

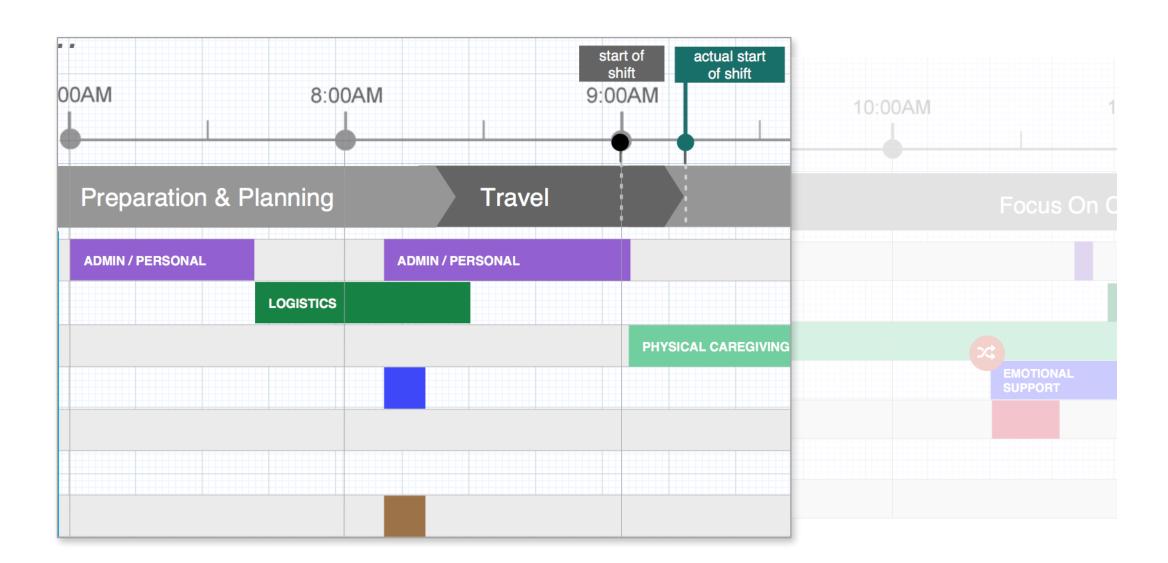
Vera

- 59 years old
- Independent Provider (IP) but has worked for an agency in the past.
- Has been a caregiver for 7 years; has experience working with seniors.
- Is not related to her client.
- Does not live with her client.
- Has a 45-minute commute to get the
- · client's home.
- Works an 8:00 am to 2:00 pm shift Monday -Friday.

About Vera's client, Carl:

- 82 year old male
- · Lives alone in a single-story house
- Requires a wheelchair for mobility, but can walk short distances with assistance (such as from bedroom to bathroom).
- Takes prescription medication in the morning, and has physical therapy exercises he is supposed to do every day (but he doesn't like to do them).
- Has adult children who. Live about a 90-minute drive away.

A Day In The Life Of A Caregiver: Vera



Preparation & Planning > Travel

Mental Focus:

Admininstation / Personal

Logistics

Physical Caregiving

Environmental Tending

Emotional Support

Behavioral Support

Advocacy

Moments:

change course

stress point

beyond the care plan

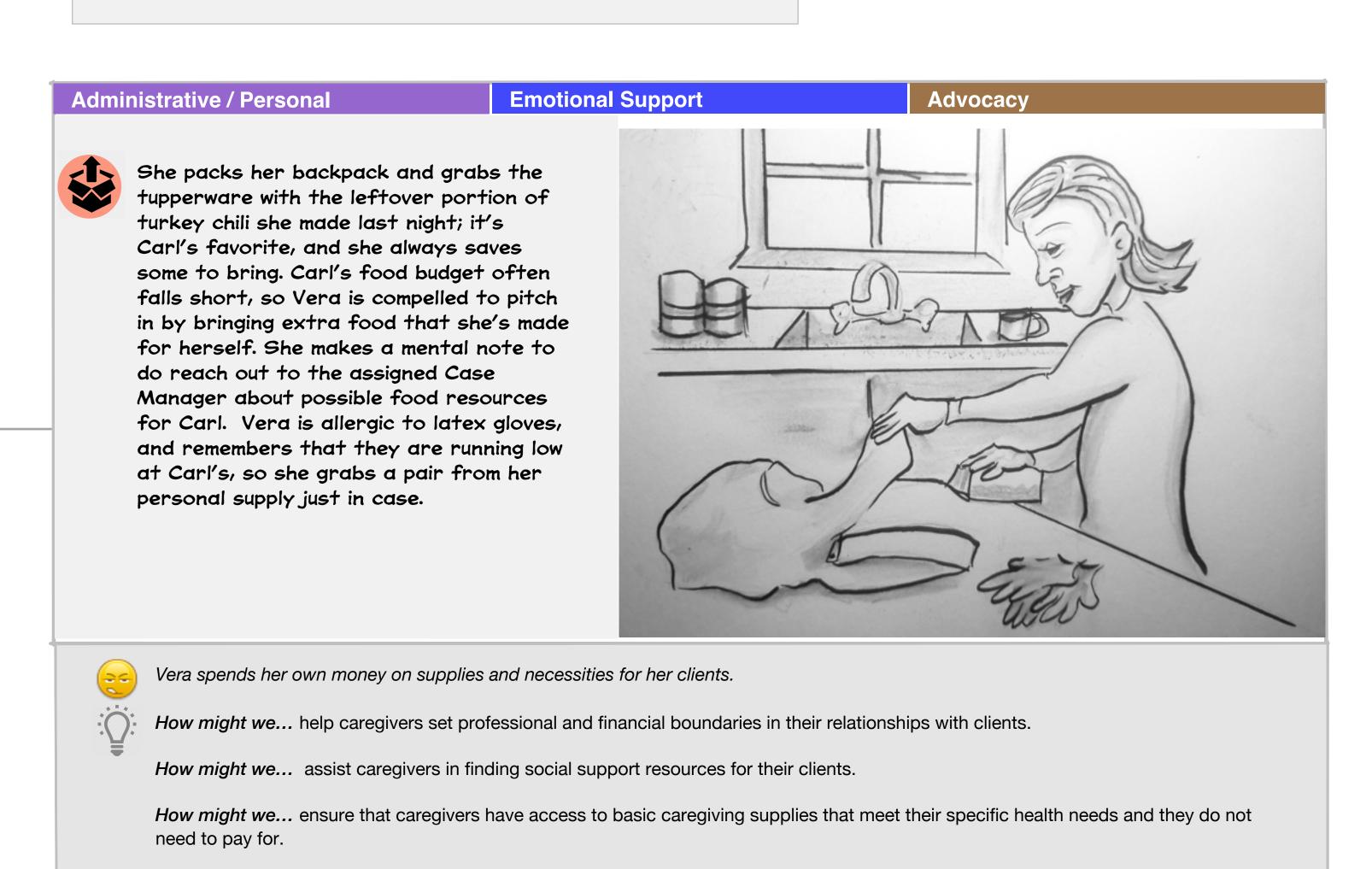
7:00AM

Administration / Personal

She gets up and gets read for the day, and makes and packs her lunch.

Logistics

After getting ready for work, Vera checks her phone calendar to make sure there aren't any appointments for the day. She reviews the schedule, and makes a mental note about the plan for the day.



8:30AM

Logistics Administration / Personal

Travel...

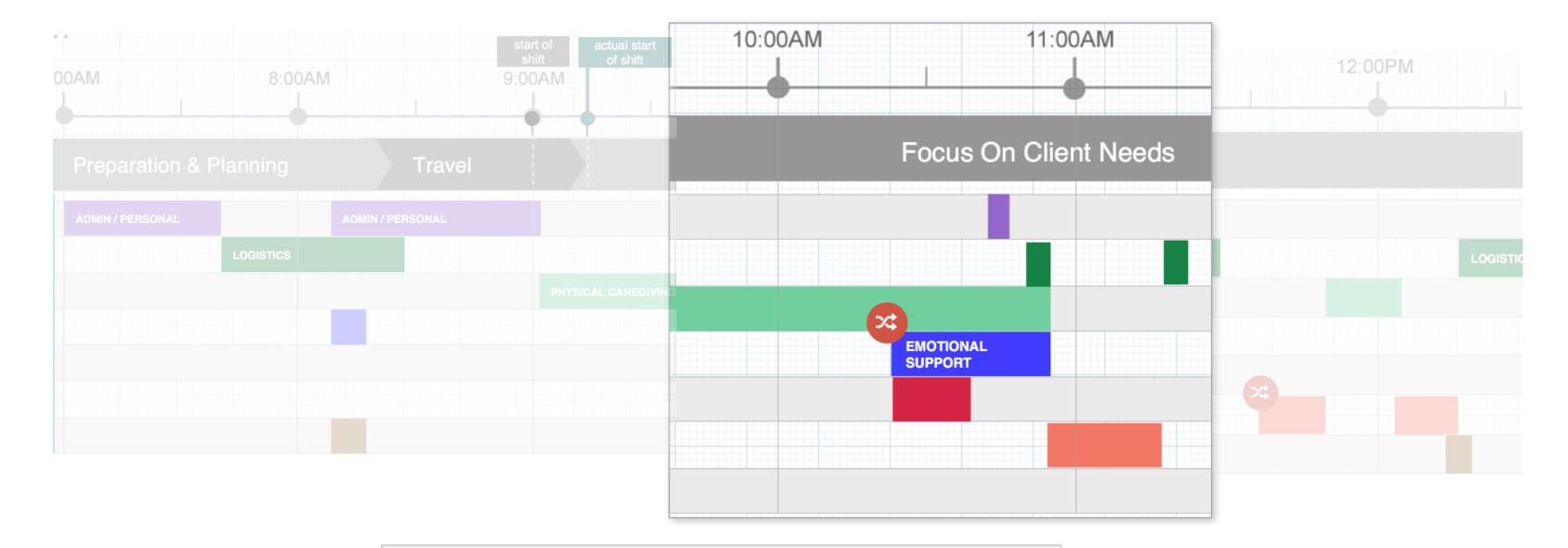
She gets in her car and commutes for 30 minutes. She likes that the drive gives her a chance to be by herself and listen to the radio, but she is always worried about how much gas it takes to get to clients and the wear and tear on her car.



