

AARP

CONNECTING CAREGIVERS TO COMMUNITY™

LEADERS' ORGANIZING GUIDE



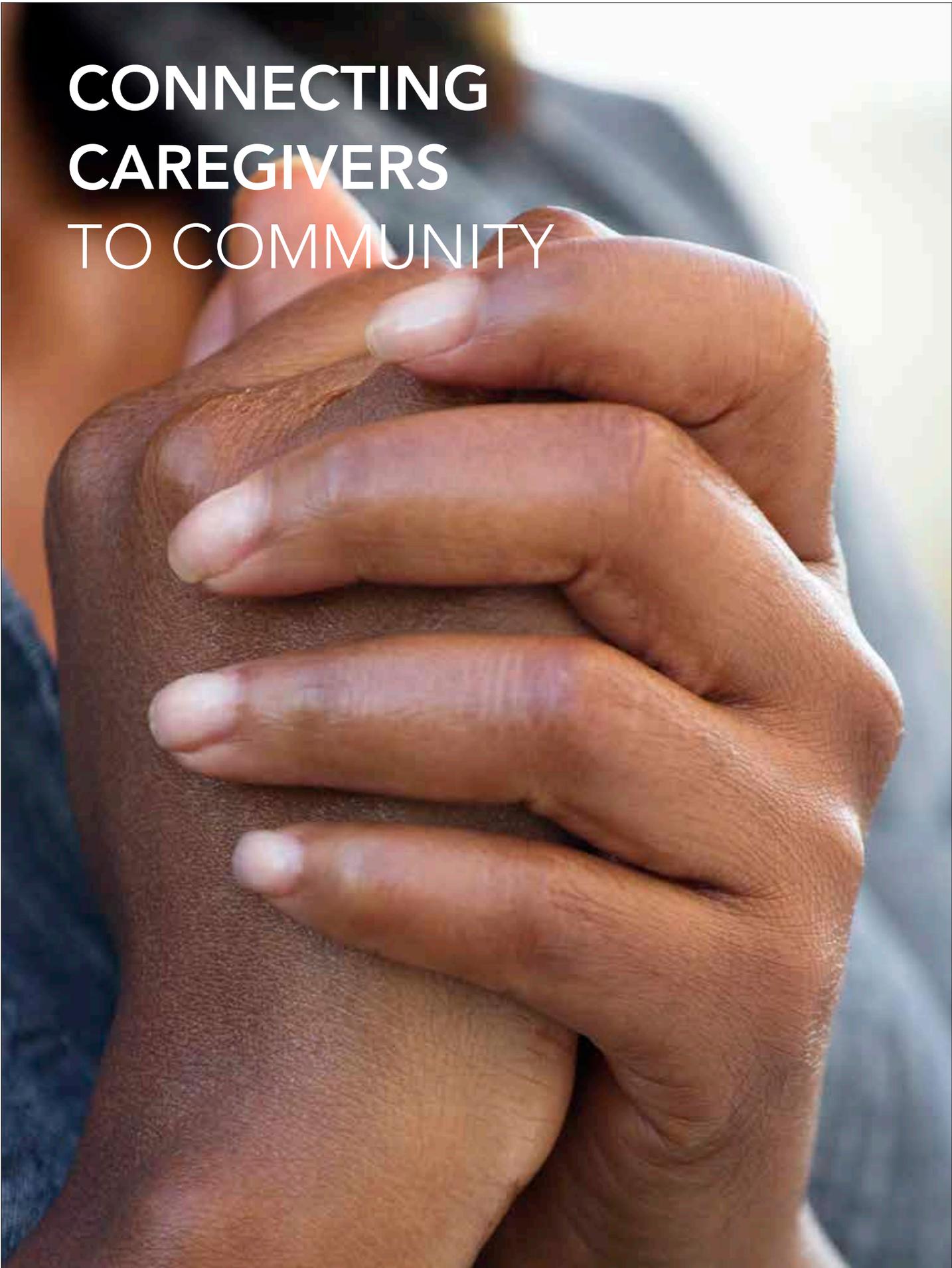
AARP

Family Caregiving™

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CONNECTING CAREGIVERS TO COMMUNITY



CC2C

African American churches have long been a source of support and service for their congregations and communities, including a call to answer the needs of those who are “sick and shut in.” However, although attending to members with physical or mental limitations, the needs of caregivers — family and friends who provide unpaid assistance to adult relatives or friends who need help taking care of themselves — may sometimes be overlooked. Even though churches respond to family caregivers individually as needs are identified, more African American churches need to establish a formal support system for these caregivers.

According to a caregiving study conducted by the National Alliance for Caregiving in collaboration with AARP¹, there are approximately 43.5 million caregivers in the United States. Thirty-four million caregivers are 50 years of age or older. Thirteen percent of caregivers are African American. When compared with white caregivers, African American caregivers have fewer resources and bear a greater burden. Consider these statistics about African American caregivers from the study:

¹ The National Alliance for Caregiving and AARP (2009), Caregiving in the U.S. National Alliance for Caregiving. Washington, DC. - Updated: November 2012.

- They are more likely to be single and never married (28 percent versus 15 percent of caregivers overall).
- Most have an annual household income of less than \$50,000 (59 percent versus 39 percent of caregivers overall).
- They are more likely to provide assistance with three or more Activities of Daily Living (ADL) such as bathing, eating and dressing (41 percent versus 28 percent of white caregivers).

THIRTEEN
PERCENT OF
CAREGIVERS
ARE AFRICAN
AMERICAN.

A recent report from AARP titled “Meeting the Needs of Diverse Family Caregivers”² provides more details about African American caregivers. Many juggle a full-time job and young children along with caregiving responsibilities for loved ones. They manage a wide range of health conditions for their family members, including diabetes, high blood pressure, high cholesterol, obesity, amputations, Parkinson’s disease, Alzheimer’s disease and related dementias. They feel isolated, ignored and unprepared for many of the tasks they must perform.

The role of faith for African American family caregivers has long been documented as a primary coping mechanism. Frequently, studies have shown that although African American caregivers have more intense caregiving responsibilities than the overall caregiver population, they report less stress. The fact that they regularly participate in faith and prayer activities is likely a major reason that this is the case.

² Susan C. Reinhard and Rita Choula, “Meeting the Needs of Diverse Family Caregivers.” AARP Public Policy Institute, September, 2012.

Program Overview

This Connecting Caregivers to Community (CC2C) Leaders' Organizing Guide helps African American congregations address the unmet needs of family caregivers. Caregivers are persons who provide assistance to older persons who have physical and/or mental limitations.

CC2C is a starting point that may result in ongoing education, recognition and support for caregivers. This is important because research suggests that caregivers who feel supported are significantly less likely than those who do not feel supported to report feeling a sense of loneliness and isolation (24 percent versus 47 percent).³

The program provides a variety of options for consideration. You may add your own “flair” by customizing program activities to meet the needs of your community. You will find that most ideas and strategies found in this guide are simple, easy to implement, free or low-cost options.

