



Taking Care of the Caregiver

A Survival Kit

*For the
Caregiver*

Greene County Department for the Aging

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Support for those who care for others

Are you a Caregiver?

Do you have any idea of what a caregiver is? Let's say that your mother has Alzheimer's, and you stop by every morning to make sure she gets up and has her breakfast. Or that your brother has cancer, and so you run errands and cut his grass once a week. Or let's say your father has severe arthritis and you help him with his laundry and shopping every Saturday morning. Do you see yourself as a caregiver? Well you are.

According to the federal government non-paid services provided to individuals by family, friends, neighbors and churches are examples of caregiving services. Are these caregiving services important? **Absolutely!** Not only are these services important, they are critical. There is no way that agencies like the Greene County Department for the Aging, could ever absorb all of the extra clients they would have if family caregivers did not provide these services.

Being a caregiver means a new existence for you. It frequently means putting the needs of another before your own on a regular basis. It means giving up freedom to do the things that you want to do in favor of the things you have to do. It means looking at a future that doesn't resemble what you thought it would. In long-term caregiving, it frequently means watching your loved one decline until they are gone.

This is not to say that there are no rewards for being a caregiver. Ther rewards are very intrinsic, however, and on some days you must really search to find them. But they are there. Our mission is to help you identify yourself as a caregiver if, in fact you are one. To help you understand the vital role you play in relation to the person for whom you are caring. Even more important than all of this, to share information with you about how to care for yourself, and keep your emotional reserves full enough to handle all that comes your way.

Revel in your importance. You are an integral part of your loved one's world and to someone, you make a difference.

You are a giver of care.

Introduction

Caregiving is one of the most important roles you will undertake in your life time. It is neither an easy role, nor one for which you are prepared for. You may have questions about your care receiver's chronic illness or disability. You may have a job and juggling several responsibilities or your family member or friend needs a lot of assistance, you may need help with caregiving too. Whether you are expecting to become a caregiver or have been thrust into the role overnight, it is useful to know where you can get information and help.

In Greene County the Department for the Aging provides information services with staff that can help you figure out whether and what kinds of assistance you and your care receiver may need. Please feel free to call our office:

The Greene County Department for the Aging
(518) 719-3555
Or
Toll-Free
1-877-794-9266

There are several service that can help you plan for the care that will be needed:

- Care management service: a care manager can assess your care receiver's needs and resources and draw up a plan to help them remain as healthy and independent as possible.
- Social work services: hospitals and nursing homes usually have social workers and discharge planners.
- Attorneys, who specialize in such areas as wills, trusts, and probate, and financial planners, can help with the legal and financial aspects of caregiving. The Greene County Department for the Aging provides legal services on Thursday by appointment only.

Supportive services for the person needing care can include:

- Transportation
- Meals
- Personal care
- Homemaker

Other types of resources for caregivers are:

- Caregiver support groups
- Organizations like the Alzheimer's Association
- Chat rooms on caregiving on the Internet
- Family members and friends who have been caregivers

If you are an employee covered under the federal Family and Medical Leave Act, you are entitled to take up to 12 weeks of unpaid leave during any one-year to care for an older relative.

Especially for the New Caregiver

Caring for an older person can be challenging especially if you are new to the task. The following tips will help you think through the various aspects involved in caring for an older adult. Included are tips for arranging immediate care and planning for the future.

The following are steps that can make the job easier.

Learn about the disease, condition or illness.

- Talk to a health care provider: Ask:
 - *Is this a long or short-term situation?
 - *What are the person's specific care needs?
 - *How will those needs change over time?
- Ask about special skills. For example, ask how to move someone with limited mobility or how to give medications.
- Get more information from books, pamphlets or the Internet.

Explore your options.

- Write down specific needs, such as meals, bathing, household chores, physical therapy and doctor's appointments.
- Discuss ways to meet those needs with the person being cared for, family members, friends and the person's health care provider.

Research community resources.

- Talk with hospital staff about services in your area.
- Contact the Greene County Department for the Aging at 719-3555 or Toll-free at 1-877-794-9266 for services in your area.
- Contact the Greene County Department of Social Services at 719-3700 about public resources.
- Keep information you collect about services in a notebook or computer. Even if you don't use it now, you may later on.

Plan for immediate care.