Cost of gas and wear and tear to travel to further clients is more than Vera is reimbursed for; it is difficult to afford.



How might we.. make it so that caregivers can afford gas and car maintenance when traveling for further clients?



Focus On Client Needs

Mental Focus:

Admininstation / Personal

Logistics

Physical Caregiving

Environmental Tending

Emotional Support

Behavioral Support

Advocacy

Moments:

change course

stress point

beyond the care plan

9:15AM

9.15AW

Physical Caregiving



She arrives 15 minutes late for her shift due to heavy traffic. She knocks on the door as she lets herself in with her own set of keys, and calls out a greeting to Carl. She greets Larry, Carl's long time dog companion. Vera has learned that Carl really loves dogs - grew up with dogs all his life - and gets a lot of joy out of his friendship with Larry. She has also grown to love Larry and helps Carl feed him.



How might we... Although caregivers are not technically supposed to have a personal set of keys to a client's residence, this becomes a necessity, especially when a client has mobility limitations. How might we support the caregiver in this endeavor?

Physical Caregiving

Given Carl isn't a morning person, she prepares for the day to give Carl a few minutes to wake up and make the transition. She goes into the kitchen and starts getting things out for breakfast.

Physical Caregiving

She goes into his bedroom. She asks him how he is doing, and mentally notes his mood and condition. Is it going to be a good day or a bad day? Carl is his typically cranky morning self, and complains that he didn't sleep very well.

Physical Caregiving

Emotional Support

Behavioral Support

Administrative / Personal



Vera notices that the bed smells, and notices that some of Carl's crankiness is a cover for his embarrassment at soiling the bed. He blames a newer medication, but Vera has noticed that this has happened more frequently, and started before the medication came into play. She makes a mental note to talk to him about it later when he's in a better mood.



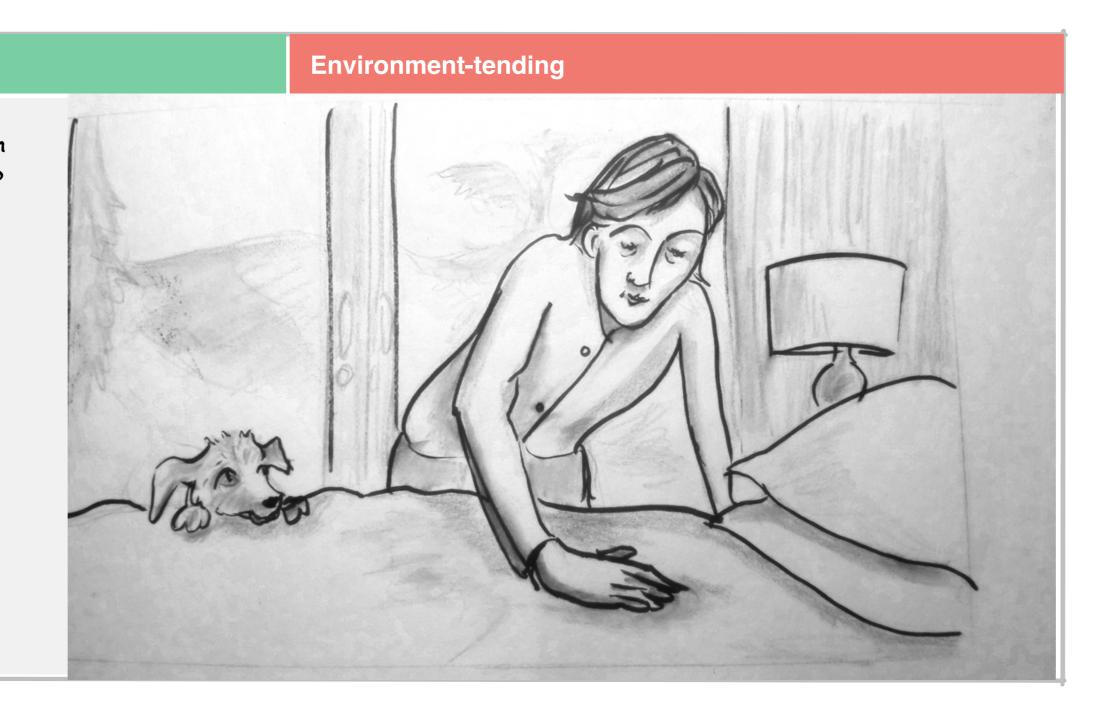
Carl is resistant to talking about his health changes and Vera is not totally sure how to approach the conversation.