³ American Psychological Association “Stress in America” Survey <http://www.apa.org/news/press/releases/stress/2011/health-risk.aspx>

1

How to Use This Guide

AARP's Connecting Caregivers to Community (CC2C) is a program to recognize, educate and support family caregivers through churches across America. This booklet is a guide for successfully organizing and implementing your CC2C program requirements. It includes a number of resources you can choose from to create customized caregiver activities.

This guide is one of the main CC2C resources. It is written for church members who take a lead role in the program by serving on the CC2C Leadership Committee. The next chapters walk you through the steps for organizing a successful program. The following chapters are:

Planning. Here you will learn about how to prepare before you launch your program. It reviews the program resources and materials. It also covers the recruitment and training of volunteers as well as tips for recruiting caregivers. Reading this section prepares you to have everything in place to begin your program.

Implementation. This chapter covers the program activities. After reading this section, you will have a full understanding of the project and be ready to successfully implement the activities. This chapter includes the following:

- **Caregiver Buddy Volunteer Organizing Steps** – The Caregiver Buddy component of the CC2C Program involves the one-on-one matching of volunteers with family caregivers to offer support and friendship. This section focuses on organizing this part of the program.
- **Group Activities Organizing Steps** – This component of the CC2C Program involves arranging group activities for caregivers in the program. These activities can be education sessions or recognition events. The intent is to select activities that would best meet the needs of your



church from the options presented. Also, keep in mind that the options listed can be modified to add your own special touches. This section focuses on organizing this part of the program.

- **Resources & Templates** – Here you will find resources, materials and templates relating to each part of the program. These may be used to recruit and train volunteers, and to plan and implement group activities.

Members of the Leadership Committee should review this guide and all other resource materials provided with the program. Although each activity is explained systematically, churches are encouraged to modify tasks to fit their culture and unique approach to program implementation. All volunteers should become familiar with the tasks for which they are responsible. If preferred, you can share organizing documents with your volunteers.

2

Plan:

Review program materials

Understand program structure

Recruit and train volunteers

Recruit caregivers

Planning

Planning before implementing the CC2C program is important. This chapter highlights the wonderful program materials available, presents the program structure and reviews how you can recruit and train volunteers.

Program Structure

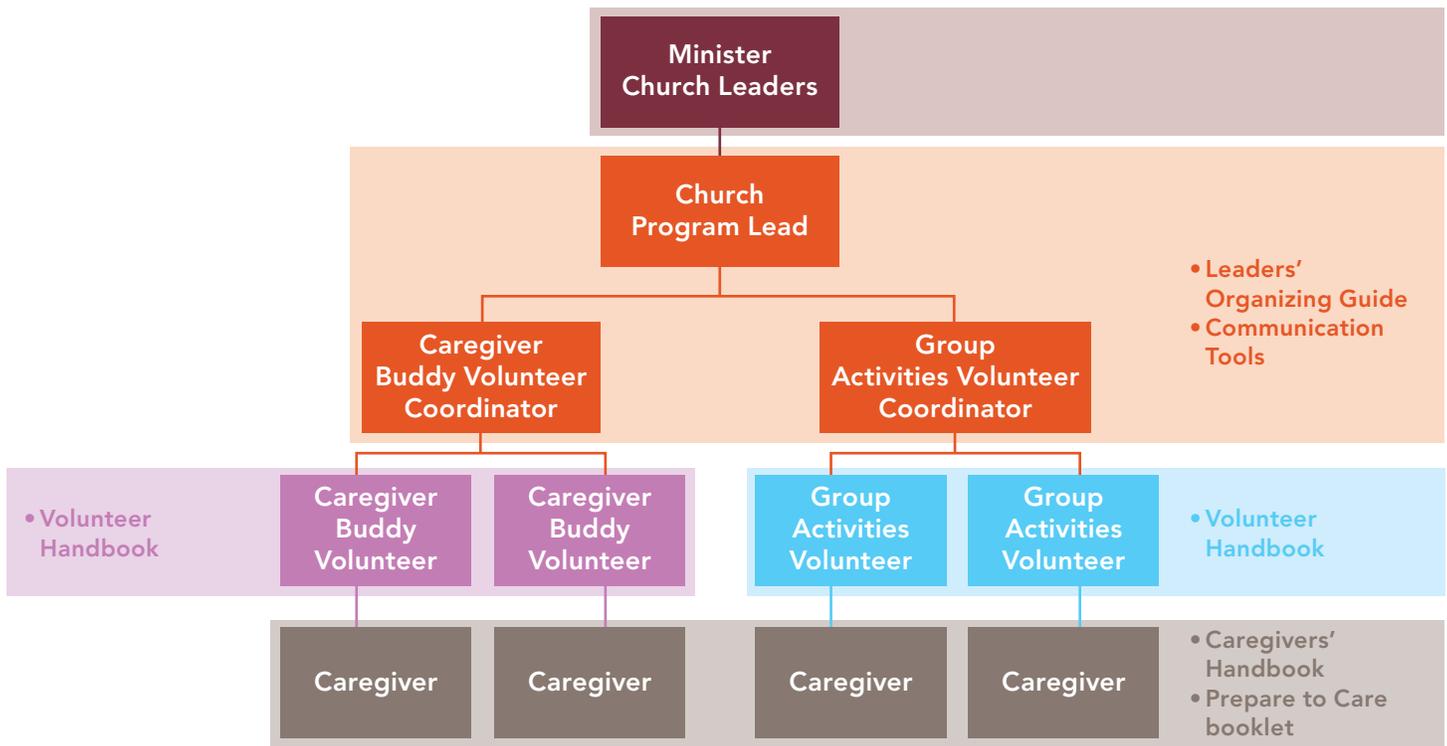
The first step in planning is to decide how best to organize the CC2C Program in your church. Below is a visual of the program structure we recommend. Modify this structure as you see fit to align with how your church is organized and operates.

Program Materials

Your next planning step is to become familiar with the CC2C resources and materials. The CC2C Program offers a comprehensive set of resources for your use, and there is a written resource for each role in the CC2C structure. Again, you want to become familiar with all of the resources to be an effective leader and to answer your volunteers' questions.

You should also use these materials to plan and conduct three training sessions:

- Leadership Committee Training: Training for the planning team that will coordinate the CC2C program. The planning team includes the Church Program Lead, the Caregiver Buddy Volunteer Coordinator, and the Group Activities Volunteer Coordinator.
- Group Activities Volunteers: Training for those who will plan and lead programs and activities for the caregiver participants.
- Caregiver Buddy Volunteers: Training for volunteers who will be a buddy to a caregiver.



