至是朋友或鄰居。

您正為別人提供以下的協助嗎？

- | | |
|--------------|-------------|
| • 接載親友就診 | • 穿衣 |
| • 購買或整理藥物 | • 洗澡 |
| • 觀察及留心健康或病情 | • 購買食物及日常用品 |
| • 與醫療人員溝通 | • 處理家務 |
| • 處理醫療或保險事宜 | • 準備膳食 |
| • 協助上落床或輪椅等 | • 財務管理 |

如果您對上述項目有提供協助，您便是一位家屬照顧者。我們邀請您閱讀這本冊子，希望這些信息對您有所幫助，或者能成為進一步討論及探索的動力。如果您在照顧方面有任何問題或需要支持，我們鼓勵您致電 (206) 652-2330 聯繫健安或其他能為您提供服務的機構。

How to Talk to Someone with Dementia?

Are you caring for a loved one with dementia? They may suffer from communication difficulties because of their deteriorated ability. Situations can vary, and problems may include:

- Using familiar words repeatedly
- Describing everyday objects rather than calling them by name
- Easily losing a train of thought
- Need help organizing words logically
- Reverting to speaking a native language
- Speaking less often
- Relying on gestures more than speaking



Below are some tips that could improve your communication with a person living with dementia:

- Take time to listen and talk without interruption
- Try to understand and offer a guess if the person needs help to get an idea out
- Make eye contact and call the person by name
- Speak calmly and keep your body language relaxed
- Offer comfort and show respect
- Limit visual distractions and background noise to make it easy to hear and concentrate
- Use short sentences and ask closed-ended questions

Having effective communication with a person living with dementia can be challenging. Don't hesitate to contact Kin On or your service providers for support.

如何與失智者溝通？

您正在照顧患有失智症的親友嗎？由於能力大不如前，失智症患者可能會有溝通上的困難。情況因人而異，溝通上的問題可能包括：

- 重複使用熟悉的詞彙
- 以敘述的方式來形容物品，而不是直接說出物品的名稱
- 很容易忘記本來要說什麼
- 對邏輯性的詞彙組織有困難
- 喪失說外國語的能力，只能說母語
- 說話次數減少
- 依賴手勢(而不是言語)來表達

以下幾點或可以幫助您改善與失智者的溝通：

- 專心聆聽和溝通
- 當對方難以表達某些想法時，嘗試猜測理解
- 保持眼神接觸並直接稱呼對方的名字
- 說話語氣平和並保持肢體放鬆
- 給予安慰並表示尊重
- 減少視覺干擾和背景噪音，幫助失智者集中注意力
- 使用簡短的句子和問題



與失智者溝通是一件極具挑戰性的事。如果您需要進一步的諮詢，請聯繫健安或其他能為您提供服務的機構，以獲得更好的協助。

Caregiver Gains and Strains

Caregiving can be defined as regularly looking after a person who needs help. Caregiving means providing support, assistance, and companionship to them. It is one of the most incredible acts of love. Caregiving is filled with rewards and gains but can also be overwhelming and exhausting. Counting caregiver joys is a survival skill because it fills our tanks to keep going.

Here are some gains that are shared by caregivers:

- “I love my spouse and am glad to take care of them”
- A sense of giving back
- Satisfaction that their loved one is getting excellent care
- Personal and spiritual growth
- Enhanced sense of purpose and meaning
- Keeping the family together through tough times
- Passing on a tradition of care

Caregiving is rewarding but also stressful. The Alzheimer’s Association cites these 10 indicators that a caregiver may be experiencing burnout:

- Anger or frustration
- Anxiety
- Denial
- Depression
- Exhaustion
- Health problems
- Inability to concentrate
- Irritability
- Sleeplessness
- Social Withdrawal

If you are experiencing these symptoms, please remember that you are not alone, and help is available in our community.