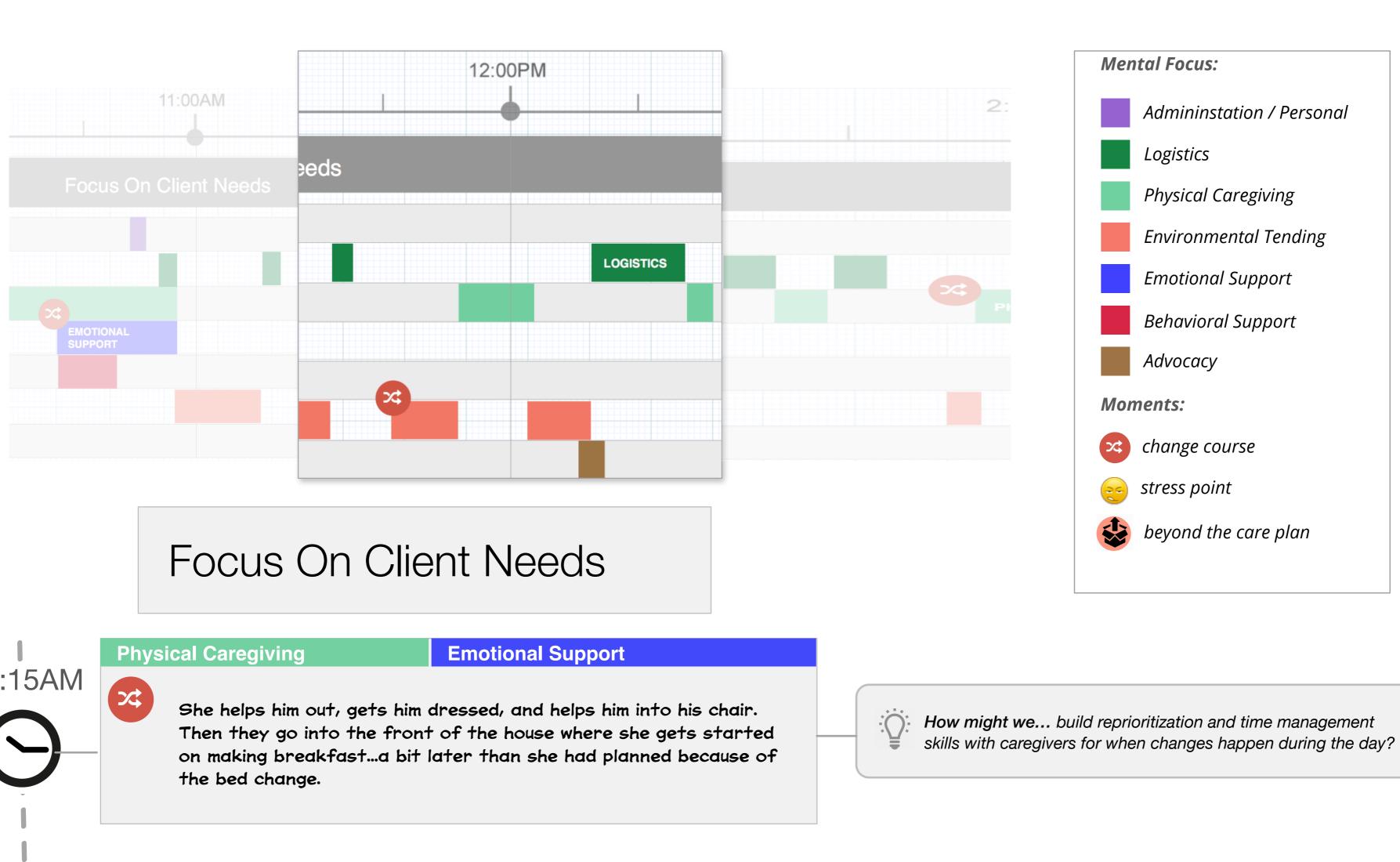


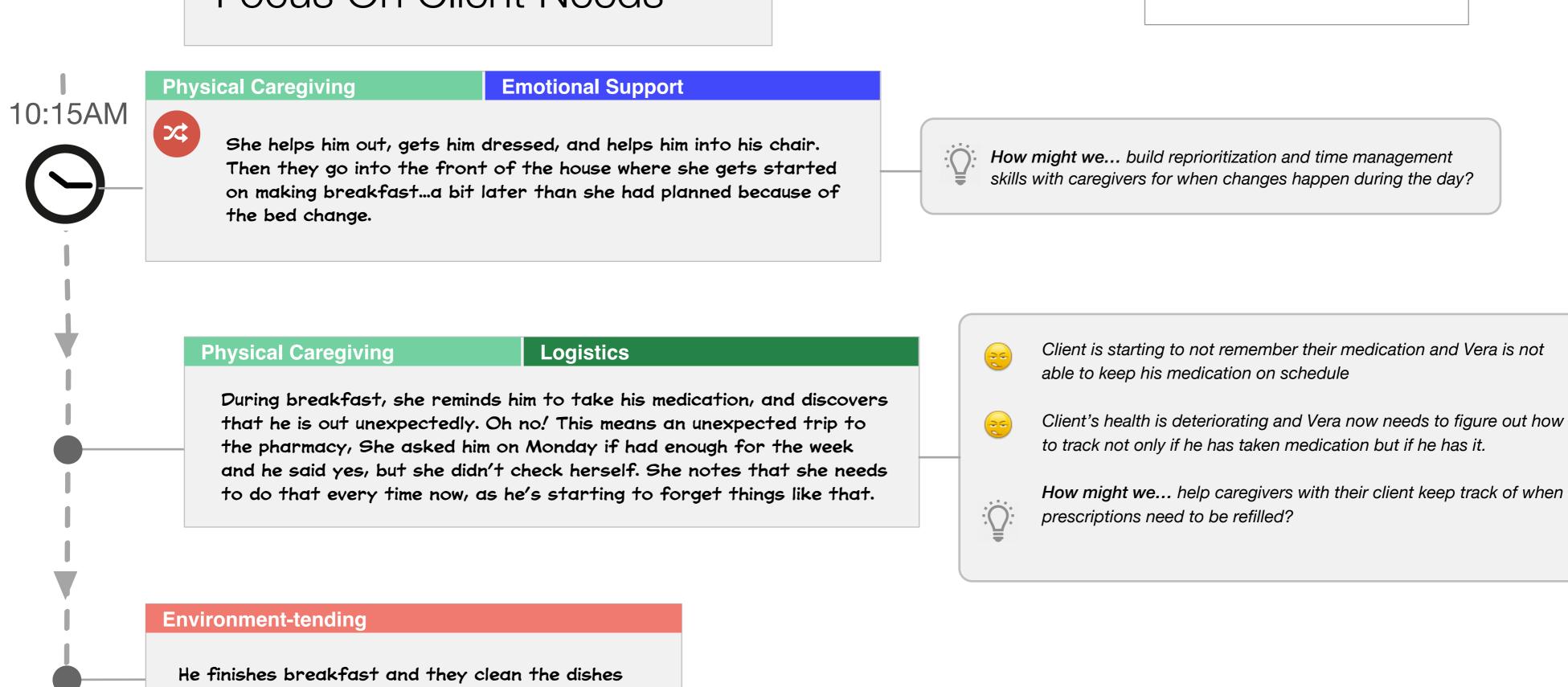
How might we.. support caregivers in having difficult conversations with their clients when what is best for the client is not what they want to do?

Physical Caregiving

She helps Carl into the bathroom and runs the bath. She helps into his shower chair; he's able to bathe himself but needs help getting in and out. While he's bathing, she changes his bedclothes and starts a load of laundry.







She convinces Carl that he has to go with her to pick up the medication so he can pick up the prescription. He argues, but she knows it's good for him to go out. She wonders if she will have to do their grocery store trip today instead of tomorrow, that might make it not feel like a wasted trip.