- Ask the person being cared for about his or her wishes around immediate care.
- Adapt the living environment for special needs, such as a walker, wheelchair or bedside commode.

- Consider how you will track the person's health and care needs. Keeps a log or journal of eating patterns, medication and physical symptoms.
- If other family members are providing support, write down who will be in charge of what task.

Enlist the help of others.

- Be realistic about what you can and cannot do. Don't try to do it all.
- Make a list of people who can help.
- List the tasks that others can do, such as running errands or bringing dinner.
- Ask a friend, family member or neighbor to call people or arrange for help.

Organize important information.

- Write down:
 - *Doctors' names, phone numbers and addresses.
 - *Medical name of the illness.
 - *Medical insurance information.
 - *Prescription numbers, names and doses.
- Organize financial information such as household bills, loans and debts, bank accounts and insurance policies.
- Photocopy important information such as social security card number and driver's license and insurance cards.

Plan for the future.

- Get information about the long-term prognosis. If you know what will happen in the future you can prepare a plan for care.
- Assess finances. Talk to a financial advisor familiar with care issues.
- Talk to a lawyer or legal aid representative about Durable Power of Attorney for health care and finances.

Get support.

- Talk to a friend, family member or counselor about your feelings.
- Join a support group.
- Do you feel overwhelmed? If so, talk to your doctor, therapist or another health professional right away.

Make a plan for keeping your life together.

- Talk to your friend and family members. Enlist their support.
- Find out if your employer has an Employee Assistance Program that provides support for caregivers.
- Let go of less important commitments. No one can do it all!
- Keep doing at least one activity or hobby that brings you pleasure.
- Take regular breaks from caregiving.
- Make sure you are meeting your own care needs, eating healthy meals, getting enough sleep, exercising regularly and spending time with family and friends.

How to Get the Whole Family Involved

The following tips can help when trying to get the whole family to help in providing or arranging for care.

Start with a family meeting to discuss caregiving needs and ways for each person to help. Include everyone who is able to contribute. You may want to consider holding the meeting in a neutral location with few distractions. If your family is spread out geographically, the meeting can be held by e-mail, in a private web caht room or through telephone conferencing. Make up and agenda ahead of time so that everyone can contribute.

How will decisions be made? If the person being cared for is able, he or she should have a say in how care needs are met. The person who has the primary responsibility - whether through providing care or arranging care by professionals - should also have a say. Other family members' views should be heard and respected too.

If you disagree - It is common for people to disagree about the best way to approach a creagiving situation. Make sure each person's concerns are heard. If disagreements arise try to reach a compromise and avoid turning the disagreement into a feud. If you cannot agree, bring in an outside person - a counselor, care manager or clergy member, for example - to act as a mediator.

Try to respect the person who is taking primary responsibility. He or she is doing a difficult job. If a problem exists, offer solutions and support, do not criticize.

Don't be afraid to take charge. When there are several people involved, organizing tasks is very important. Make a list of what needs to be done. Ask people to volunteer for tasks and consider having each person take responsibility for a different area of caregiving. For example, one person can take the person to medical appointments and get prescriptions filled. Another person can pay bills and research financial options.

What can you do if you don't feel others are carrying their weight? Find out why. Sometimes a friend or family member would like to help but isn't sure how. Sometimes a sibling may be respecting the role of the primary caregiver by not interfering. He or she may not get involved unless asked directly. If a person is not participating because he or she does not agree with the course of care - talking through issues may help.

When Your Loved One Resists Care

What can you do when you see that a loved one needs care, but they will not accept help? How can you encourage someone to accept assistance? The following tips may help.

Involve the person in decisions. Approach the person with respect. If at all possible, the person should still be in charge of his or her care. Your role may be to facilitate decisions rather than to make them. Watch for openings in the conversation. For example, “You mentioned feeling tired. Are you having trouble keeping up with your chores?” If the person doesn’t think he or she needs help, give examples of instances that have caused your concern.

Evaluate specific care needs. Ask, “What kind of help do you need or want?” Say what you think too. Consider very specific needs, such as help with meals, household chores or personal care. Ask about needs for social support, transportation or medical care.

Ask the person about concerns over accepting care. It may be easier to find solutions if you know the reasons for the person’s resistance. Acknowledge all concerns - they are very real for that person. Some of the common reasons people resist care include:

- Not wanting to give up their independence.
- Being afraid of strangers coming into their home.
- Feeling that the care would be too expensive.
- Not wanting to burden others.

