The Professional Guardian eNewsletter

JUNE 2017

A publication by the Guardian Association of Pinellas County for the purpose of promoting advocacy & education.

Calendar & Coming Events

JUNE 14, 1:30 P.M.

GAPC BOARD MEETING

Palms of Largo - REGAL PALMS Bldg.
Verandah Room

JUNE 14, 11:30 A.M.

ASSOCIATION MEETING

"Behaviors & Challenges Associated with Those with Dementia"

Shannon M. Foster, Ph.D.
Licensed Psychologist, BayCare

1 CEU available

Palms of Largo - CYPRESS PALMS Bldg.
400 Lake Avenue NE, Largo

RSVP to Association Website:
www.GuardianAssociation.org

JUNE 30, 9:00 A.M.

GAPC NETWORKING BREAKFAST

Brookdale Beckett Lake
2155 Montclair Rd.,
Clearwater 33763

RSVP to Association Website
www.GuardianAssociation.org

Association Communications
P.O. Box 1826
Pinellas Park, FL 33780
(517) 256-0403
Info@GuardianAssocation.org
www.GuardianAssociation.org

SPEAKER INFO

"Behaviors & Challenges Associated with Those with Dementia"

Shannon M. Foster, Ph.D.

Licensed Psychologist, BayCare

Shannon Foster, Ph.D.

Dr. Shannon Foster is a licensed clinical psychologist who specializes in neuropsychology and geropsychology. She is passionate about early detection and helping individuals with dementia and their caregivers optimize their quality of life. Dr. Foster values the opportunity to provide patients, their families and medical teams the information they need to make informed decisions regarding clinical care and future planning. In addition to working with individuals who are experiencing memory loss related to aging, she has experience evaluating and providing treatment to individuals with a diverse range of neurological and psychiatric symptoms, including but not limited to traumatic brain injury, epilepsy, depression and anxiety. Dr. Foster has also worked on interdisciplinary teams with neurologists and neurosurgeons to complete presurgical evaluations for epilepsy and Parkinson's disease treatments. She is a member of the American Psychological Association, the Gerontological Society of America and the International Neuropsychological Society.

PLEASE NOTE we have a change in time and date for our regular monthly meeting. We'll be meeting at Cypress Palms at Palms of Largo, 400 Lake Ave. NE, Largo, 11:30 a.m. Lunch will be served. Bring a friend/associate and join us. Be sure to RSVP.

2017 Board of Directors Officers

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FROM THE DESK OF THE PRESIDENT

Traci Samuel

THOUGHTS FROM THE PRESIDENT...

Now that temperatures are rising with the approaching summer, staying hydrated is important to all of us, but it is essential to the welfare of seniors. Some obvious signs of dehydration are dizziness, rapid heart rate, low blood pressure, dry mouth and inability to sweat when appropriate.

These are just a few signs, however, once these signs are evident, it is critical they be responded to immediately.

Here are a few safety tips to help with your wards or seniors when they are struggling to stay hydrated.

- Add flavor to the water
- Add flavor and freeze it to serve as a frozen treat
- Set daily goals for intake (Example 5 glasses)
- Give gentle reminders
- Use names of those who are influential such as "Dr Jones would like you to drink another glass".

Your President,

TRACI
Traci.Flguardianship@gmail.com

Not a member of GAPC? Please consider joining us. See our website for details....click HERE.

GUARDIAN ASSOCIATION OF PINELLAS COUNTY
1977 Celebrating 40 Years 2017

Coming up on September 28th is our one-day Conference celebrating 40 years of serving the Guardianship Community. For information on exhibitors and sponsorships, **click here**.