照顧者的得與失

照顧(caregiving)可以說是向一位需要幫助的人經常地提供關顧或支持。這其實是一種愛的表現。照顧親友可能會帶給我們不少的滿足感，但在過程中也可能也會感到不少壓力和身心疲乏。不要忽略在照顧上帶給我們的喜悅，因為這份喜悅可能成為我們在照顧旅程上的動力。

以下是照顧者所分享一些在照顧上的得著：

- 「我愛我的配偶，我很樂意照顧他」
- 生命的回饋感覺
- 為所愛的親友得到很好的照顧而感到滿足
- 是一個讓自己成長的機會
- 是一個生命的肯定和令生命更有意義
- 讓家人在艱難的期間團結一致
- 將關愛的傳統傳承到下一代

照顧工作雖然會帶來不少滿足感，同時也會帶來壓力。阿爾茨海默氏症協會引用了以下 10 個指標，提醒照顧者是否已經過勞：

- 憤怒或沮喪
- 焦慮
- 否認事實或情緒需要
- 憂鬱
- 筋疲力盡
- 出現健康問題
- 無法集中注意力
- 易怒
- 失眠
- 拒絕社交



如果您經歷以上這些徵兆，請記得您並不孤單，我們有不少社區資源可以為您提供幫助。

How Can a Caregiver Prevent Burnout?

If you feel physically exhausted and start having negative emotions toward your caregiving role, you may be experiencing caregiver burnout.

Steps you can take to prevent burnout

- Find someone you trust to talk to about your feelings and frustrations
- Set realistic goals
- Take advantage of respite care services. Respite care provides a temporary break for caregivers
- Be realistic about your loved one's disease
- Remember yourself because you're too busy caring for someone else
- Know your limits and be honest with yourself about your personal situation
- Educate yourself
- Develop new tools for coping
- Stay healthy by eating right and getting plenty of exercise and sleep
- Accept your feelings
- Talk to a professional

照顧者如何防止倦怠？

如果您感到身體疲憊，並對照顧親友的責任產生負面情緒，您可能正經歷倦怠。

以下是處理倦怠的一些提示：

- 找一個您信任的人傾訴
- 設定可行的目標
- 利用臨時照顧服務，讓照顧者有暫時喘息的機會
- 接受您所愛之人患病的事實
- 不要因為忙於照顧別人，而忽略了自己的需要
- 了解自己的極限，誠實面對自己的個人情況
- 持續學習
- 學習新的應對方法
- 注意飲食、睡眠，保持足夠運動
- 接受您的感受
- 諮詢專業人士意見



Support Groups

Caregiving can be a lonely experience, but you are not alone. Attending a caregiver support group is helpful because it comprises people going through a similar experience. A support group can validate your feelings, reduce stress, and support what you are going through. Support groups are also great for learning from other caregivers and getting valuable resources.

Here are some benefits of a support group:

- Feeling less lonely, isolated, or judged
- Reducing depression, anxiety, or stress
- Gaining a sense of empowerment and control
- Getting advice or information
- Improve and learn coping skills
- Getting a better understanding of what to expect in the future
- Improving caregiving skills
- Helping your loved ones “Aging in Place”

Find a caregiver support group in your area:

- Local hospitals or community centers may have lists of local support groups
- Contact Community Living Connections at (206) 962-8467 for information
- For support groups focused on specific health conditions, check websites (i.e. Alzheimer’s Association, Parkinson’s Foundation, American Cancer Society, and National Stroke Association) for information about local support groups’ availability.

支持互助小組

長期地照顧別人可能會有孤單的感覺，或許很多人也有類似的經歷。參加照顧者支持互助小組是很有幫助的，因為這些小組都是由有類似經歷的人士組成。他們可以理解您的感受、幫助你減輕壓力，成為您在照顧歷程上的支持。照顧者可以在支持互助小組裡互相學習，並獲取有用的資訊。

以下是參加互助小組的一些好處：

- 不會感到那麼寂寞、孤單或受人批評
- 減低抑鬱、焦慮或壓力的感覺
- 感到更有能力面對挑戰
- 獲得有用的建議或資訊
- 提高和學習應對技巧
- 更能了解將來的需要
- 提高照顧親友技巧
- 居家安老

如何尋找您社區的支持互助小組：

- 聯絡醫院或社區中心
- 請致電 (206) 962-8467 聯繫 Community Living Connections
- 若想尋找特別需要的照顧者互助小組，請瀏覽以下團體的網站：Alzheimer’s Association, Parkinson’s Foundation, American Cancer Society 及 National Stroke Association.