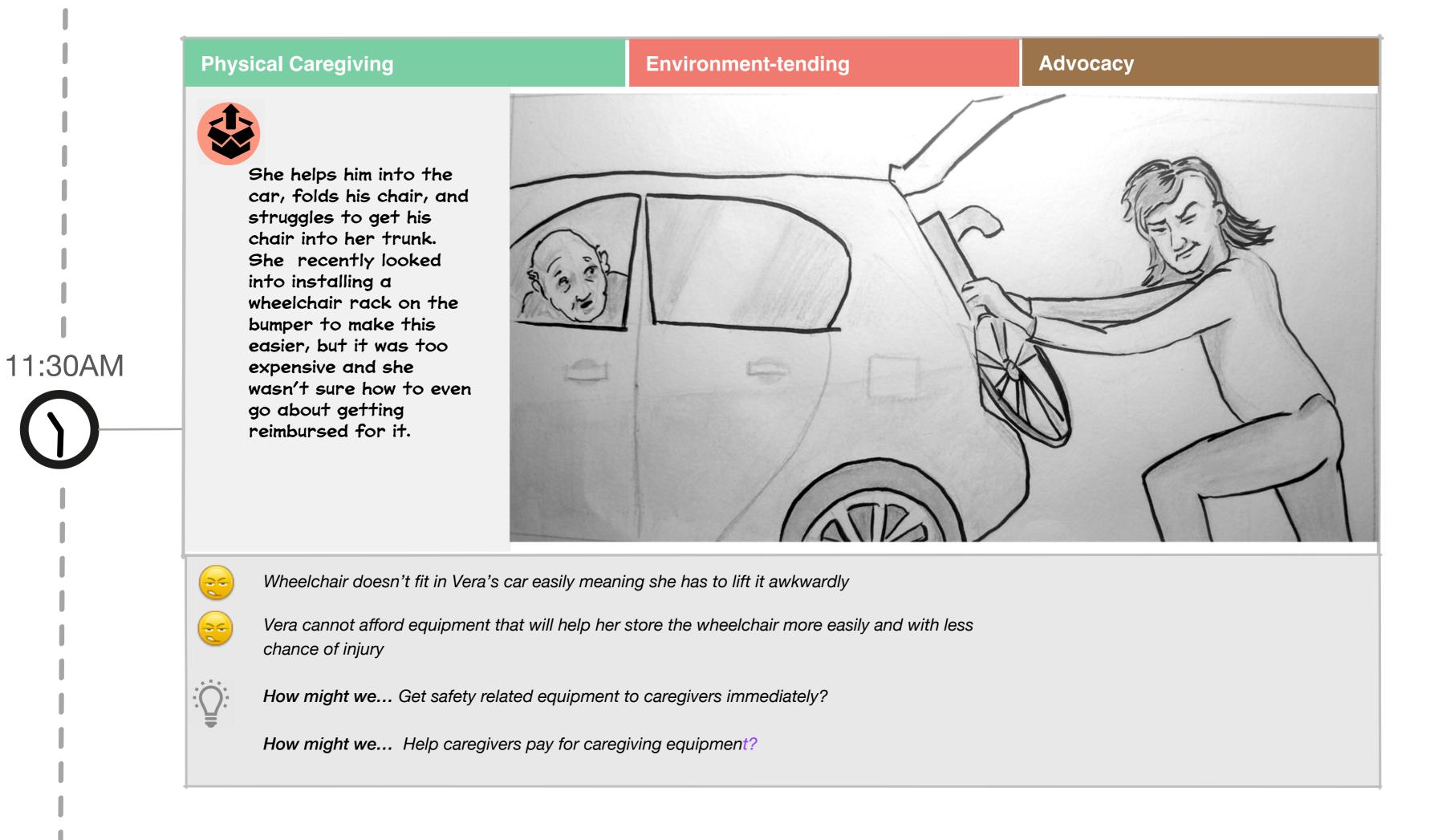
Behavioral Support

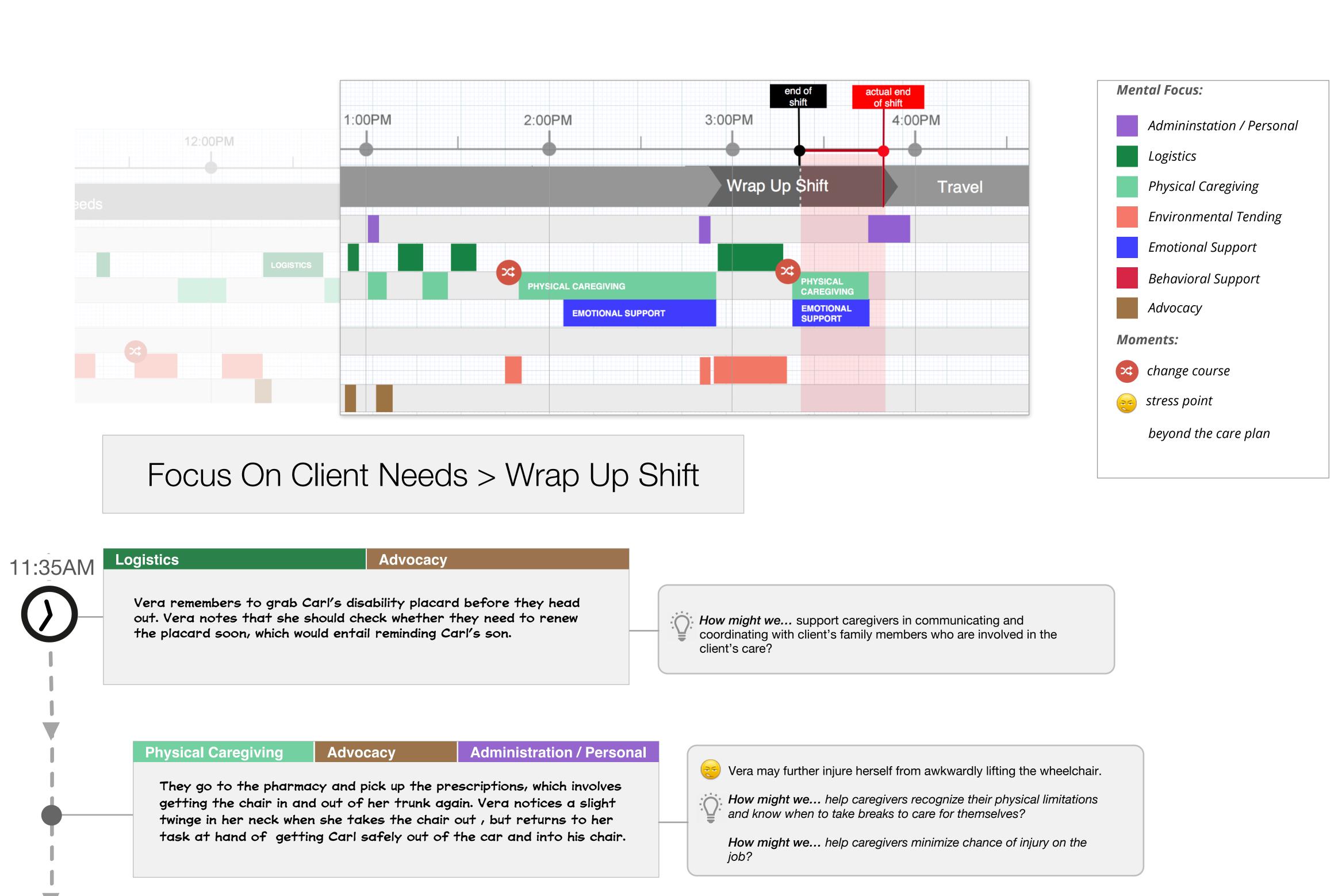
Logistics

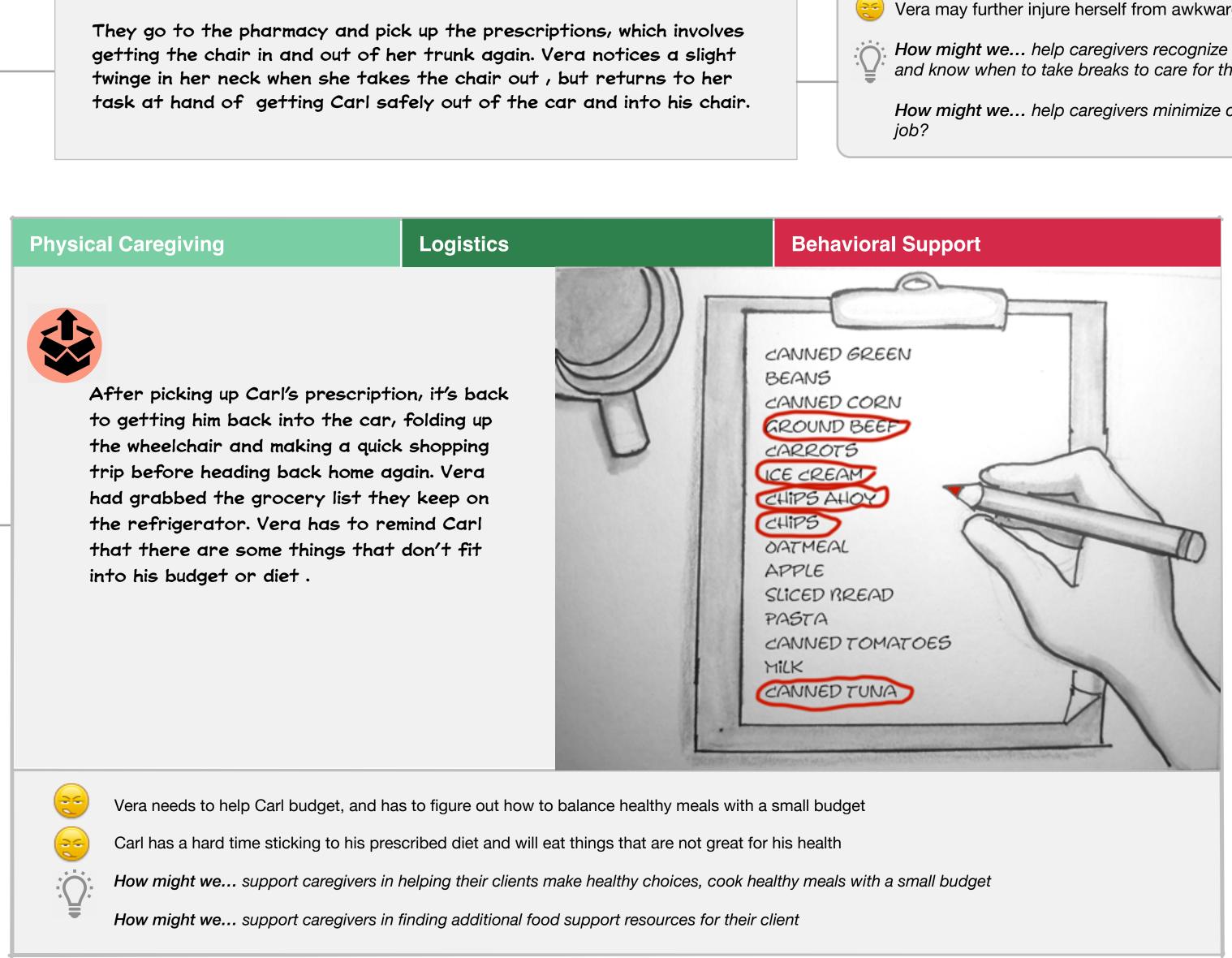
Because she wasn't planning on driving Carl today, she has to go clean her car out a bit. After preparing her vehicle for him, she takes him to the bathroom one more time, and wheels him to the car.