LEADERSHIP COMMITTEE MATERIALS

Leaders' Organizing Guide

The booklet you are reading is for church leaders committed to implementing the CC2C program. The Church Program Lead, the Caregiver Buddy Volunteer Coordinator, and the Group Activities Volunteer Coordinator should each receive the *Leaders' Organizing Guide*.

Communication Tools

This guide provides communication strategies and sample language you can use to stay in contact with family caregivers in your congregation and community for the first six months of the program.

CAREGIVER BUDDY VOLUNTEERS AND GROUP ACTIVITIES VOLUNTEERS MATERIALS

Volunteer Handbook

The Volunteer Handbook is what your volunteers will use during their training. The handbook describes two volunteer roles: Caregiver Buddy Volunteers and Group Activities Volunteers. The handbook also provides information each will need to become a successful volunteer for the CC2C Program. Each volunteer should receive a *Volunteer Handbook*.

CAREGIVERS' MATERIALS

Caregivers' Handbook

Each caregiver should receive a *Caregivers' Handbook*. It has a notes section where caregivers can jot down what they are learning during the CC2C program activities and the actions or steps they want to take. It also contains helpful resource materials such as stress busters, tips for hiring home care workers, public benefits, resources for African American caregivers and much more.

Prepare to Care

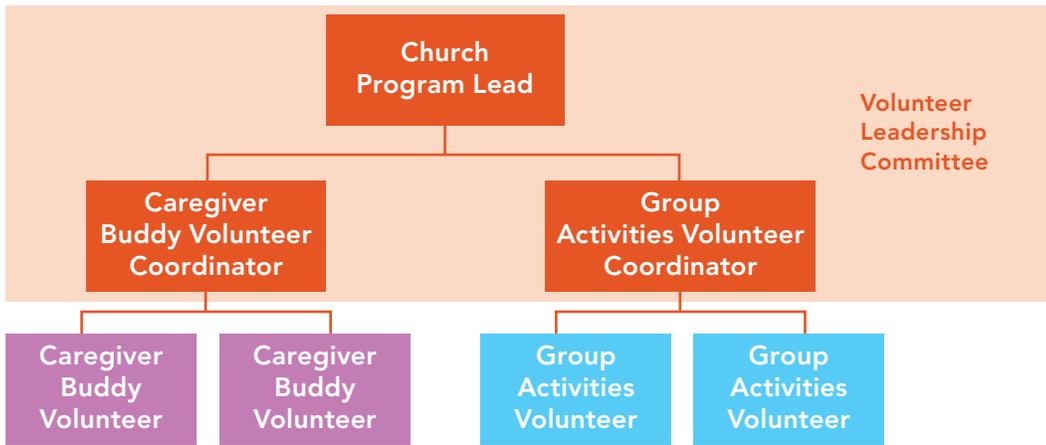
This booklet is the basis for the education sessions. Each caregiver will need a copy. It includes five important steps each caregiver should take to make caregiving more manageable. This booklet may be accessed at: www.aarp.org/preparetocare.

Recruit and Train Your Team

CC2C is a volunteer-driven effort. There are five volunteer roles needed to implement the project:

- Church Program Lead
- Caregiver Buddy Volunteer Coordinator
- Caregiver Buddy Volunteers
- Group Activities Volunteer Coordinator
- Group Activities Volunteers

Keep in mind, however, one volunteer can play more than one role. This section explains the volunteer structure and roles in more detail, including a diagram of the volunteer program structure with a summary of the responsibilities of each role. Chapter 4 of this guide provides resources to support orientation and training for your team.



Volunteer Leadership Committee

The Leadership Committee consists of three volunteer roles. Ideally, there would be a different person playing each of these three leadership roles. However, volunteer leaders may play more than one role if they have the time and interest. When recruiting volunteers for leadership positions, make sure these are responsible individuals who have strong organizing skills. Most importantly, the program leaders must be willing and available to assist the volunteers they will manage. Each member of the Volunteer Leadership Committee should receive a copy of this *Leaders' Organizing Guide* before they begin their role.

The first role is the **Church Program Lead**. This person serves as the overall program manager, and supports the Volunteer Coordinators. If you are the Church Program Lead, you keep a supply of all program materials, which you may download and print/reproduce, maintain copies of all volunteer and caregiver applications, and keep the Minister and church leadership abreast of program activities.

The second committee member is the **Caregiver Buddy Volunteer Coordinator**. The Caregiver Buddy Volunteer Coordinator manages all activities related to one-on-one support of caregivers. If that's you, then you will make sure all Caregiver Buddy Volunteer applications are complete, match volunteers with caregivers, and make sure Caregiver Buddy Volunteers complete their training. As the lead volunteer for this task, you also will chair planning meetings, keep volunteers abreast of the activities being organized, and check in with caregivers and the volunteers after matches are made to ensure a suitable match. There are details about your responsibilities in Chapter 3 of this guide.

The **Group Activities Volunteer Coordinator** manages all educational and recognition activities for caregivers. If you are serving in this role, you will

Church Program Lead:

- AARP Liaison
- Supports Volunteer Coordinators
- Orders materials
- Maintains applications
- Keeps church leadership informed

Caregiver Buddy Volunteer Coordinator:

- Selects and trains Caregiver Buddy Volunteers
- Matches Caregiver Buddy Volunteers with caregivers
- Ongoing management of one-on-one caregiver support

Group Activities Volunteer Coordinator:

- Manages educational and recognition activities for caregivers
- Recruits and trains Group Activities Volunteers

make sure volunteer applications are complete and volunteers have completed training. As the lead for these activities, you will chair planning meetings, keep volunteers abreast of the activities being organized, and select the dates for activities. Details about your specific responsibilities are in Chapter 3 of this guide.

Volunteers

Under each Coordinator are church members who either serve as Caregiver Buddy Volunteers or Group Activities Volunteers. These volunteers are the “boots on the ground.” They carry out the tasks required by spending time with caregivers and organizing events for them.

Caregiver Buddy Volunteers are matched with caregivers to offer one-on-one emotional support and companionship. It is important that these volunteers adhere to the program guidelines to avoid any misunderstanding. Appropriate ways volunteers can support caregivers are listed below. Volunteers only engage in activities they prefer such as:

- Regular calls
- E-mail contact
- Praying together
- Personal visits
- Send encouraging greeting cards
- Drop off CDs of church services or watch church via live web stream
- Research services available in the community
- Conduct Bible studies over the phone or in person
- Sit with a caregiver at the hospital
- Encourage caregivers to rest, exercise and seek help

Caregiver Buddy Volunteers are provided with a Caregiver Buddy Code of Conduct (see Chapter 4) to ensure that they do not disrespect the caregiver in any way, gossip about the caregiver with other church members and stay within the program guidelines. Volunteers should not pick up prescriptions or dispense medications, remove anything from the home, accept presents, or be left alone with the older person in their care. Volunteers must not contact the caregiver at inappropriate hours or touch them in an inappropriate way.