Health Care Decision Making

Most people would like to make health care and life decisions that reflect their values and preferences by themselves. However, family members are sometimes asked to make these decisions for their loved ones. Suppose a person is not able to make health care decisions by himself according to the Washington state law (RCW 7.70.065). In that case, informed consent for health care may be obtained from a person authorized to consent on behalf of that individual in the following order of priority:

- (i) The appointed guardian of the patient, if any;
- (ii) The individual, if any, to whom the patient has given a durable power of attorney that encompasses the authority to make health care decisions;
- (iii) The patient's spouse or state-registered domestic partner;
- (iv) Children of the patient who are at least eighteen years of age;
- (v) Parents of the patient;
- (vi) Adult brothers and sisters of the patient;
- (vii) Adult grandchildren of the patient who are familiar with the patient;
- (viii) Adult nieces and nephews of the patient who are familiar with the patient;
- (ix) Adult aunts and uncles of the patient who are familiar with the patient; and
- (x) An adult who:
 - (I) Has exhibited special care and concern for the patient;
 - (II) Is familiar with the patient's personal values;
 - (III) Is reasonably available to make health care decisions;

If you would like to learn more about this important subject, we encourage you to discuss it with your health care, social service, and/or legal professionals. You can also Google "DSHS Legal Planning," "Five Wishes," "End of Life Washington," or "NW Justice Advance Directives" for additional information.

醫療決策

大部分人，都希望憑個人意願，做好自己對醫療上的決定。在某些情況下，做這類決定的責任可能會落在家庭成員的身上。如果不能為自己做出醫療的決定時，根據華盛頓州法律（RCW 7.70.065），按照權力的優先次序，以下人士可為病者做出醫療上的決定：

- (i) 病者的法定監護人（如有委派）；
- (ii) 醫療決定代理人 (a durable power of attorney for health care decisions)（如有委派）；
- (iii) 病者的配偶或註冊的同居伴侶；
- (iv) 病者至少十八歲的子女；
- (v) 病者的父母；
- (vi) 病者的成年兄弟姐妹；
- (vii) 熟悉病者的成年孫子女；
- (viii) 熟悉病者的成年侄女和侄子；
- (ix) 熟悉病者的成年阿姨和叔叔；
- (x) 符合以下條件的成年人士：
 - (i) 對病者表現出特殊的關心和照顧；
 - (ii) 熟悉病者的個人價值觀；
 - (iii) 可以合理地做出醫療保健決定；

如果您想了解更多關於這個重要項目的內容，我們鼓勵您與醫療保健，社會服務，或法律專業人士討論。您還可以在Google上搜尋“DSHS Legal Planning”“Five Wishes”“End of Life Washington”或“NW Justice Advance Directives”，尋找更多相關資料。

How to Select a Home Care Worker?

Most families prefer caring for their loved ones by themselves. However, in some situations, they might need assistance from a helper, such as a home care worker, to lessen some of the strain associated with caregiving. When retaining the service of a home care worker through an agency, consider the following:

- Confer with your loved one and ask for their input to the extent possible
- Consider your loved one's specific preference
- Prepare a list of tasks that your loved one would need support with
- Confirm if the home care agency is licensed by the state
- Are the workers state-certified and insured?
- Is the caregiver able to communicate in the loved one's preferred language?
- How does the caregiver communicate with individuals with hearing, visual or cognitive impairment?
- What is the agency's protocol if the caregiver is not able to report to work?
- Get feedback from families and individuals that had used the agency's services
- Ask about the cost, fees (i.e., assessment, service setup, and termination fees), minimum hours per shift or length of service, etc.
- Write down the questions you would like to ask the caregiver directly. You can also Google "8 Questions to Ask When Interviewing a Professional Caregiver" or your preferred source for ideas.