Present options. A person may feel more empowered - and more likely to accept help - if he or she has options. For example, a person who can no longer keep up a big house might choose to hire someone to help with the chores, only use a portion of the home (for example, just living in the downstairs), or move to a smaller space. A person who needs daily care might choose to have a caregiver come into the home, move in with a relative or go to an assisted-living home

Talk about your needs too. Sometimes people will not accept care on their behalf but will accept if they believe it will lessen their family's burden. Say, "If I know you are cared for, it will ease my worry" or "I'm sure you could do it yourself, but it would make me feel good to do it for you."

Some of the signs that indicate a person is no longer able to make decisions include:

- Not eating, bathing, or providing basic self-care.
- Not paying bills or answering mail.
- Doing dangerous things like leaving stove burners on.
- Showing symptoms of memory loss or confusion.

All of these signs are subjective. Ask the person's doctor to help you evaluate his or her ability to make decisions.

If the person still refuses care...If the person's health or safety is at risk, say gently but firmly, "We have to address this. We can't put it off any longer." Bring in other people. Call a family meeting to strategize how to help the person accept care. Ask the person's doctor, clergy or another outside person to step in. Sometimes an outside person will have more influence.

Don't give up. Sometimes a person will refuse at first but over time may accept care. Keep offering and providing what care the person will accept. Take advantage of "windows of opportunity." For example, you may be able to start providing help during an illness or following a hospitalization.

Take care of yourself. Knowing that a person needs care but won't accept it can be very difficult emotionally. Try not to take it personally. It's not your fault. Consider talking about the situation with supportive friends, family members or a counselor. Consider joining a caregiver support group.

Long Distance Caregiving

If you live in another town or state from a loved one who needs care, you will face very specific challenges. How will you know that the person is getting what he or she needs? The tips below can help.

Make regularly scheduled visits. Depending on level of independence those visits could be occasional or frequent. Use your visits to assess the person's needs. You and other relatives or friends may be able to take turns visiting so that the person is checked on regularly. If you cannot visit often, consider having someone who lives near the person take responsibility for care.

When you visit...Assess the person's ability to care for him or herself. Check in about:

- Meals and self-care.
- Shopping errands and household chores.
- Medications and doctor's appointments.
- Money management and paying bills.
- Driving and transportation.
- Social activities
- Mental or emotional health

Arrange for help when needed. Ask the person what kind of care he or she need or will accept. Be respectful of the person's lifestyle and independence. Ask health care providers, neighbors and friends what type of care they think the person needs too. They are closer and may see things that you won't notice during short visits. Help the person arrange care. The person may not be able to do it alone.

Plan regular check in times. Regular phone calls can be a good way to check in. If the person has a hearing problem (and may not hear the phone ring), plan a specific time to call so he or she will know to answer. Or arrange for special phone equipment for the hearing impaired. When you talk, listen for any changes in the way he or she speaks or engages with you. For some people, e-mail or letters are also good ways to check in.

Enlist the support of local friends. Consider asking a friend, relative or neighbor to look in on the person daily or weekly. Find people who live near your relative - friends, neighbors or local relatives - that can be called in an emergency. Knowing that someone is nearby can help ease your concern. Consider paying the friend or relative for his or her time.

Get local information. Order a local phone book. Get the names and numbers of local services. Even if you do not need to use them now, you might later on. Keep a notebook with the names and phone numbers of doctors, landlord, power company, and others that provide services for your loved one. Photocopy social security, Medicare and insurance cards and Durable Power of Attorney documents. Then you will have the information ready if needed.

Connect with community resources. Meet with doctors and other care providers when you visit. Ask them to report any changes in your loved one's health. Contact organizations, clubs and religious communities that your loved one participates in. Find out if they have support systems you can utilize. Contact local volunteer programs. See if they can provide volunteers to visit regularly. Consider registering your relative for a personal medical emergency alert system such as an emergency button worn around the neck or on the wrist.

Help the person accept care. Explain that you want to help them stay healthier, more comfortable or independent. Acknowledge and address any concerns over accepting care. Treat the person with respect. Your loved one is ultimately in charge of care unless he or she is unable to make decisions.