Group Activities Volunteers organize recognition events and educational sessions for caregivers. They will be responsible for the following tasks:

- Planning activities
- Getting speakers and ordering resources
- Promoting events
- Setting up and cleaning up
- Refreshments and hosting

Recruiting Volunteers

Recruiting volunteers is an important step for program success. In fact, the model cannot be successfully implemented without them. Ideally, you would recruit a group of volunteers to serve as Caregiver Buddy Volunteers providing one-on-one support to caregivers and another set of Group Activities Volunteers to organize the group activities for caregivers. However, volunteers may choose to play both roles.

Where do you start? Volunteers are all around the church. Start by asking people you know that would be great working with the program. Ask the Minister to recommend people. You will find sample recruitment tools in Chapter 4. Here are a few additional tips you may want to consider:

- Place ads for volunteers in the church bulletin and on the church website.
- Announce that you are recruiting for volunteers during church announcements.
- Use the flier provided in Chapter 4.
- Ask existing ministries that closely align with the program to consider expanding their focus to include caregiving.

VOLUNTEERS
ARE “BOOTS ON
THE GROUND”
AND ORGANIZE
EVENTS FOR
CAREGIVERS.

Training Volunteers

Chapter 4 of this guide – *Leaders’ Organizing Guide* – includes resources, materials and templates relating to each part of the program you may use to train volunteers. In addition to this guide, there are four other key resources, already described in the sections above, that you will use to plan and conduct training for your volunteers:

- *Communication Tools*;
- *Volunteer Handbook*;
- *Caregivers’ Handbook*; and
- *Prepare to Care*.

Carefully review each of these documents, and then meet to plan a series of training sessions for all volunteers. Once planned, schedule and conduct the training. At a minimum, we would suggest at least three training sessions:

- CC2C Orientation – provide an overview to the entire CC2C Program at your church, including the purpose, structure, plans and resources;
- Understanding Caregiving – review and discuss caregiving, drawing primarily from the *Caregivers' Handbook* and the *Prepare to Care* booklet; and
- Volunteers Training – describe the role and responsibilities of volunteers, and explain how to carry out the tasks required by Caregiving Buddy Volunteers and Caregiving Activities Volunteers.

General Volunteer Management Tips

No matter which type of volunteers you manage, whether its Caregiver Buddy Volunteers or Group Activities Volunteers, you want to make sure your volunteers are happy and the caregivers are satisfied. Here are a couple tips you want to keep in mind when you meet with your volunteers:

- Remind volunteers to encourage and honor caregivers for what they do.
- Treat the volunteers with appreciation. Let them know what a great job they are doing.
- Let the volunteers know you share their good work with the senior minister.
- Be punctual. Start meetings on time and end them on time. By doing so, everyone feels respected.
- Let your volunteers know you are available to help them. If they have a problem, respond to it as soon as you are able.

REMINDEE VOLUNTEERS TO
ENCOURAGE AND HONOR
CAREGIVERS FOR WHAT THEY DO

Recruiting Family Caregivers

Caregivers are family and friends who provide unpaid assistance to an elder with physical or mental limitations. One of the major barriers to supporting family caregivers is finding them. Why? Many caregivers do not identify with the title of “caregiver.” Consequently, too often family caregivers do not take advantage of resources that can help them. By implementing a few of the following ideas, your church will be able to identify community and church members who would benefit from your support. In Chapter 4, you will find content and fliers for recruiting volunteers and family caregivers.

- Ask family caregivers to come to the altar for a special prayer ceremony.
- During the service, have all family caregivers stand to receive a round of applause.
- Ask caregivers to sign up on your website.
- Encourage all sick persons in the congregation to identify family members or friends who provide support to them or help take care of them.
- Distribute the sample caregiver fliers in the neighborhood and post them around the church.
- Use church announcements, bulletin announcements and a listing on your church website to recruit family caregivers and volunteers.
- Place information in your community calendar section of your local newspapers.
- Send fliers to caregiver support groups, hospitals and your local agency on aging.

3

Implementation

The CC2C program consists of the following program activities: Caregiver Buddy Volunteer support; and Group Activities. This chapter describes each activity in detail.

ACTIVITY ONE - CAREGIVER BUDDY VOLUNTEER

Organizing Steps

The Caregiver Buddy Volunteers offer one-on-one matching of church volunteers with family caregivers to provide practical and emotional support. Following are step-by-step instructions for organizing the Caregiver Buddy Volunteers and recruiting volunteers and family caregivers. Support documentation can be found in Chapter 4.

Family caregivers typically become more isolated as caregiving demands intensify. For most, there are not enough hours in the day to complete all of the challenges they face. Consequently, family caregivers may miss church, neglect their own needs, shy away from social engagement, and become depressed, leaving them feeling alone and overwhelmed. By implementing the Caregiver Buddy support, your church can help to meet their need for companionship. By matching volunteers with family caregivers, you will find that caregivers can remain engaged with the church and feel a part of a compassionate community.



Caregiver Buddy Volunteer Checklist

Following are the steps for organizing Caregiver Buddy Volunteers. Place the name of the volunteer assigned to the task on the line provided.