Division of Inspector General

Office of Ken Burke
Clerk of the Circuit Court and Comptroller
For Pinellas County, Florida

GUARDIANSHIP FRAUD HOTLINE

The IG monitors a Guardianship Fraud Hotline. The following is a list of some of the complaints we have received in the last six months on professional guardians:

- An administrator of a nursing home telephoned the Hotline stating the guardian was not returning telephone calls or emails.
- The ward had become ill, and there was no way to contact the guardian. As a result, the administrator called the family.
- An administrator of a nursing home telephoned the Hotline stating that the ward owed monies to the nursing home. The guardian is not returning telephone calls or emails.
- An administrator of a nursing home telephoned the Hotline stating that the ward had no clothes or personal items. As a result, the administrator called the family.
- Guardians relocating the wards without notifying the family or the Court. Guardians have instructed the facilities not to release information to the ward's families.
- A ward's son visited the facility to learn that his parent was relocated two weeks ago; the facility would not give the ward's family the location of the ward.
- Ward passing away; the family was not notified of the ward's death.
- An out of town family member called the Hotline stating that the family called the nursing home asking about the ward. The family was told the facility could not release any information on the ward. After three weeks, the family visited and learned that the ward had died. The guardian did not notify the ward's family of the ward's death.
- Ward passed away; no preneed funeral arrangements had been made by the guardian.
- Families have complained that they want preneed arrangements made while the ward has the assets.

  A family member called the Hotline to state that the ward had died, and no preneed funeral arrangements were made. At the time of death, there were no monies left to pay for burial arrangements.

When a hotline call is received, a notification is sent to the Sixth Judicial Court and to the General Magistrates.

An Accredited Office of Inspectors General

Please note that a Notice of Relocation must be filed with the Court when the ward has been relocated. When the ward dies, the Court must be notified. Please notify the family as well as the Court. Please return all telephone calls or emails to the ward's family as well as the administrators of nursing homes/facilities.

Please note: If there is a topic you would like discussed in any of our upcoming monthly newsletter articles, please email it to aDiNatale@pinellascounty.org.

HOW TO CONTACT US: *If we can be of assistance, please call:*

Division of Inspector General, PIU 464-8371
Division of Inspector General, Fax 464-8386
Probate Court Records 464-3321
Guardianship Hotline 45FRAUD (453-7283)

5 Mistakes Professionals Should Never Make with Their Clients

by Linda Chamberlain, Esq.

Linda Chamberlain.Esq.

Mistake #1
Not Letting the Client Tell You Their Story

How do you provide your best professional service without understanding the preconceived ideology your client brings to the table? Paying attention to what the client says, the vocabulary they choose to use, and the very essence of the story they share helps you know how best to communicate with the client.

I make it a practice to write down each concept they present, the values they express, and any wishes or desires they state. Recognizing these concepts and helping them understand their concerns helps reinforce they are going to get the help they are seeking.

Mistake #2
Talk Fast and Act Inpatient

As we get older our hearing may be effected as well as our thought process may slow down. Do you talk fast with your clients thinking they are hearing and understanding everything you say? When you ask do they have any questions and they say no, you have either not connected with them or did not explain your objective well enough. No one wakes up understanding long term care options, estate planning, and financial planning. Ask the client questions to ensure they have understood what you have said. Start over if you must, adjust your speed, your vocabulary, and emphasize what they need to hear.

For a hard of hearing person it is embarrassing to have to say "Huh" all the time, or to admit they did not quite catch what you said. It's even worse to feel stupid throughout the conference because the advisor assumes you know more than you do.

Mistake #3
Allow them to hide behind the LIE

They would never LIE on purpose, it happens accidentally. Over the years when I have ask clients their long term care plan they often smile and say they will kill themselves before they go to a nursing home. I do not snicker and let them avoid answering me. I immediately ask them how they will kill themselves and to describe it to me. They hesitate and quickly realize it is not a valid plan. I do not allow them to side step around very important planning discussions.

For over 25 years I have met with clients and one of the most useful tools I bring to them is to face the aging process honestly. Do they have a child that has promised to take care of them in their home? If so, is that a realistic option emotionally and/or financially? How much will it cost to stay in their home? Are they willing to spend their money? How will their choice effect their children? Who will be willing to assist them? What are realistic expectations? Helping the family not to FIB to each other and to face these questions honestly is how we help the most. By being the BAD GUY we can help everyone to think through the answers to these questions. Don't be afraid to ask the hard questions, they are always there – someone needs to be prepared to not ignore them.

Bring your client's back to reality and review what is not going well right now – explore their legitimate concerns and help them prioritize their focus. Establish realistic boundaries to enable all family members to maintain a healthy relationship.

