



## Dealing with Anger

### Communicating When the Person in Your Care is Angry

To help diffuse a situation so that it doesn't become a problem, here are ways to communicate with someone who is angry.

#### DO:

- Be patient, calm, courteous, sympathetic and show your concern and caring.
- Be open to listening to the person explain the problem before you respond with an answer.
- Look at the problem from the point of view of the person in your care.
- Remember, the person is upset about a situation, not you.

#### DON'T:

- Be defensive and angry.
- Raise your voice (yelling never helps).
- Intimidate the person in your care.

#### Managing Your Anger

Ask, "What can we do to make things better?"

Think about your own feelings and what button is being pushed. Understanding that will help you from losing control.

#### Tips You Can Use to Diffuse Anger:

1. Communicate, "Me too." If it happened to me, I'd be angry too.

#### Note:

Older adults, especially those with Alzheimer's, are very sensitive to your mood and body language. Use eye contact, lean forward with interest, and keep a relaxed expression.

2. Remind the person that she has choices. Because of her anger she may not realize the choices she has.
3. Affirm her feelings. Say, "I see you are angry."
4. Repeat like a broken record. Softly repeat what is necessary.

### When Hostility Builds to a Breaking Point

You can control your emotions by releasing anger and frustration in a safe way. Try taking a walk to cool down, or at home, go to a private corner and unleash your anger on a big pillow. This may sound silly, but it feels good.

#### Places To Find Professional Help or Support-Group Counseling:

- The community pages of the phone directory
- Your doctor, who can provide a list of counselors, psychologists, and psychiatrists
- Religious service agencies
- Community health clinics
- Clergy or Rabbi
- Area Agency on Aging
- United Way's "First Call for Help," #211
- A hospital's social service department
- A newspaper calendar listing of support group meetings
- A counselor familiar with the needs of caregivers

## Help for Elder Abuse

Knowing the signs and symptoms of elder abuse can help you determine if there is a problem. Signs and symptoms may include:

**Physical injury**—bruises, cuts, burn marks, and broken bones or sprains that can't be explained.

**Emotional abuse**—feeling of helplessness in an older person, a hesitation to talk openly and fear, withdrawal, depression, feelings of denial or agitation.

**Lack of physical care**—malnourishment, weight loss or poor hygiene. Bedsores, soiled bedding, untended medical needs.

**Unusual behaviors**—changes in the person's behavior or emotional state such as withdrawal, fear or anxiety, apathy.

**Changes in living arrangements**—unexplained changes such as the appearance of previously uninvolved relatives or newly met strangers moving in.

**Financial changes**—missing money or valuables, unexplained financial transactions, unpaid bills despite available funds and sudden transfer of assets.

**Be alert** to the older adult's comments about being taken advantage of.

### What You Can Do?

*Help the person in your care identify a trusted person who can be called upon for help.*

Adult Protective Services—a component of the Health Service Agency—is typically re-

#### Local phone numbers

##### Adult Protective Services:

Monterey County: 800-960-0010

San Benito County: 831-636-4190

Santa Cruz County: 866-580-4357

##### Ombudsman:

Monterey County: 831-333-1300

San Benito County: 831-636-1638

Santa Cruz County: 831-429-1913

sponsible for investigating reports of domestic elder abuse and providing families with help and guidance. Other professionals who may be able to help include doctors or nurses, police officers, lawyers and social workers.

If you suspect elder abuse in an institutional setting, such as a nursing home, report concerns to your local long-term-care ombudsman. An ombudsman program will investigate and address nursing home complaints.

*If someone you care about is in imminent danger, call 911, police, or hospital emergency NOW.*

### Out of State Calls

If your concern is for someone who lives in another state, call the Elder Care Locator for the in-state phone number, (800) 677-1116. The people who staff the locator can help you to find assistance.

*These hotlines are free and anonymous.*

### Alzheimer's and Dementia Workshop

*Featuring National Expert Teepa Snow*

#### How to Communicate with Someone Who has Dementia

Aegis of Aptos, 125 Heather Terrace, Aptos  
Friday, September 3, 1:30 pm to 4:00 pm.

*Presented by Aegis of Aptos*

**RSVP to (831) 684-2700. Space is limited.**

### Are you interested in a caregiver research project?

Stanford School of Medicine is recruiting for Project Perlaz - Project Education and Resources for Latino caregivers about Alzheimer's

Eligibility includes:

- Caring for a family member with memory loss, dementia or Alzheimer's
- You are at least 21 years of age and Latino

If you are interested call Elizabeth Muñiz: 585-3698 or Esteban Flores: 854-8208

# Caregiver Support Groups

Sponsored by Del Mar Caregiver Resource Center

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## Caring for a Spouse or Life Partner Caregiver Support Group

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### Santa Cruz County:

**When:** 2nd Friday of every month, 11:00 am – 12:30 pm

**Where:** Live Oak Senior Center, 1777 Capitola Road

**Facilitator:** Debra Houston, LMFT, Del Mar Senior Family Consultant

**For information, call (831) 459-6639 x 16**

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## Parkinson's Support Group

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### San Benito County:

**When:** 1<sup>st</sup> Tuesday monthly, 1:30 – 3:30 pm

**Where:** First Presbyterian Church, 2066 San Benito St, Hollister

**Facilitator:** Kim Harman

**Co-sponsors:** Del Mar CRC, Parkinson's Institute, and Jovenes de Antaño

**For more information, please call Shirley Kennedy (831) 637-3839**

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## Caregiver Support and Education Groups

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### Monterey County:

#### Spanish Speaking Group

**When:** 2<sup>nd</sup> Monday of every month, 6:00 – 8:00 pm

**Where:** Quadrangle Building, 1000 South Main Street, Room 110, Salinas

**Co-sponsors:** Del Mar CRC & Alzheimer's Association

**For information, please call (831) 424-4359**

### San Benito County:

**When:** 2<sup>nd</sup> Thursday of month, 1:30 – 3:00 pm

**Where:** Hollister Community Center, 300 West Street, Hollister

**Facilitator:** Kim Harman

**Co-sponsors:** Del Mar CRC, Alzheimer's Association, & Jovenes de Antaño

**For information, please call (800) 624-8304**

### Santa Cruz County:

**When:** Tuesdays, call for times

**Where:** Santa Cruz, call for location

**Facilitator:** Alzheimer's Association

**Sponsors:** Del Mar CRC, Alzheimer's Assn.

Groups are held in 8-week sessions. Not a drop-in, please call to register.

**For information, please call (831) 464-9982**

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## Huntington's Support Group

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### Santa Cruz County:

**When:** 3<sup>rd</sup> Wednesday of every month, 7:00 – 8:30 pm

**Where:** Unitarian Universalist Fellowship of Santa Cruz County, 6401 Freedom Blvd.

**Facilitator:** Ruth Jacobsen, LCSW

**For information, please call 459-6639.**

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## Thank You for Helping Us Help Others

*We would like to express our sincere thanks to our donors. Your contributions help us to help more families.*



*Donors in May-June 2010:*

Tom and Pam McKay

Peggy Niswander

*Thank you to our funders, including:*

Area Agency on Aging of Monterey County

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California Department of Mental Health

Community Foundation for Monterey County

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Community Foundation of Santa Cruz County

Harden Foundation

• Fall 2010 •

## Del Mar Caregiver Resource Center

# Classes for Caregivers

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*Respite funds may be available to help you attend these programs!* Please contact your Family Consultant to learn if you are eligible for respite support.

To learn more about any of these events, please call Health Projects Center at 459-6639.

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## Know Stroke Class

Join us for a free class about "knowing" stroke. Stroke is the number 3 cause of death in the US. The good news is there are ways to prevent it and ways to respond that can help minimize the damage caused by stroke. Come hear helpful information about preventing stroke and new ways to treat it. This could be a life-saving class. The talk is informative for those who have had a stroke, those who are at risk for stroke, or for those who know someone who may be at risk of stroke. In other words—just about everybody!

◆ **Thursday, September 9, 2:00 - 3:00 pm**

**Where:** Lifespan, 600 Frederick Street, Santa Cruz

**Cost:** FREE

**Pre-registration is required. To register or for information, please call 459-6639.**

**Sponsored by Del Mar Caregiver Resource Center and Lifespan.**

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## Relax and Let Go

### T'ai Chi Chih for Caregivers

*Needing Rejuvenation? Take some time out for you!* Come to this class to discover stress management strategies that can empower your life. We'll focus on relaxing muscles, deep breathing and T'ai Chi Chih.

T'ai Chi Chih is a series of slow, easy-to-learn movements which don't require physical fitness or coordination. The movements may be done standing or sitting. Benefits include stress reduction, increased flexibility, release of muscle tension and improved balance. Wear loose, comfortable clothing.

*The instructor, Diane See, is the author of "Relax, Breath, Smile" and "The Healer is You."*

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◆ **Tuesday, September 14, 1:30 - 3:00 pm**

**Where:** Aegis of Aptos, 125 Heather Terrace, Aptos

**Cost:** FREE

**Pre-registration is required. To register or for information, please call 459-6639.**

**Sponsored by Del Mar Caregiver Resource Center.**



**Del Mar Caregiver Resource Center**  
*A program of Health Projects Center*  
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- Knowing When to Seek Help**
- If you have been a caregiver for an extended period and have great difficulty with a stressful situation, seek professional counseling through a home health care agency, the local American Red Cross, or your religious service agency. You may need professional help when you:
- are using more and more alcohol or prescription medications to relax
  - have physical symptoms such as skin rashes, backaches, or a lingering cold or flu
  - feel unable to concentrate, lethargic, or keyed up and on edge
  - feel constant sadness, fear and anxiety
  - feel worthless and guilty
  - are depressed for two weeks or more and are having thoughts of suicide
  - are thinking about becoming or have become physically violent against the person you are caring for


*Taking care of yourself*

**Health Projects Center's**  
**Del Mar Caregiver Resource**  
**Center is here to meet the**  
**needs of family caregivers and**  
**the health professionals who**  
**serve them.**

For more information about free and low cost services for caregivers of people with brain impairment please contact:

Health Projects Center  
 1537 Pacific Avenue, Suite 300  
 Santa Cruz, CA 95060  
 831-459-6639

Or visit us online at  
[www.hpdcn.org](http://www.hpdcn.org)



HEALTH PROJECTS CENTER  
*Serving Caregivers and Health Professionals Since 1980*