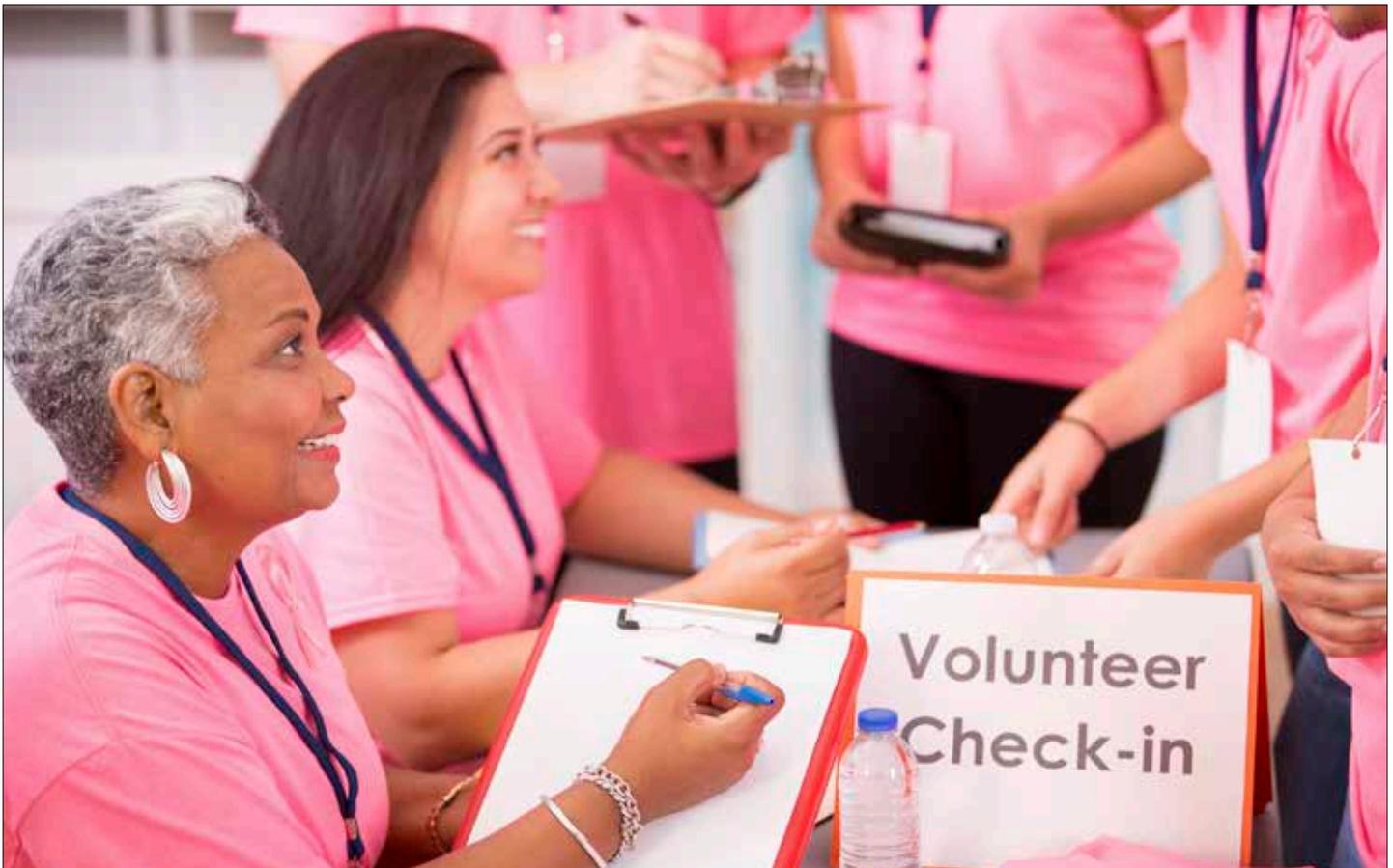
_____ **Form your planning committee.** This committee will organize the Caregiver Buddy Volunteers. Once the project is launched, members of the planning committee may form an ongoing advisory group with the Caregiver Buddy Volunteer Coordinator serving as the day-to-day contact. Committee members should read over this entire guide prior to the first meeting so they understand the concept. Ideally, each committee member will be responsible for specific tasks. Some issues you may want to consider during the initial meetings include:

- How many family caregivers may want a buddy?
- Will the Caregiver Buddy Volunteer activities be a ministry or a program of the church? What are the implications of each?
- What existing church resources are already available?
- Will the program address the needs of caregivers outside the church?
- What community partnerships have already been established? Can they be leveraged to support the Caregiver Buddy Volunteer activities?

Speak with your insurance agent about potential liability. Although Caregiver Buddy has been developed to minimize your liability exposure, keep the following in mind:

- There are no “hands on” activities involved.
- The Volunteer Protection Act provides some protection for volunteers.
- CIMA Volunteers Insurance program offers volunteer insurance for many church and nonprofit organizations.

Prepare the Caregiver Buddy Volunteer materials. You may want to customize the CC2C materials found in this guide with your church logo and contact information such as the Volunteer Position Description, Caregiver Application, and Volunteers Code of Conduct. Samples of these materials are in Chapter 4 of this guide. Additionally, you may want to create a church badge for Caregiver Buddy Volunteers to wear. Ask your local department on aging to provide a fact sheet of local resources for family caregivers. Find your local area agency on aging by using the online Eldercare Locator at www.eldercare.gov or calling 1-800-677-1116.



Visit the AARP Caregiving Resource Center to find helpful information you can download and copy.
www.aarp.org/caregiving

Recruit volunteers. Begin a volunteer recruitment campaign. Place ads for volunteers in the church bulletin, the church website, and announce during services. Use the flier and content that follows in Chapter 4. Ask existing ministries that closely align with the Caregiver Buddy Volunteer objectives to consider expanding their focus. Ministries that might be interested in working with Caregiver Buddy Volunteers include sick, nursing, elderly, teaching and nutrition ministries. Ask volunteers to complete the Caregiving Buddy Volunteer Application. The Planning Committee should review the applications to make sure volunteers are appropriate. You want to avoid volunteers who are under the age of 21, seem immature, have emotional problems or have an arrest record.

Match family caregivers and volunteers. The goal is to match volunteers who can provide what the caregivers need. Look at the volunteer and caregiver applications to make the matches. If in-home visits are requested, try to match people from the same neighborhood. You may find that you do not have enough volunteers to provide in-home support. If so, match the caregiver with a volunteer who can provide telephone support until an in-home volunteer is located. When possible, you may want to pair female volunteers with female caregivers and male volunteers with male caregivers. A Volunteer Match form can be used to record your matches. Be sure volunteers use the Caregiver Buddy Contact Report forms to track their engagement with the family caregivers.

Volunteer Training. Volunteers are required to complete the volunteer training. Be sure to give them a copy of the *Volunteer Handbook* before they start the training. A sample agenda is available in Chapter 4. Topics might include:

- Your role as a Caregiver Buddy Volunteer
- The role of the Caregiver Buddy Volunteer Coordinator
- The Caregiver Buddy Volunteer Code of Conduct (share appropriate behavior for volunteers). A copy of which is found in Chapter 4 or on the program website.
- Frequently asked questions.
- And, an opportunity to practice the Caregiver Buddy Code of Conduct.

_____ **Evaluation.** One month after a match, check in with matches to see how things are going. You may want to continue checking in every couple of months. Also, you may want to collect the Caregiver Buddy Volunteer Contact Reports (found in Chapter 4) during your program meetings to create reports on program activities.

GROUP
ACTIVITIES
CONNECT FAMILY
CAREGIVERS
TOGETHER.

ACTIVITY TWO - GROUP ACTIVITIES

Most family caregivers don't receive any formal recognition and appreciation. They seldom have opportunities to meet and share strategies with other caregivers, often facing their responsibilities in isolation. Many are unaware of the many resources available to help them.

Group activities for family caregivers connect caregivers together and introduce them to new resources and support.

These activities will aid caregivers in staying better connected to two important lifelines – their church and the community.

Each church will complete a total of four group activities. There are eight activities from which to choose – five educational seminars and three caregiver recognition events. Choose four activities to host from this list below. You can combine education and recognition activities anyway you like. We do recommend, however, that you offer both types of activities for family caregivers. Following is a list of organizing steps and other materials to make your group activities a success.