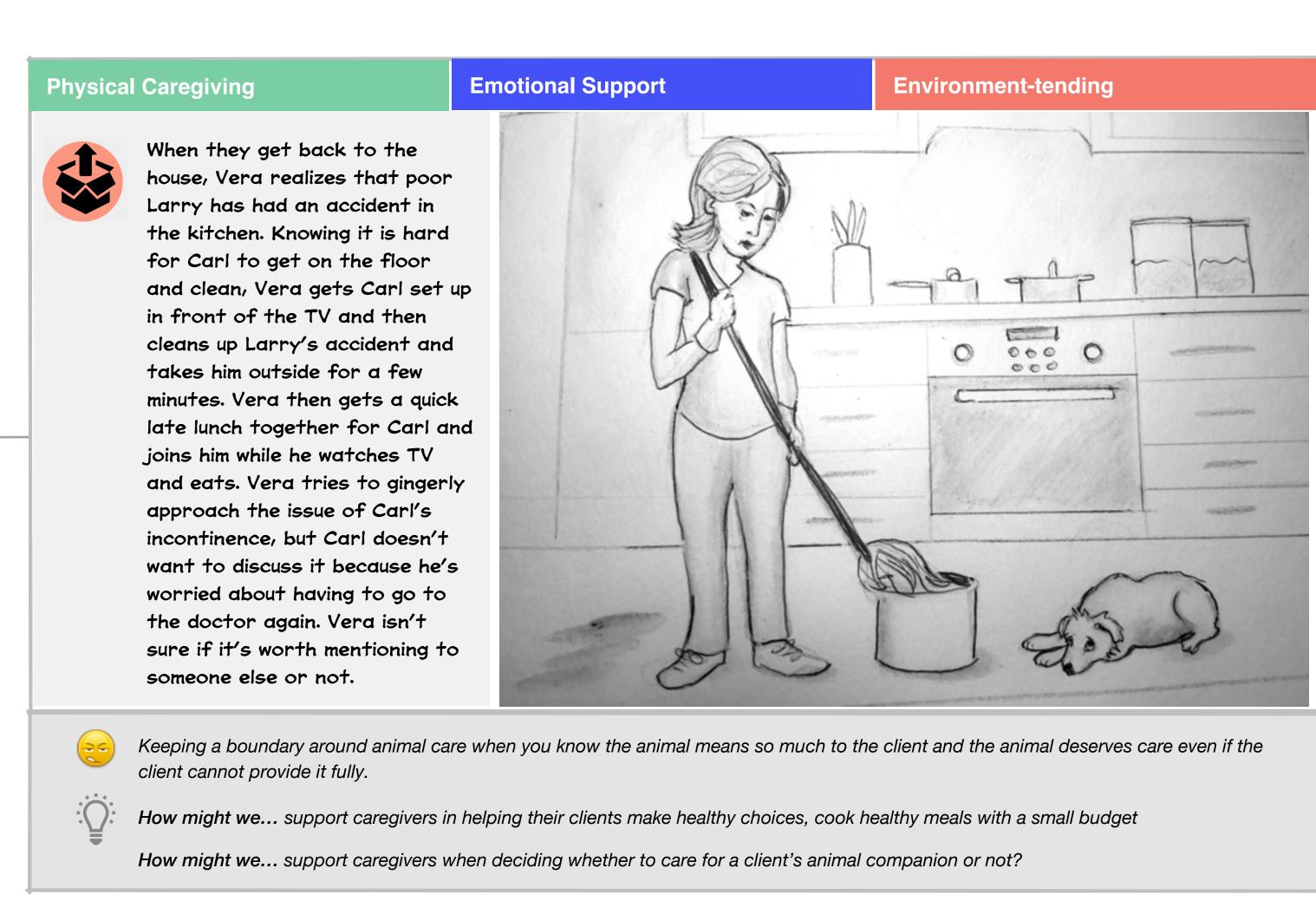
Emotional Support

Physical Caregiving

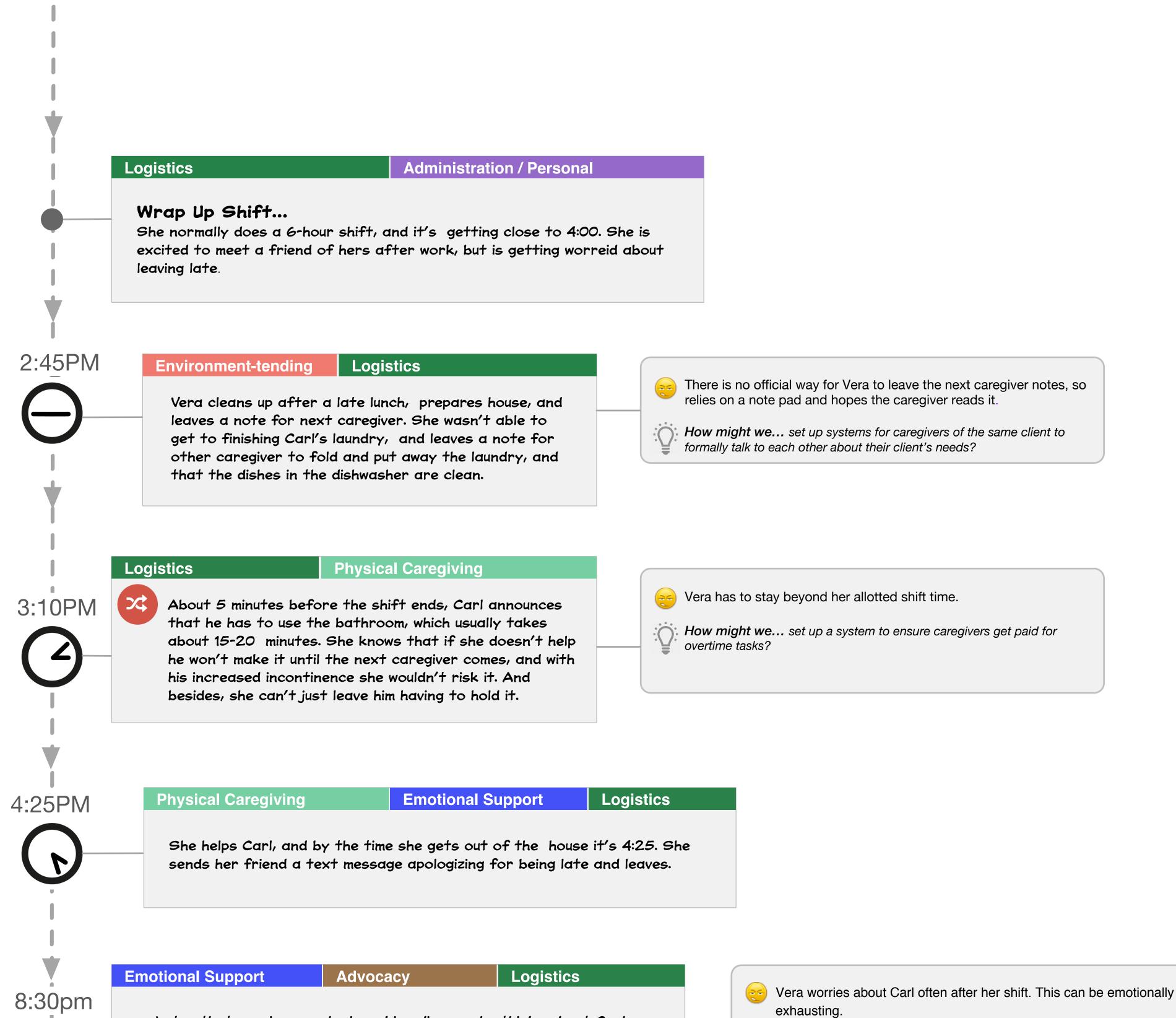








1:45PM



How might we...support caregivers in setting and maintaining

How might we...set up a system in which caregivers can take time

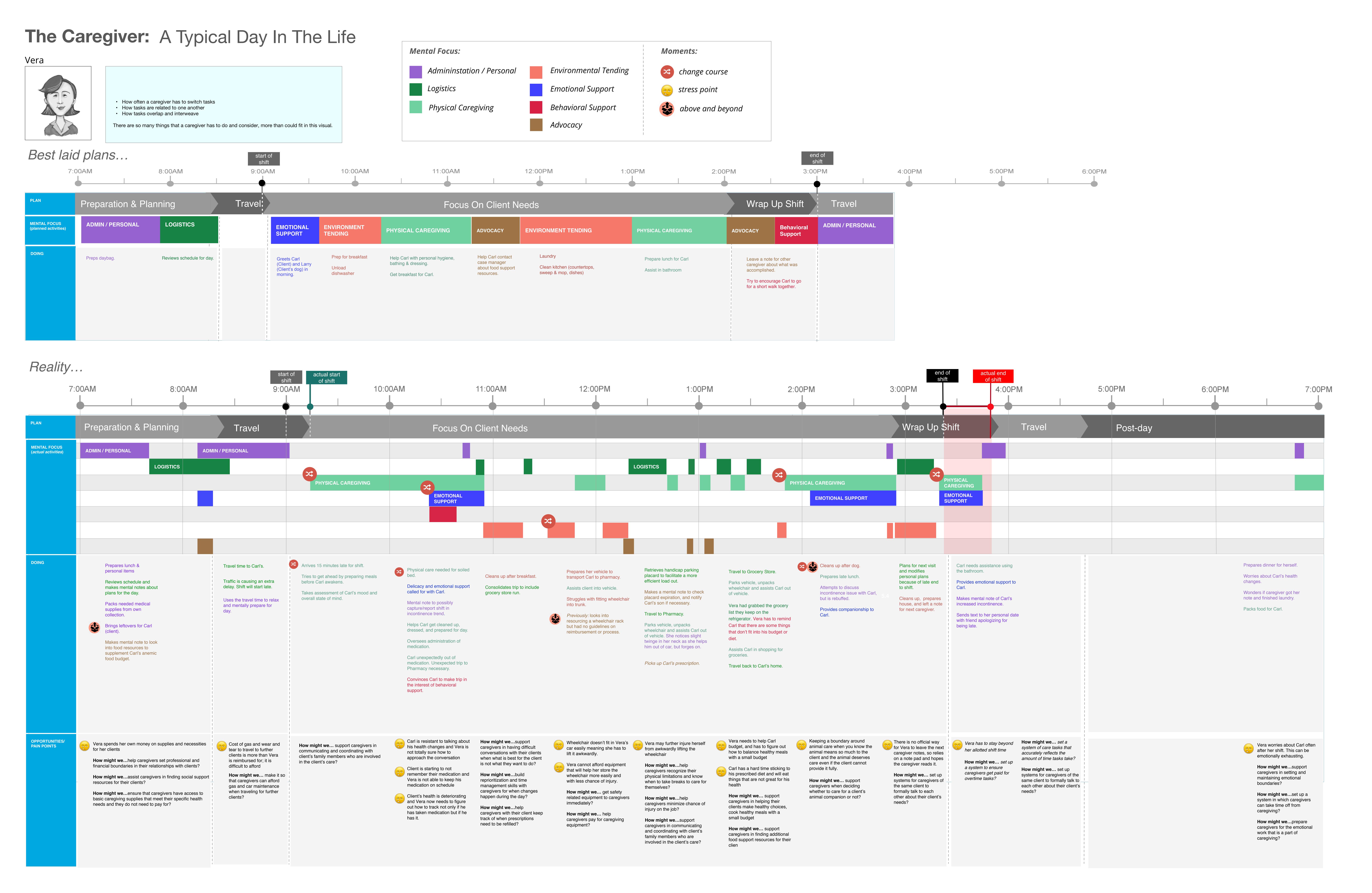
How might we...prepare caregivers for the emotional work that is a

emotional boundaries?

off from caregiving?

part of caregiving?

Later that evening, as she is making dinner, she thinks about Carl and wonders if his bathroom problems are a temporary thing or the sign of a decline. She also wonders if the next caregiver received her note about the laundry. She decides to bring Carl some more leftovers for tomorrow to cheer him up.