如何選擇家居護理員？

大多數家庭都喜歡親自照顧親人。在某些情況下，他們可能需要家居護理員的幫助，以減輕在照顧上的一些壓力。通過機構來尋找家居護理員的服務時，請考慮以下事項：

- 與您親人商量，並儘可能徵求其意見
- 考慮親人的具體喜好
- 準備一份親人所需要照顧項目的清單
- 確認家居護理機構是持牌機構
- 聘用持牌及已購買工作保險的家居護理員
- 家居護理員是否能夠用同一樣的語言與親人溝通
- 家居護理員能否與有聽力、視力或認知障礙的人士溝通
- 如果家居護理員無法上班時，該機構有什麼應變方案
- 參考已使用過該機構服務的家庭的意見
- 詢問費用（如評估、服務設置和終止費用）、每班的最短時數或服務期限等
- 寫下您想直接問家居護理員的問題。您也可以在Google上搜尋“8 Questions to Ask When Interviewing a Professional Caregiver”或其它相關網站資訊。

How to Choose a Long-Term Care Facility?

Consider the following when selecting a long-term care facility such as a nursing home or assisted living.

- Is the facility close to family and other support?
- How does the facility help the residents to participate in social, recreational, religious, or cultural activities that are important to them?
- Is transportation provided for community activities?
- What kind of private spaces does the nursing home offer for visitors?
- Can your loved one still see his personal doctors?
- Take a look at “nursing home compare” on Medicare.gov for the facility’s inspection results, staffing, and quality of care information.
- Will the same staff take care of you daily, or do they change?
- How many residents is a Certified Nursing Assistant (CNA) assigned to work with during each shift (day and night) and during meals?
- What type of therapy is available at this facility? Are therapy staff available?
- How will the nursing home ensure that your loved one’s dietary needs are met?
- Are specialists like eye doctors, ear doctors, and podiatrists (foot doctors) available to see residents regularly?
- How can you access oral care in the nursing home?
- How can you access mental health care in the nursing home?
- How does the facility care for residents with dementia? Specifically, what is being offered?
- What is the facility’s policy for using anti-psychotic medication for people with dementia?
- If your loved one becomes Medicaid eligible after entering the facility, will the staff help them apply for Medicaid? Can your loved one continue staying at the facility, assuming they still need skilled nursing care?

如何選擇長期護理機構？

在選擇療養院或輔助生活等長期護理機構時，請考慮以下事項。

- 該院舍是否靠近家人及所需服務機構？
- 該院舍如何協助親人參與社交、娛樂、宗教或文化活動？
- 是否為社區活動提供交通安排？
- 院舍是否能為訪客提供私人探訪的空間？
- 親人能看他的私人醫生？
- 查看 Medicare.gov 上的“nursing home compare”，了解設施的檢查結果、人員配備和人手及護理服務質素數據
- 每天的護理人員是否相同？還是會經常更換？
- 在每個輪班工作中註冊護士助理（CNA）和院友的人手比例
- 該院舍有提供復康治療？有復康醫療人員嗎？
- 院舍如何滿足親人的飲食需求？
- 眼科醫生、耳科醫生、牙醫和足科醫生等專家是否定期到診？
- 院舍如何保持親人口腔衛生？
- 院舍如何提供精神健康及心理服務？
- 院舍如何照顧患有失智症的親人？
- 該院舍對失智症病者使用精神科藥物有何措施或規定？
- 如果您的親人在進入院舍後符合聯邦醫療補助（Medicaid）資格，工作人員會幫助您的親人申請 Medicaid 嗎？在領取 Medicaid 後，您的親人是否能繼續居住在該院舍？



Community Living Connections (CLC)

Are you facing aging or disability issues?

Community Living Connections can help connect you with the right kind of resources when you need it. When you call CLC, you can get objective and confidential information about community resources and services. The Community Living Connections can be reached toll-free at 1-844-348-5464.

Services available are:

- Information and assistance to community resources
- Individual consultation and help with long term care needs
- Access to family caregiver support services

Family Caregiver Support Program

If you are a family caregiver, the Family Caregiver Support Program can help you reduce caregiving stress and become a more effective caregiver.