Caregiver's Bill of Rights

As a caregiver, you have the right...

- To take care of yourself - to rest when you're tired, to eat well, to take breaks from caregiving when you need them.
- To recognize the limits of your endurance and strength.
- To seek help from family, involved parties, and the community at large.
- To socialize, maintain your interests, and to do the things you enjoy.
- To acknowledge your feelings, whether positive or negative, including frustration, anger, and depression; and to express them constructively.
- To take pride in the valuable work you do, and to applaud the courage and inventiveness it takes to meet the needs of your care recipient.

How Can You Care for Yourself?

Sometimes you can be so deeply concerned about the well being of the person for whom you are caring, that you forget your own needs. You ‘burn the candle at both ends’ and become exhausted, emotionally stressed or ill, compromising your own quality of life and your ability to care for your family member.

You owe it to yourselves and to your family to also maintain your own physical and emotional health by:

- Getting sufficient sleep
- Eating a healthy diet
- Exercising and staying physically fit
- Choosing appropriate health care professionals and having periodic health checkups
- Not abusing alcohol and drugs
- Spending social time with family and friends
- Pursuing your own interests\seeking support from family, friends, professionals, or your religious advisor or joining a peer support group
- Using appropriate in-home and community based services

Keep in mind that it is normal to feel angry, frustrated, or depressed from time to time. Caregiving can be a difficult as well as a rewarding undertaking. If you are feeling stressed, angry, or depressed:

- Remove yourself from the situation by walking away, even if it’s just around the house
- Talk to someone with whom you feel close
- Talk with your doctor or other health professional
- Write down your feelings in a journal

If you find that you frequently are angry or depressed or that your emotions are getting out of control, you may benefit from counseling, and/or get relief in the form of respite, caregiver support groups, and supportive in-home services.

10 Warning Signs of Caregiver Stress

1. **Denial** about the disease and its effect on the person who's been diagnosed. (**I know Mom is going to get better.**)
2. **Anger** at the person with Alzheimer's disease or at others; that no effective treatments or cures currently exist; and that people don't understand what's going on. (**If he asks me that one more time I'll scream!**)
3. **Social withdrawal** from friends and activities that once brought pleasure. (**I don't care about getting together with the neighbors anymore.**)
4. **Anxiety** about facing another day and what the future holds. (**What happens when he needs more care than I can provide?**)
5. **Depression** begins to break the spirit and affects the ability to cope. (**I don't care about anything anymore.**)
6. **Exhaustion** makes it nearly impossible to complete necessary daily tasks. (**I'm too tired for this.**)
7. **Sleeplessness** caused by a never-ending list of concerns. (**What if they wander out of the house or fall and hurt themselves?**)
8. **Irritability** leads to moodiness and triggers negative responses and reactions. (**Leave me alone!**)
9. **Lack of concentration** makes it difficult to perform familiar tasks. (**I was so busy; I forgot we had an appointment.**)
10. **Health problems** begin to take their toll, both mentally and physically. (**I can't remember the last time I felt good.**)

Stress and the Caregiver

Caring for someone with an ongoing illness or for an older adult can be very stressful. The following tips will help you manage the stress that comes with the difficult job of caregiving.

Talk with other caregivers. Talking about the stresses of caregiving can give you a great deal of relief. Join a support group. Sharing with others who are going through the same kind of things can help you feel better. You may also learn new ways to cope. You may want to talk to a friend or relative. Or, you may be more comfortable talking with a counselor.

Take time for yourself. Make sure you take time off from caregiving. Time to yourself is essential! Be taking a break, you will be able to avoid “burnout” and do a better job of caregiving. You will also be saving your health and emotional well being. Consider hiring a health aid to give you a regular break.

Ask for help. Caregiving is a huge job and it is too much to do alone. Ask family or friends to pitch in. Make a list of ways they can help. Have it ready when they offer. Use respite services if it is available in your area. Consider hiring someone to clean your house and run errands.

Learn to let go. Focus on those things that are most important. Let go of less important commitments. Accept that you may not be able to do things the way you used to. For example, you may not be able to clean your house as often or do the dishes after every meal.

Rest as much as you can. Without good rest, you will quickly wear down. Things that used to be manageable may seem unbearable! Help the person you are caring for get on a sleep schedule so that you can too. If possible, sleep in a different room. Use a monitor to let you know if the person wakes up. Have someone to stay with the person one or two nights a week so that you can catch up on sleep.