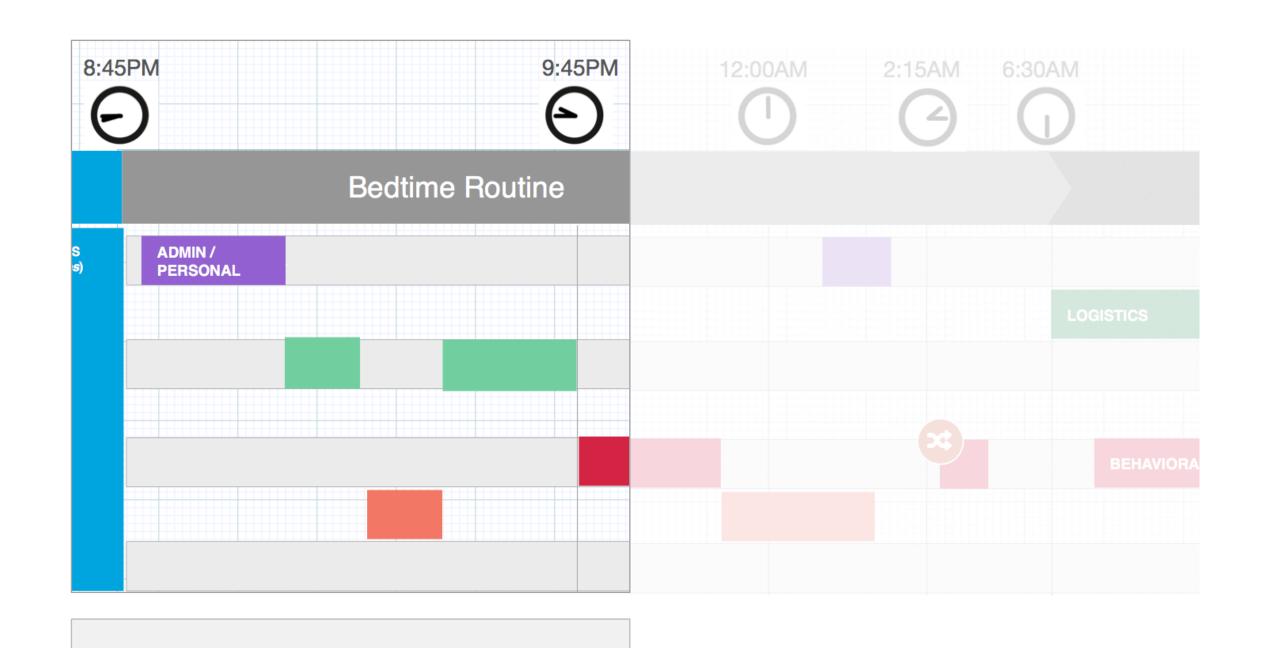




Angie

- IP
- Age: 45
- Related to client
- Lives with client, Age 19
- Decisions around high school, etc.
- Cognitive disability
- Has another 11-year old who lives in the house (Olivia). She sometimes gets asked to help out.
- Complicated to balance needs of the two children
- She gets some support from children's father, who doesn't live there, and her mom sometimes with childcare for the 11-year old
- Lives in an apartment
- Key point: the line between parenting and caregiving may be blurry to outsiders, but she isn't able to get a job outside the home
- She is also doing other kind of research about how to support his transition to the next phase of his life; graduating high school, and will move out of that support system to...what? A job? More schooling?
 What programs could he qualify for?

A Day In The Life Of A Caregiver: Angie





Administration / Personal

Bedtime Routine



8:45PM

It's 8:45pm, and Angie gets up from a few moments of playing Candy Crush to start the bedtime routine for her son Jacob, 19, and her 11-year old daughter, Olivia. Jacob has some developmental and health issues, so even though he is older, she gets him started first. He struggles with transitions, so she gives him the usual "15-minutes until bed" warning. gets the two kids ready for bed by telling them

Environment-tending

Physical Caregiving

She has created a visual chart that reminds Jacob about what he has to do for certain things throughout the day: get into pajamas, put away his clothes, brush teeth, wash face, use the bathroom. The chart takes a lot of work to create and maintain, but she finds that the extra time has been worth it.



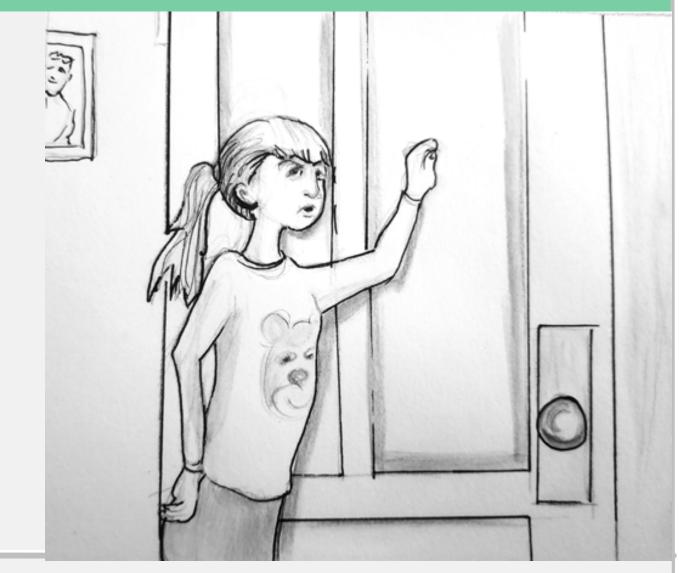
Going extra mile to create and maintain a tool that helps her son



How might we... help caregivers share tools that they create to care for their client?

Physical Caregiving

Jacob is taking longer than usual, and Olivia gets impatient. They only have one bathroom and she needs to pee. She complains for the umpteenth time about how come Jacob always gets to use the bathroom first. Angie rolls her eyes and considers whether or not she should add "Olivia complains" to Jacob's visual chart. At least it's not bath night for Jacob; the care plan says he should get one every night, but it makes his eczema worse, he doesn't like baths, and it prolongs the bedtime routine even more, and makes him anxious.





Behavioral Support

Jacob's rigid schedule makes it hard for others in the family

How might we...help caregivers balance prioritizing their client's needs and care when there are other people living in the home?

9:45PM



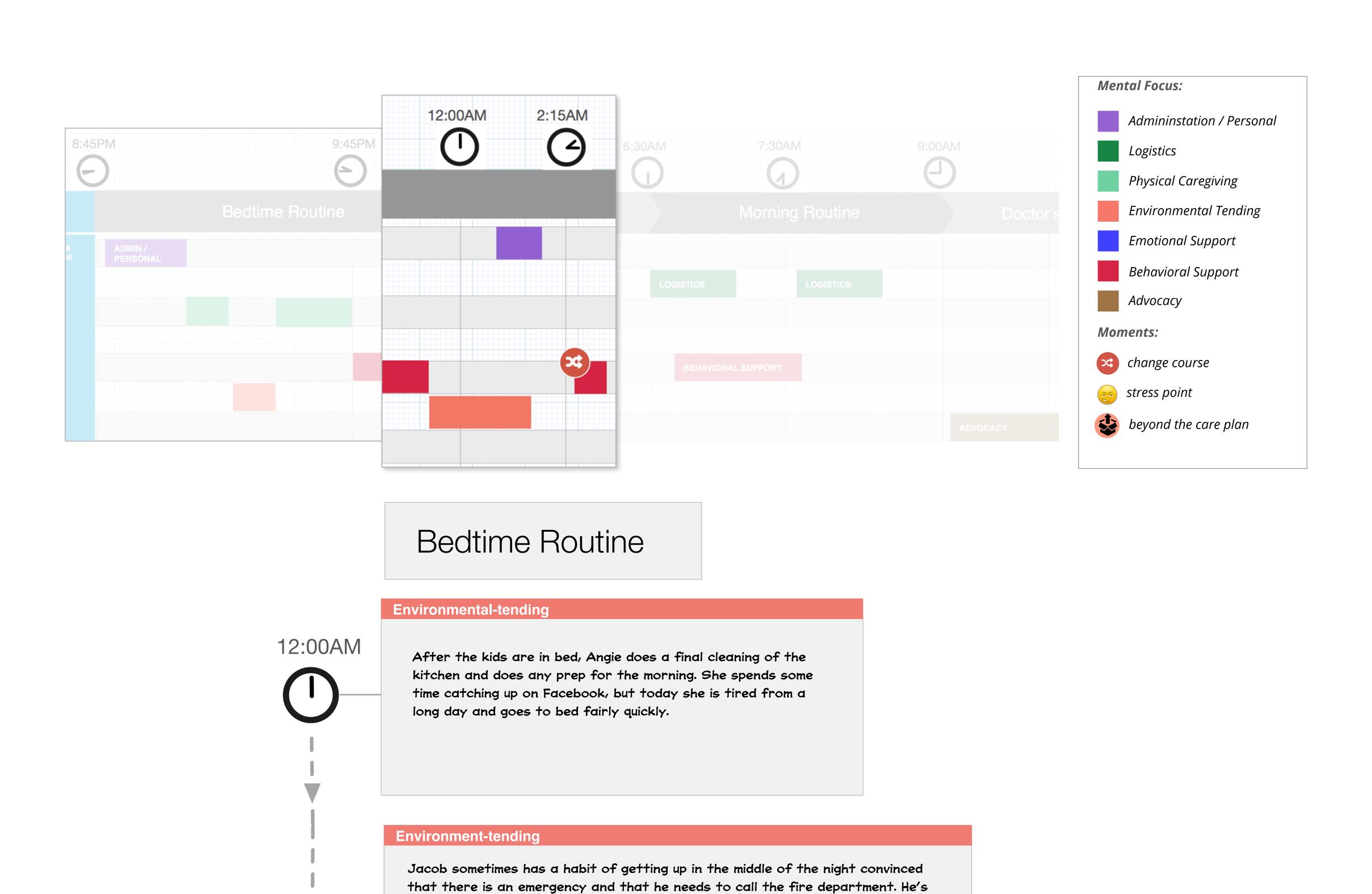
Jacob and Olivia share a bedroom. After they are ready for bed, Angie reads a different bedtime story to each of them. After reading a story to Olivia, Angie then sits with Jacob in his bed and reads him a story. He likes the routine of reading the same books, especially ones about firefighting trucks and equipment, but she encourages him to read new books that exposes him to different things.