Services include:

- Needs Assessment
- Care Planning and Consultation
- Caregiver Education and Training
- Assistance and Service Referrals
- Respite Service

You are not alone in your caregiver role. Reach out and get caregiver information by calling Kin On at 206-652-2330.

Kinship Care Navigator

Are you raising a grandchild or other young family member because their parents are unable to do so? A kinship navigator can help you reduce emotional stress and be better equipped.

Services include:

- Information about childcare
- Financial and legal issues
- Stress management
- Information and Assistance
- Parent Education and Advocacy
- Legal Options

Please call Kinship Navigator Program at 206-328-6858 for more information.

社區生活聯繫網

你是否正面對與年老或殘障有關的問題？

Community Living Connections 可以在您需要時為您提供有關社區資源和服務資訊。請撥免費電話 1-844-348-5464 與Community Living Connections聯繫。

他們提供的服務包括：

- 社區資源介紹及轉介
- 長期護理諮詢
- 家屬照顧者支援服務

家屬照顧者支援服務

若您是一位家屬照顧者，家屬照顧者支援服務可以幫助您減輕壓力，讓您成為更有效的照顧者。

服務內容包括：

- 需要評估
- 釐訂服務計劃
- 分享與學習
- 服務轉介
- 暫託/緩衝服務

當在照顧親人感到孤單時，請撥打 206-652-2330 與健安聯繫以獲取更多訊息和支援服務。

Kinship Care Navigator

親屬關顧導航服務

你是否正在撫養你的孫兒或其他年幼的家庭成員，因為他們的父母在這方面需要你的支持？親屬關顧導航服務可以幫助您減輕壓力，做一個更有能力的照顧者。

服務內容包括：

- 提供托兒服務資源
- 提供財務和法律服務資源
- 壓力管理
- 服務轉介
- 培訓與倡權
- 法務協助

有關詳情，請致電親屬關顧導航計劃206-328-6858。

Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (AL TSA), Caregiver Resources

Links to programs and information for caregivers that face various caregiving situations.

GOOGLE DSHS WA family caregivers support resources
(877) 501-2233 | www.dshs.wa.gov/altsa/home-and-community-services/caregiver-resources

Washington State Community Living Connections

Information family and kinship caregiver support, Veteran family caregiver support, family and individual support for the developmentally disabled, Lifespan Respite and support services for older adults.

GOOGLE Washington State Community Living Connections
(855) 576-0252 | washingtoncommunitylivingconnections.org/consite/explore/support_for_family

Washington 211

A free service that helps connecting individuals to community resources.

GOOGLE WA 211
211 or (877) 211-9274 | wa211.org

Benjamin Rose Institute on Aging

Information on evidence-based programs that support caregivers in different caregiving situations.

GOOGLE Benrose
(216) 791-8000 | benrose.org

Family Caregiver Alliance

Information primarily devoted to family caregiver support. Some resources available in Chinese, Korean, Spanish, Tagalog and Vietnamese.

GOOGLE Caregiver Alliance
(800) 445-8160 | caregiver.org

Alzheimer's Association

Information on Alzheimer's disease and dementia, practical advice on caregiving and related issues, consultation, support group, and multi-lingual support.

GOOGLE Alzheimer's Association
(800) 272-3900 | alz.org

GOOGLE Everyone is welcome Alzheimer's Association
alz.org/norcal/about_us/everyone-is-welcome (multilingual)

Long-Term Care Residential Options (DSHS Aging and Long-Term Care Administration)

Information on residential care options such as nursing home, assisted living and adult family home.

GOOGLE DSHS LTC Residential Options
(360) 725-2300 | dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options

Washington LawHelp (Northwest Justice Project)

Information on residential care options such as nursing home, assisted living and adult family home.

GOOGLE Washington Law Help
(206) 464-1519 or (800) 201-1012 | washingtonlawhelp.org

References for this resource guide 本刊參考資料

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Caregivers Resource Guide

照顧者實用錦囊