Eat Well. Food is our body's fuel. Without good food, we quickly wear down.

Eat regular, healthy meals. Make sure you get plenty of fruits, vegetables, grains and protein. Avoid eating too much sugar, fat and salt. Avoid foods and drinks with caffeine.

Avoid alcohol. Alcohol and other drugs may seem like they are helping stress. But in the long run, they will wear your body down. If you are using alcohol or other drugs to help you deal with stress, talk to your doctor or a counselor!

Keep your sense of humor. Try to find humor in difficult situations. Spend time with friends who are fun and make you laugh. Laughter can actually release chemicals in your body which will help you feel better.

Exercise. Exercise is one of the best ways to reduce stress. Even a few minutes a day can help! Try walking. Walking with friends will give you a social outlet as well as exercise. If you can't leave your house you can exercise by stretching, walking or jogging in place. If the person you are caring for needs exercise, do it together. Try walking, dancing or seated exercises.

7 Signs of Caregiver Burnout

Taking care of someone twenty-four a day, seven days a week is demanding, stressful and difficult. Therefore, it is no wonder that caregivers suffer a high rate of burnout. According to experts there are seven signs of caregiver burnout. But how do you recognize burnout in yourself. If you are experiencing one or more of these, you may be at risk for burnout.

- Loss of appetite or other eating disorders. Are you eating less? Eating more? Losing or gaining weight? Eating junk foods? Skipping meals?
- Overly emotional. Do you begin to cry unexpectedly or at inopportune times? Do you laugh at things that aren't funny? Are you overly sensitive to the comments of others?
- Feeling overwhelmed. Do you wake up in the morning wondering how you are going to get through the day? Do you feel like tasks are accumulating, and you will never be able to catch up?
- Withdrawal. Are beginning to withdraw into yourself, and away from the world? Are you tending to bottle emotions up inside of yourself? Are you avoiding confronting people - either your care recipient or others?
- Isolation from peers. Have you stopped participating in activities that you once enjoyed? Are you avoiding the phone calls or other friendly social advances of others? Are you making excuses for not seeing people?
- Losing focus at work. Are you unable to concentrate on your job? Do you find yourself taking excessive time off from work to attend to the needs of your care recipient? Has your boss mentioned that you don't seem as focused as you once did?
- Lack of interest in appearance. Have you stopped buying clothes for yourself? Stopped getting regular haircuts? Lost interest in looking your best?

Everyone in a caregiving role is likely to experience some of these things at one time or another. Ask yourself if the warning signs are debilitating, making your life seem impossible. If so, you may well be experiencing caregiver burnout, and you may want to seek professional help. A doctor, therapist or social worker will help you recognize what you can do to make yourself feel better, to take better care of yourself, and to meet the challenges of caregiving with an open mind and heart.

Depression

As a caregiver the greatest danger to your health is ignoring the warning signs of depression. Protect yourself by recognizing the signs of depression and seeking support. Watch for feelings of persistent sadness, anxiety, or fatigue as well as feeling guilty or worthless and difficulty concentrating.

Here are six tips for warding off depression:

- Accept you may need help from others.
- Talk regularly with family, friends, or mental health professionals. Find a support group, locally or on the Internet, so you can share your feelings before they escalate into problems.
- Set limits. It is OK to say “no” to taking on more than you can handle - physically or emotionally.
- Eat nutritiously, exercise regularly, and get enough sleep.
- Let go of unrealistic expectations and demands, including martyrdom.
- Keep a sense humor.

In Greene County contact the Department for the Aging at 719-3555 or Toll-free 1-877-794-9266 for information on available services.

Remember if you don't take care of yourself, you can't take care of your loved one.