Maintaining trust is not always easy. The shift of co-decision making between parent and child is overwhelming for all family members. Understanding the responsibilities of being the Power of Attorney and/or the Health Care Surrogate is a new job to most family members. Avoiding conflict is often difficult when making required decisions. As the Professional we help everyone understand their role – and help facilitate necessary discussions.

Make sure your elder clients do not become invisible when reviewing planning options. Constantly ensure

continued on page 5

5 Mistakes Professionals Should Never Make...*continued*

their feedback and comments are given consideration, even when it is difficult for the family to hear what they are saying.

Mistake #4
Promise Positive Results

Whoever said "Growing older is not for Sissy's" knew what they were talking about. It takes an enormous amount of courage to make the difficult decisions in regards to long term care. Do not PROMISE your client how awesome and easy it is to relocate into a long term care facility or to have home care. Or worse yet, let them wait until a crisis to have to make difficult long term care decisions.

Assist your client in determining what their options are and the potential effect on their daily life. Help your client understand the positive outcomes they may experience with planning and the security they will feel with a plan.

Budget carefully, determine what monthly amount of funds are available to pay for required care. The budget determines the type of care available within the spending limits. If you are an estate planner, please articulate in legal documents how the client wants to spend their money. Are they willing to spend it all on their care or do they want to leave it to their children? Help the family evaluate home care and facilities with the client's eyes, not theirs. It is invaluable to help the client/family understand what the fees cover, how the contract applies to them and ensure the bells and whistles at the facility are ones the client will use. It is often difficult for the family to see what the client sees versus what the family member may want.

Do not automatically assume home care is too expensive. Strategizing schedules along with technology provides options we didn't have five years ago. Help in the morning and evening for personal care and hygiene, as well as meal preparation and cleaning may keep someone in their home for a long time. Technology systems as simple as The Nest camera system allows two way communication to more sophisticated systems providing alerts of any movement changes helps families near and far maintain their loved one's safety within their home.

Be prepared to reassure clients and their families to know they have done everything they could. Knowing you have considered every resource is comforting even when the outcome is poor.

Mistake #5
Avoid talking about Death

There is nothing more frustrating than someone stating: "What would you want to happen if you die?" While meeting with clients, I refer often to my totally clear crystal ball and state "When you die what would you like to happen?" I remind them it is not an "if you die", it is a "when you die." I allow them to recover by saying, "Unless you know something I don't."

Helping them determine how they would choose to die, if given the opportunity is a tremendous gift. Reassuring them it is okay to be a fighter and try absolutely everything to helping them understand what happens to their mind and body if they refuse a feeding tube helps them determine the right choice for them. The client needs to know they may always change their mind. Time and diagnosis may change choices made while healthy. Whether you are drafting the document for them to sign or teaching them how to communicate what they want to their family and healthcare professional, it is an invaluable conversation.

Thank you for reading – feedback or questions are always appreciated!

GUARDIAN ASSOCIATION OF PINELLAS COUNTY

1977 Celebrating 40 Years 2017

Everyday Essentials

The GAPC is collecting items for the indigent seniors in our community.
Items needed include, but are not limited to the following:

Shampoo
Hairbrush
Combs
Soap
Toothbrush
Toothpaste
Incontinence Products
Body Wash

Nail Polish
Nail Polish Remover
Tissues
Cosmetics (powder, blush, lipstick)
Costume Jewelry
Lotion
Aftershave
Cotton Balls

Greeting Cards
(with stamp included on envelope)

Please donate new, unopened items. Bring your donations to our monthly luncheon or monthly networking breakfast.

If you know of a senior in need of Everyday Essentials, please email: eegapc@gmail.com.

This 'n That

- From Westminster Palm's Daphni Tsonghis, Honor Flight of West Central Florida has completed 28 missions, serving over 3,500 war era Veterans. Latest flight -- Mission 29 -- took place on Tuesday, April 25th. The *'Welcome Home Celebration'* was at the St. Pete Clearwater Airport that evening starting at 8:00 p.m. For information on upcoming Honor Flights notify Daphni at (727) 422-5405.

- Maria Winer is filling a much needed void with her second Adult Day Care Center opening in Clearwater. Target opening set for mid- May.