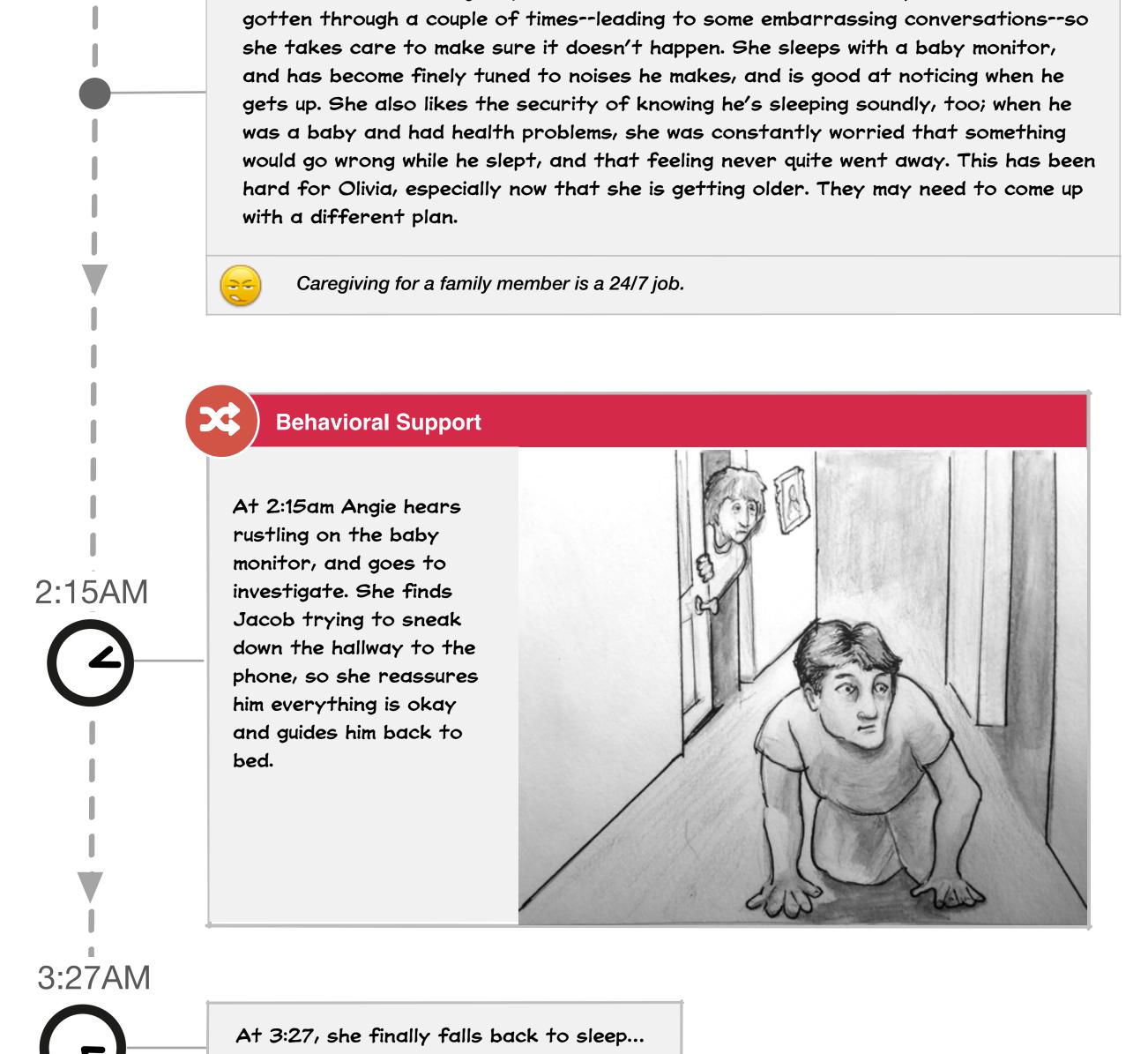


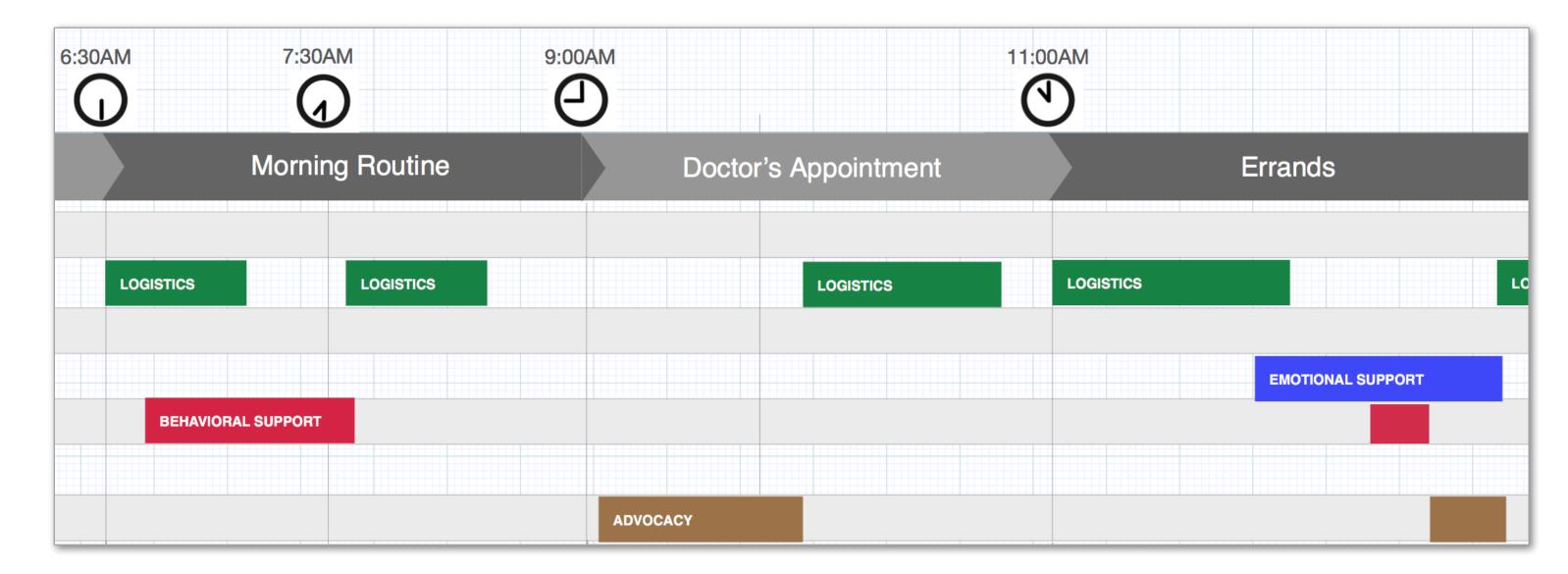
Going extra mile to create and maintain a tool that helps her son



How might we... help caregivers share tools that they create to care for their client?







Morning Routine > Doctor's Appointment > Errands

Mental Focus:

Admininstation / Personal

Logistics

Physical Caregiving

Environmental Tending

Emotional Support

Behavioral Support

Advocacy

Moments:

change course

stress point

beyond the care plan

6:30AM

The alarm goes off at 6:30am, and she gets up and gets the kids ready for school. She drops her daughter at the bus stop, but always drives Jacob to the local high school, where he has special ed support,

Behavioral Support

7:30AM

4

9:00AM

Logistics

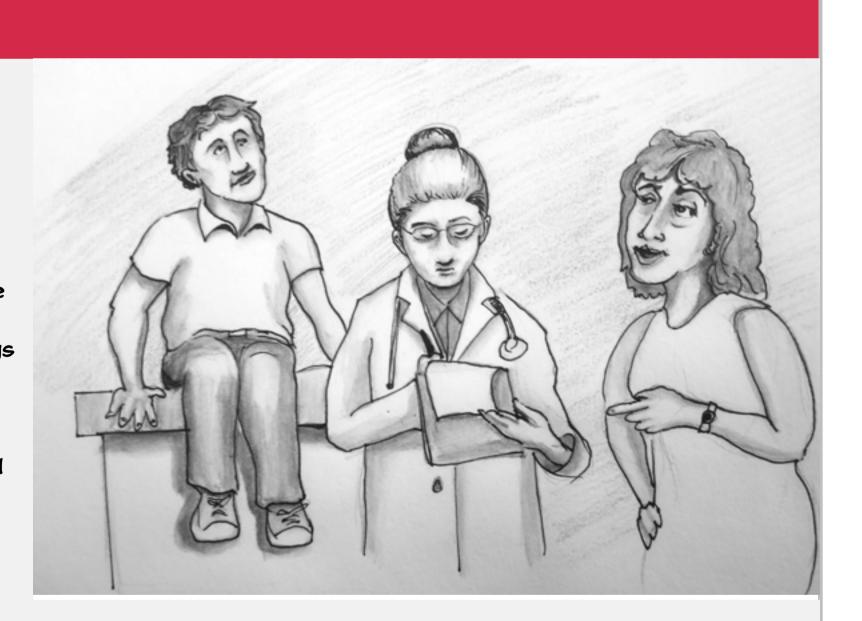
Logistics

Today, Jacob has a doctor's appointment, so she remembers to call the school to excuse his absence, and drives Jacob there

because she worries about him getting bullied on the bus.

Behavioral Support

During the appointment, she talks with the doctor about some new behaviors she has noticed with Jacob, and revisits an ongoing conversation they have had about seeing a specialist; she needs a referral, but last time the doctor pushed back, wanting to wait to see if things progressed or got better on their own. She reviews her notes from the last visit (she keeps them on her phone), and the doctor provides the referral this time, and also prescribes a new medication for Jacob.



Angie feels like healthcare providers don't always listen to her as an expert in Jacob's condition

:0:

How might we.. make it easier for caregivers to prepare for and track advocacy conversations?

How might we.. change health provider's perspectives of caregivers?

Logistics

Emotional Support

Behavior Support

Advocacy

11:00AM



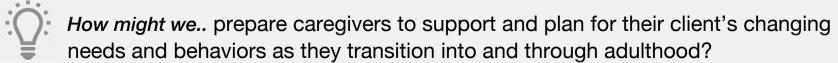
Angie drives to the pharmacy to fill the new prescription, as well as one for her daughter while she is there. She also remembers to pick up some supplies that Olivia needs for a school art project. She has to wait a bit for the prescription to get filled, so she takes Jacob next door to get an ice cream cone, as he is getting bored and antsy. Jacob becomes shy when they approach the ice cream counter, and Angie can tell that he has a crush on the person getting their ice cream. She thinks to herself how Jacob is beginning to notice girls more and wonders how that may change what he needs. She notices that the girl attends Jacob's high school, and thinks about whether Jacob should get a part time job this summer. She worries it will affect his social security.