- **Educational Sessions** – There are five educational sessions covered following the steps outlined in the *Prepare to Care* booklet. Each session counts as one group activity.
- **Church Service Recognition** – During the church service, family caregivers are identified, recognized and invited to learn about the CC2C program activities after services.
- **Meet and Greet** – A networking opportunity for caregivers to meet the volunteers and representatives from aging and caregiving organizations.
- **Caregiver Recognition Luncheon** where family caregivers are honored.

Education Sessions

The checklist that follows contains organizing steps for a 1.5 hour education session for family caregivers. Each session is designed to do two things: 1) present information that will help caregivers do their job and 2) engage the caregivers in a conversation about the topic allowing them to share their experiences, ideas and concerns with each other.

A skilled moderator will be needed to review and summarize the material for the family caregivers and facilitate a discussion based on the discussion points that follow the checklist. The moderator can be an outside speaker with expertise on caregiving or someone from the church community with the necessary background.

There are five sessions available based on AARP's popular booklet, *Prepare to Care*. These sessions will help family caregivers be better prepared for the current and future challenges. Choose which sessions you think will best meet the needs of the caregivers in your church.

The five sessions are:

- **Start the Conversation** – Discussing sensitive topics with the person receiving care.
- **Form Your Team** – Getting a group of people to help you.
- **Make a Plan** – Planning for the future.
- **Find Support** – Finding organizations and resources that can help.
- **Care for Yourself** – Balancing caregiving with personal needs.

Education Session Checklist

Place the name of the volunteer assigned to the task on the line provided.

_____ **Form your planning committee.** This committee plans and hosts the seminar. Ideally, each committee member will be responsible for specific tasks. It would be helpful if some committee members have experience organizing education programs.

_____ **Reserve a date and location.** Select a date that does not conflict with other church and community activities. Make sure you have access to microphones, chairs and tables. You also need tables for refreshments (if served), resources and participant registration.

_____ **Select facilitator.** Ask a church member or staff from your local area agency on aging to recommend a facilitator. Find your local area agency on aging by using the online Eldercare Locator at www.eldercare.gov or by calling 1-800-677-1116. Remember, the facilitator does not have to be an expert. He or she will simply summarize the chapter of *Prepare to Care* being covered and then lead a discussion using the questions provided. Send the facilitator a letter and a copy of the discussion points for the topic being addressed (see Chapter 4).

_____ **Ask a local respite agency to provide respite services** so family caregivers can attend. If respite care is available, be sure to let caregivers know in advance.

_____ **Download free materials from AARP.** *Prepare to Care* — via the Caregiver Resource Center at www.aarp.org/preparetocare. Please order materials at least three weeks in advance.

_____ **Visit the AARP Caregiving Resource Center** at www.aarp.org/caregiving to find helpful information you can download, copy and make available on the resources table.

_____ **Duplicate the agenda.** Make sure you have enough copies for the family caregivers who are attending. A sample agenda is in Chapter 4 and can be found on the program website.

Publicize the event. Publicity materials may include fliers to distribute in the neighborhood and post around the church, church announcements, bulletin announcements and a listing on your church website. (See sample promotional materials in Chapter 4). If you open the sessions up to the community at large, external promotions could include a listing in the community calendar sections of your local newspapers. Send fliers to caregiver support groups, hospitals and your local agency on aging.

Invite the local media. The education session is an excellent way to get positive media attention. Call the local media first and follow up with e-mails.

Arrange for refreshments to be served. If you want to make sure you have enough refreshments, you could ask people to RSVP. Be sure to let people know that refreshments will be served.

Arrange the event site on the day of the seminar. Arrive at the site location early. Make sure you have the appropriate number of tables and chairs and every seat is good for seeing and hearing the facilitator. Test all audio-visual equipment. Greet the facilitator and family caregivers. Make sure all caregivers sign up for information on future church activities. Starting your seminar on time is important. You want to respect the caregivers' time. Equally important is to end the session on time.

Discussion Questions

Make sure each caregiver has the AARP booklet, *Prepare to Care*. Facilitators should read the section in advance and summarize the main points and use the questions provided to stimulate conversation.

Start the Conversation

- How many of you have started these conversations with your sick loved one? Can a couple of you share how that went? What lessons did you learn?
- Given what we covered tonight, would you approach the conversation differently?
- Does anyone need to have a conversation in the next few weeks? What do you need to talk about? How are you going to approach it?
- What challenges do you think you will have when talking with your loved one? Can anyone suggest ways you can deal with these challenges?
- Why do you think having these conversations is so important?

MAKE SURE EACH CAREGIVER HAS THE **PREPARE TO CARE** BOOKLET.

Form Your Team

- How many of you have already formed a care team? Can you share how you did it? Who did you involve? How is it working?
- Who can you include on your care team and how can they help you with caregiving? What prior disagreement(s) will you need to face?
- Can anyone provide suggestions for how to work with others on your care team? How can you make the team work well?

Make a Plan

- Does anyone have a caregiving plan in place? If so, how did you develop it?
- What do you need to plan for and why? What barriers to planning might you experience? How can you overcome them?
- In creating your plan, what are your goals? What do you need to make caregiving better? Turn to the Goals and Needs checklist in *Prepare to Care*. Do you see additional areas you might include in your plan?
- Take a few minutes to review the General Needs Assessment form. What are your thoughts about this form? How can you use it?
- If you have time, complete the Goals and Needs checklist and the General Assessment form and bring it to the next meeting.

Find Support

- How many of you had a chance to complete the Goals and Needs Checklist and the General Assessment form? Can a couple of you share what you discovered?
- What helpful community resources are you aware of?
- How did you find them?
- What services have you used? How were the services useful?
- What about housing for seniors? Has anyone explored these options? What did you find?

Care for Yourself — Balancing caregiving with personal needs.

- How do you take care of yourself? Why is this extremely important?
- How do you deal with frustration? How can you deal with frustration better?
- What limits have you set for yourself? What limits should you set for yourself?
- How do you save time for yourself?

Recognition Activities

CC2C offers your church the choice of hosting different recognition events for the caregivers. Family caregivers are often unsung heroes; without personal or public recognition. The recognition events aim to change all that – to celebrate the people who provide the care to older loved ones. Celebrating family caregivers publicly in the church will be especially meaningful.

There are three Recognition Events from which to choose:

Church Service Recognition whereby caregivers are honored during and after a church service. The Minister talks about the important work caregivers do on a daily basis, maybe relating it to a sermon about the Good Samaritan or love. Family caregivers would be recognized by standing up for a round of applause or going down to the front of the church to receive a corsage, boutonniere or some other small gift to identify them as caregivers. Resource materials could also be distributed. If the event is promoted in advance, caregivers who are unable to attend because of caregiving demands could send a family member or friend to represent them. A coffee and cake reception for the caregivers could follow the service.