Caregiver Fatigue Timeline

1-18 Months

- Anxious to provide best possible care for loved one
- Manages the person with dementia
- Maintains house, garden, car
- Attend to family relations
- “Keeps up appearance”
- Helps person with dementia through social situations
- Remains optimistic, caring, supportive
- Operates as “superwoman/superman”
- Attend to personal care

At 21 Months

- Begins to take medication, usually for sleep/headaches
- It becomes harder to keep on top of things
- Some help from family still available

24-32 Months

- Emotional and physical resources drained
- Less and less contact with personal doctor, dentist, minister, friends
- Experiences feelings of powerlessness
- Caregiving consumes the whole day and night
- Outside help dwindles away

At 32 Months

- Stress becomes harder to conceal
- Caregiver begins taking tranquillizers
- Begins using medication for musculoskeletal pain
- Sleep is continually disturbed
- Caregiver becomes irritable
- Less and less contact with others

By 38 Months

- Caregiver feels unhealthy
- Finds it hard to get up
- Never feels rested
- May have hypertension/colitis
- Symptoms of chronic fatigue
- Caregiver loses the will to take care of themselves
- Is unable to manage the household
- Rarely socializes with others
- Feels, helpless, guilty, a failure

After 50 Months

- Chronic state of fatigue
- Caregiver is in a state of “unwellness”
- Is unable to ask for help
- Becomes isolated
- Is unable to access resources for information or help

Things Every Caregiver Should Know

Caring for an older adult brings many challenges. Below you will find interesting and important things a caregiver should know.

- A caregiver is someone who cares for an aging, ill or disabled person.
- Caregiving duties range from occasional errand running and other supportive care to 24-hour, live-in support.
- You don't have to live with the person to be a caregiver.
- About one fourth of adults are caregivers.
- There is no one-way to care for a person. Each situation is different.
- You can provide care yourself or bring in other family members. You can also hire a professional caregiver.
- The person being cared for may live at home or in your home. Or he or she may live in an assisted living or shared housing situation.
- Each person being cared for has different needs.
- When possible, you and the person being cared for should make decisions together.
- The wishes of the person being cared for are very important.
- Your needs and wishes are important too.
- Taking care of yourself is as important as caring for your loved one.
- Be sure to eat well, get enough rest and exercise regularly.
- The healthier you are the better care you will provide!
- Don't be afraid to say you need a break - no one can do it all of the time.
- Help and support can come from community organizations, religious organizations, family members, friends or neighbors.
- When people offer to help, say yes!
- Keep a list of the things you could use help with, such as brining dinner or giving you a break. When someone offers to help, have him or her choose from the list.
- Find out about meal delivery, transportation services as well as other services available in your area.
- If you are balancing work and caregiving, talk to your employer about flexibility in your job.
- You may be able to take time off from work under the Family and Medical Leave Act. This federal law allows qualified employees up to 12 weeks of unpaid time off to care for a family member.
- A person who assists people in finding care for an older adult is called a case manager.
- A case manager helps find services - whether you live close by or in another city or state.

- If the person you are caring for has low or moderate income, you may be able to get financial assistance for care through your county or state.
- Caregiving duties often change over time. A person may need occasional help now and more care later on.
- Planning ahead can make caregiving easier in the future.
- As a caregiver, you will need to learn about money, medical care and legal issues. This may not be easy, but it is critical in planning for the future.
- Keep the person's social security number, doctor's names and phone numbers, prescriptions and insurance information where you can find them in an emergency.
- Find out about a Durable power of Attorney for health care and finances. These give you the legal right to make decisions if your loved one cannot.
- You may need to know about income, bank accounts, wills and insurance policies.
- Talk with a lawyer about legal issues and financing care. Legal aid is available to people who cannot afford to pay for a lawyer.
- Learn as much as you can about the person's illness, disease or condition by talking to a health care provider, reading books or searching the Internet.
- Get information about the condition by talking to a health care provider, reading books or searching the Internet.
- Learning to care for another person can take practice and special skills.
- Learning how to care for the person can help you feel more confident.
- You can learn how to provide care from health care professionals videos or books.
- All caregivers feel overwhelmed at times. If you feel overwhelmed a lot, you may need to get help.
- If you feel angry or often lose patience with the person you are caring for, get help.
- If you use alcohol, drugs or medications in order to cope, get help.
- If you are depressed, talk to a doctor counselor or therapist. Depression can be treated.
- It is critical for caregivers to develop a support system.
- You can get support from a support group, therapist, family members or friends.
- The best resource for caregivers is other caregivers.
- Caregiver support groups can help you connect with others who are going through similar experiences.
- A sense of humor can help you deal with the emotional ups and downs.
- Caregivers who get help are less likely to burn out.
- Caregivers who get help are better able to provide care for the long term.
- Caregiving is not an easy job - but it can be very rewarding.