95

Angie has to quickly de-escalate Jacob sometimes in public spaces



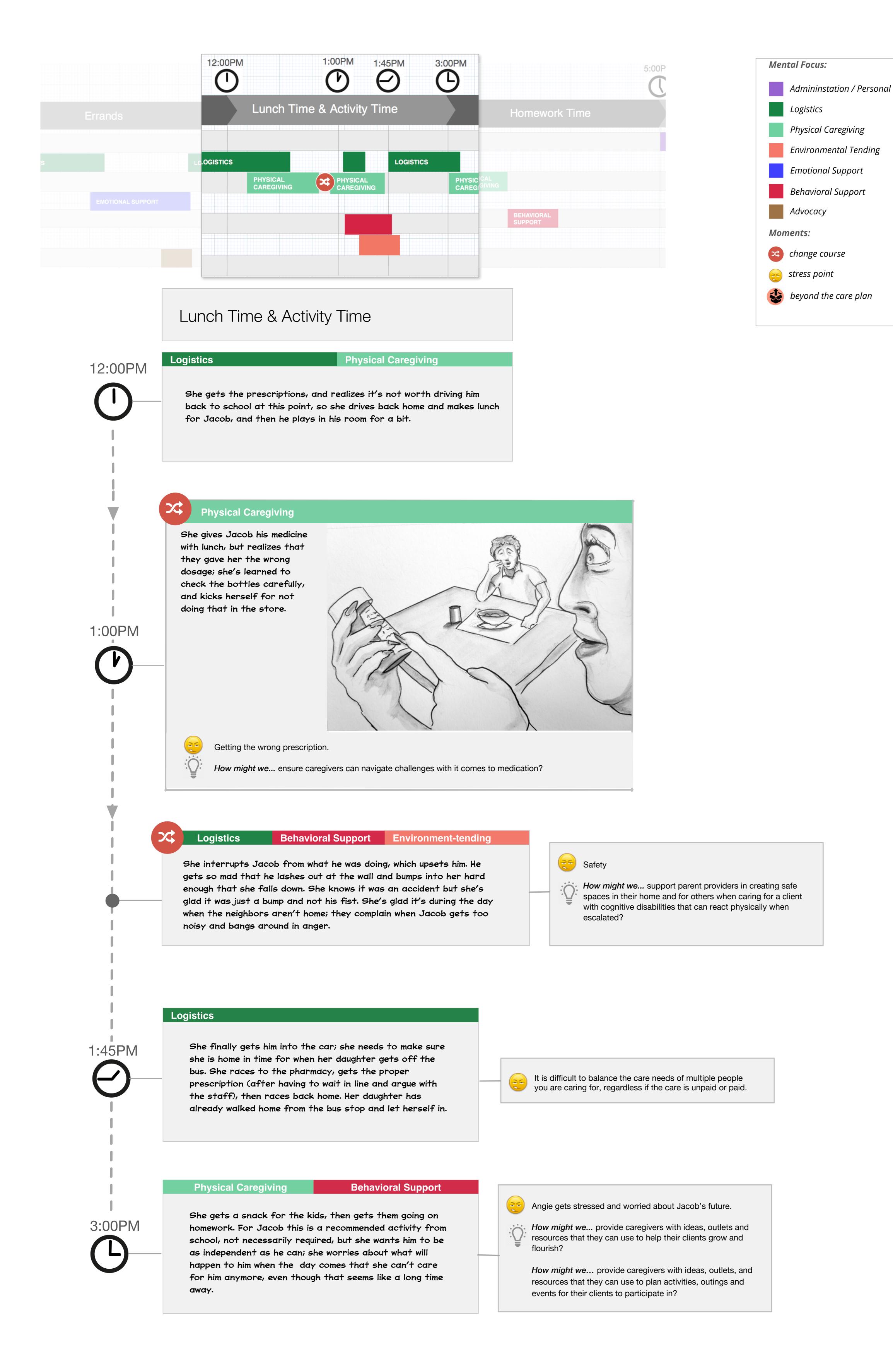
Angie does not have support to help make decisions about Jacob's transition to adulthood



needs and behaviors as they transition into and through adulthood?

How might we.. prepare caregivers to appropriately support their client's healthy expressions of sexuality?

How might we.. provide support to parent providers in navigating the cultural milestones and the possible legal issues and decisions they will need to make about their child's care?



Homework Time	5:00PM	7:00PM	845	PM	
	Dinner Time		Evening Routine		
	ADMIN / PERSONAL	ADMIN / PERSONAL ADMIN / PERSONAL			
BEHAVIORAL SUPPORT	PH	HYSICAL CAREGIVING			
	BEHAVIORAL SUPPORT				

Dinner Time > Evening Routine

Mental Focus: Admininstation / Personal Logistics Physical Caregiving Environmental Tending Emotional Support Behavioral Support Advocacy Moments: change course stress point beyond the care plan

5:00PM

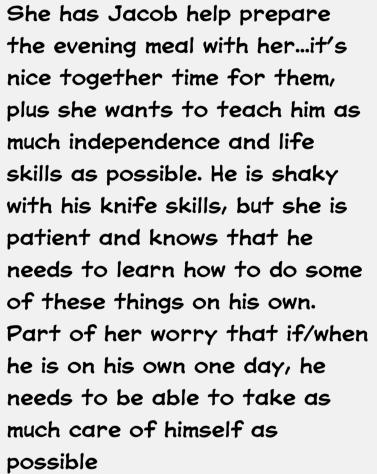


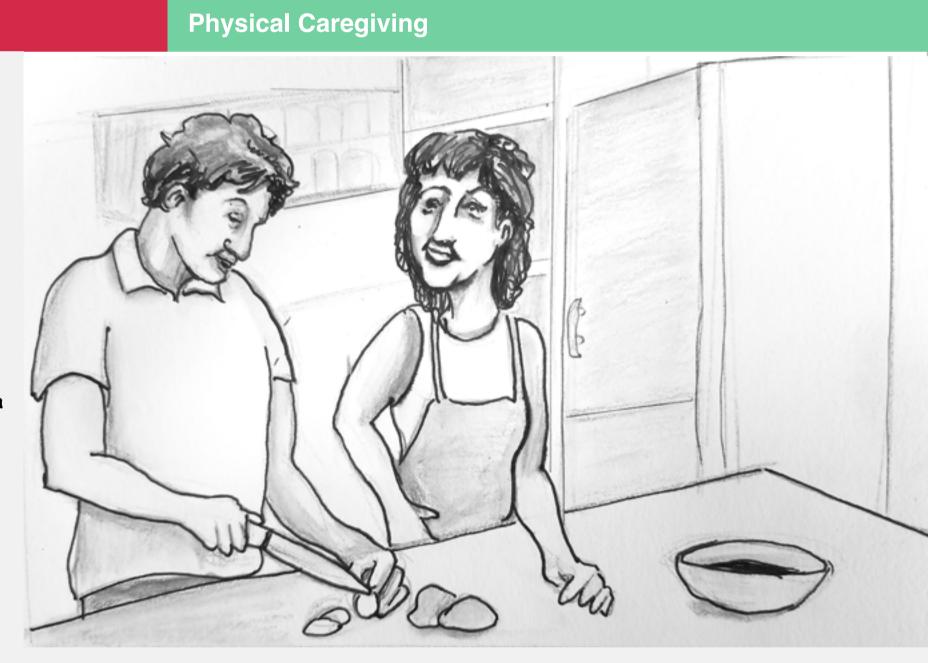
7:00PM

Next she gets dinner ready, and finds some time to pay some bills while she has a moment. She gets interrupted by a phone call from her friend, which is a nice break; she tells her about Jacob's dash for the phone last night, and they laugh about it. She also complains about the pharmacy mishap.

Behavioral Support

Administration / Personal







How might we... provide emotional support for caregivers who are related to their client and worry about outliving them?

Administration / Personal



After dinner the three of them watch a tv show, before getting ready for bed...at 8:45 Angie reminds Jacob and Olivia that it is almost time to start heading to bed. After Jacob and Olivia head to bed, Angie gets into bed, makes notes on what hours and tasks she can be paid for to log into later. She also writes down the unpaid care tasks she did, in case it is helpful during Jacob's next evaluation. She turns on the baby monitor and goes to sleep.

The End



Caregiving is 24/7, and it can be difficult to discern when Angie is acting as a family member or a paid caregiver

The Caregiver: A Typical Day In The Life Mental Focus: Moments: Angie Admininstation / Personal change course This scenario illustrates the following aspects: Logistics Emotional Support e stress point How often a caregiver has to switch tasks Physical Caregiving How tasks are related to one another Behavioral Support beyond the care plan How tasks overlap and interweave There are so many things that a caregiver has to do and consider, more than could fit in this visual. Advocacy Angie's Plan: Jacob's doctor's appointment (9am) need to get referral and extra tests done Physical Caregiving Pick up supplies for Olivia's project Grocery store Laundry Pay utilities bill and rent Admininstation / Personal Jacob on Friday afternoon Log hours IPOne 🛑 Emotional Support Behavioral Support Sign up Jacob for movie night Logistics Look up job options for Jacob 🔍 Behavioral Support Advocacy

How the day unfolds...