FAMILY
CAREGIVERS ARE
OFTEN **UNSUNG**
HEROS; WITHOUT
RECOGNITION.

A Meet & Greet Reception is a recognition event allowing church family caregivers, CC2C volunteers and representatives of aging organizations to meet in an informal setting. At some point during the event, the Minister or Group Activities Coordinator can give welcoming remarks and explain the church's mission to better recognize and support caregivers. Each agency representative then briefly describes their organization and what it has to offer.

A Caregiver Recognition Reception is a luncheon specifically honoring church family caregivers. During the luncheon, the host would express gratitude and thanks for the work family caregivers do. A speaker from an aging or caregiver organization would offer remarks. A church choir could also perform.

Church Service Recognition Checklist

Place the name of the volunteer assigned to the task on the line provided.

_____ **Form your planning committee.** This committee plans and hosts the recognition service. Ideally, each committee member will be responsible for specific tasks.

_____ **Reserve a date.** Try to select a date that is convenient for the senior Minister and the caregivers. Give yourself at least a month to plan.

_____ **Order “tokens” for family caregivers.** Whether you use flowers or something else, order a visible token for caregivers to wear during the church service. Also, make sure you order resource materials to distribute.

_____ **Publicize the service.** Use the church communications tactics to make sure every church member is aware of the service date. (See the flier in Chapter 4).

_____ **Ask the Minister to participate.** The Minister could refer to caregiving in a sermon, express words of appreciation and pray for the family caregivers during the service.

_____ **Arrange for refreshments to be served.** Be sure to let people know that refreshments will be served after church.

_____ **Distribute information about upcoming events.** On the day of the service, be sure to alert the caregivers of upcoming education and recognition events. Also use this time to recruit family caregivers and Caregiver Buddy Volunteers.

Meet and Greet

Place the name of the volunteer assigned to the task on the line provided.

_____ **Form your planning committee.** This committee plans and hosts the Meet and Greet. Ideally, each committee member will be responsible for specific tasks.

_____ **Reserve a date and location.** Try to select a date that is convenient for the volunteers and the family caregivers. Give yourself at least six weeks to plan. Find a location that can accommodate round tables and chairs, if possible. Be sure to order a table for registration and one for resource materials.

_____ **Download free materials from AARP. *Prepare to Care*** — via the Caregiver Resource Center at www.aarp.org/preparetocare.

_____ **Publicize the service.** Use the church communications tactics to make sure every church member is aware of the service date. (See the flier following this checklist).

_____ **Invite representatives from aging and caregiving organizations and CC2C volunteers.** Ask them to be prepared to share a three-minute overview of their organization and how it can help caregivers. They will want to bring resource materials also. A sample invitation is in Chapter 4. Be sure to invite all CC2C volunteers.

_____ **Arrange for refreshments to be served.** Be sure to let people know that refreshments will be served after church.

_____ **Distribute information about upcoming events.** On the day of the service, be sure to alert the family caregivers of upcoming education and recognition events. Also use this time to recruit caregivers and Caregiver Buddy Volunteers.

Caregiver Recognition Luncheon

Place the name of the volunteer assigned to the task on the line provided.

_____ **Form your planning committee.** This committee plans and hosts the luncheon. Ideally, each committee member will be responsible for specific tasks.

_____ **Select a menu and order food.** Make the luncheon as special as possible. Be sure to have some healthy options available such as vegetarian, low sodium and low sugar.

_____ **Reserve a date and location.** Select a date that does not conflict with other church and community activities. Make sure you have access to chairs and tables. You also need tables for the luncheon, resources and participant check-in.

_____ **Select speakers.** Ask a church member or staff from your local area agency to offer words of encouragement and appreciation. Find your local area agency on aging by using the online Eldercare Locator at www.eldercare.gov or by calling 1-800-677-1116.

_____ **Ask a local respite agency to provide respite services,** so family caregivers can attend. If respite care is available, be sure to let caregivers know in advance.

_____ **Download free materials from AARP. *Prepare to Care*** — via the Caregiver Resource Center at www.aarp.org/preparetocare.

_____ **Visit the AARP Caregiving Resource Center** at www.aarp.org/caregiving to find helpful information you can download; copy and make available on the resources table.

_____ **Buy decorations.** This is a festive occasion. If possible, order balloons, flowers, and other decorations.

_____ **Publicize the event.** Publicity materials may include fliers to distribute in the neighborhood and post around the church, church announcements, bulletin announcements and a listing on your church website. External promotions could include a listing in the community calendar sections of your local newspapers. Send fliers to caregiver support groups, hospitals and your local agency on aging.

_____ **Invite the local media.** The Information Event is an excellent way to get positive media attention. Call the local media first and follow up with e-mails.

_____ **Take RSVPs.** If you want to ensure you have enough food, ask people to RSVP. Be sure to let people know that refreshments will be served.

_____ **Arrange the event site on the day of the event.** Make sure you have the appropriate number of tables and chairs. Have carts or hand trucks available for organizations bringing materials.



4

Resources & Templates

Caregiver Buddy Materials

Sample Promotional Blog Post or Article

(TO RECRUIT CAREGIVER BUDDY VOLUNTEERS—FOR USE ON YOUR CHURCH WEBSITE OR E-MAIL CONTENT.)

As members of a church family, we share a lot with one another. We share our faith and we celebrate each other's joys. We share meals, stories, praise, music and service. We all know that a true family is not just there for the good times, but we support each other through the difficult times as well—through sorrows and losses, through trials and obstacles, through ups and downs. We support each other during times of need because we never know when our own times of need will come, but also—and most importantly—because it is these bonds of love and charity that hold God's church—our family— together.

My dear congregants, there are members of our church family who are in need of your support. In addition to your prayers, there are those among us who need a donation of time, charitable service, emotional support and spiritual healing as they care for an ill or elderly loved one. [Insert Name of Church] is seeking compassionate volunteers to participate in our Caregiver Buddy Volunteer activities and help our brothers and sisters as they care for their loved ones. We need volunteers to fill a range of roles from making social visits, telephone support, intercession and more. This may be God's call to you to support a brother or sister in faith. If you would like to learn more about the Caregiver Buddy and how you can help a caregiver, contact [insert contact info] today, and may God bless you!

Promotional Content (Sample Text)

Do you help a loved one who is elderly, ill or disabled? Then you are a caregiver. Do you need someone you can talk to about caregiving? Can you use a little extra support?

Join the Caregiver Buddy— a component of our church's new caregiver support program! We will match volunteer members with family caregivers who can use some extra support and be reminded that the members of {insert church name} recognize them. Your commitment includes telephone support, praying for family caregivers, social visits or just lending a listening ear.

Register to be part of the Caregiver Buddy Volunteer activities if you are a caregiver yourself or interested in being a buddy to someone who is. Contact [Name] at [telephone number and e-mail]. Together, [Name of Church] can support our brothers and sisters who give the gift of caregiving.

Are you responsible for the health and well-being of an ill or elderly loved one?

Then you are a caregiver.

Your family at (Name of Church) can help you.

Sign up to receive support from the Caregiver Buddy Support System. Volunteers will help you by praying, visiting, listening, and much more.

Let us help you as you give care.

(Contact info)



Caregiver Buddy Application for Family Caregivers

Date _____

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

E-mail Address _____

Are you a church member? Yes No Male Female

Your Emergency Contact:

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

Have you ever been arrested? Yes No

Availability: Daytime Evenings Saturday Sunday

Are you allergic to pets? Yes No What type of pets? _____

I am willing to volunteer (Check all that apply):

Prayer for caregiver Pray with caregiver Call caregiver Social visits

Telephone Bible studies In-person Bible studies

Drop off church CDs Sit with caregiver at the hospital

Other?

Interests and Hobbies:

Caregiver Buddy Volunteer Application

Date _____

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

E-mail Address _____

Are you a church member? Yes No Male Female

Your Emergency Contact:

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

Have you ever been arrested? Yes No

Availability: Daytime Evenings Saturday Sunday

Are you allergic to pets? Yes No What type of pets? _____

I am willing to volunteer (Check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Prayer for caregiver | <input type="checkbox"/> Pray with caregiver |
| <input type="checkbox"/> Call caregiver | <input type="checkbox"/> Social visits |
| <input type="checkbox"/> Telephone Bible studies | <input type="checkbox"/> In-person Bible studies |
| <input type="checkbox"/> Drop off church CDs | <input type="checkbox"/> Sit with caregiver at the hospital |
| <input type="checkbox"/> Other? | |

Interests and Hobbies:



Caregiver Buddy Volunteer Position Description

- Fulfill my volunteer responsibilities as agreed upon.
- Complete the Caregiver Buddy Volunteer Training program.
- Respect the caregiver's time by being punctual.
- Visit or call the caregiver weekly.
- Offer a listening ear.
- Pray for the caregiver regularly.
- Share helpful resources.
- Attend CC2C events when possible.
- Encourage family caregivers to rest, exercise and accept help.
- Report signs of abuse or excessive caregiver stress to the Caregiver Buddy Volunteer Coordinator.

Caregiver Buddy Volunteer Code of Conduct

The Caregiver Buddy Volunteer Code of Conduct - Do's:

- Check in with the caregiver via telephone, text or e-mail at least once a week.
- Respect the privacy of the caregiver (i.e., maintain confidentiality).
- Respect the caregiver's time by being punctual.
- Encourage the caregiver to rest, exercise and seek help.
- Be a patient and attentive listener.
- Ask questions, but not too personal.
- Share some about yourself, but not too much. You don't want to monopolize the conversation.
- Complete the entire Caregiver Buddy Volunteer training.
- Record each contact with your caregiver on the Caregiver Buddy Volunteer Contact Report.
- Share helpful program resources with the caregiver.
- Attend CC2C events when possible.
- Report signs of abuse or excessive caregiver stress to the Caregiver Buddy Volunteer Coordinator.

Caregiver Buddy Volunteer Code of Conduct – Don'ts

- Give advice about caregiving.
- Discuss or gossip about the caregiver's situation or conversations with others.
- Disrespect the caregiver's home.
- Judge the caregiver in any way.
- Accept or give money or gifts.
- Drive the caregiver or their loved one.
- Dispense medications.
- Touch the loved one or the caregiver in any way except for a "holy hug".
- Contact the caregiver at inappropriate hours.
- Be alone with the loved one.
- Remove anything from the home.
- Pick up prescriptions or over-the-counter medications.

Sample Agenda Caregiver Buddy Volunteer Orientation

10 minutes Light Refreshments

20 minutes Understanding the Caregiver

45 minutes Caregiver Buddy Volunteer: What You Need to Know

15 minutes Closing

Caregiver Buddy Volunteer Match Form

Date _____

Buddy Name _____

Phone Number _____

E-mail Address _____

Caregiver Name _____

Phone Number _____

E-mail Address _____

Group Activities Volunteer Materials

Group Activities Volunteer Application

Date _____

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

E-mail Address _____

Are you a church member? Yes No Male Female

Your Emergency Contact:

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

Have you ever been arrested? Yes No

Availability: Daytime Evenings Saturday Sunday

Are you allergic to pets? Yes No What type of pets? _____

I am willing to volunteer (Check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Plan activities | <input type="checkbox"/> Contact speakers |
| <input type="checkbox"/> Order resources | <input type="checkbox"/> Promote events |
| <input type="checkbox"/> Set up and clean up | <input type="checkbox"/> Order or prepare food |
| <input type="checkbox"/> Facilitate education sessions | <input type="checkbox"/> Decorate the space |



Group Activities Volunteer Position Description

Volunteers can be asked to assist with the following:

- Fulfill my volunteer responsibilities as agreed upon
- Complete the Group Activities Volunteer Training
- Plan activities for groups of family caregivers
- Assist with promotion of activities
- Identify and manage speakers
- Room set up and clean up
- Prepare or order refreshments

Education Activities

Educational Session Sample Agenda – 90 minutes

- 15 minutes** Light Refreshments
- 15 minutes** Session Opening (Welcome attendees, lead a prayer, give the location of rest rooms, review the agenda, and introduce the facilitator)
- 15 minutes** Summary of Topic (Facilitator summarizes the content in the *Prepare to Care* chapter being covered)
- 40 minutes** Group Discussion (Facilitator leads family caregivers in a discussion of the topic using the discussion points in this guide)
- 5 minutes** Closing (Encourage caregivers to complete their planning worksheet in *Prepare to Care* and sign up for a Caregiver Buddy Support System. Announce the next event.

Sample E-mail or Letter to Facilitator

Dear [Name],

[Name of Church] is committed to supporting our members as well as residents of the community who are providing care to adult loved ones who may be elderly, sick or disabled. As part of our ongoing support to family caregivers, we are hosting an education session on [date] from [time] and would like you to serve as the facilitator. We encourage you to bring materials to share with the caregivers. The church is located at [address]. Parking is [details].

We are asking you to summarize a short chapter in the *Prepare to Care* guide for 15 minutes. Afterwards, we would like you to conduct a discussion on the topic using the discussion points provided. Attached, is a copy of the agenda for your review.

Please confirm your attendance at this important event. We appreciate your support. Attached is a flier that you can share with caregivers. If you have any questions, please contact me at [telephone number and e-mail].

Sincerely, [Name]

Sample Flier to Promote Seminars

(NAME OF CHURCH OR LOGO)

Prepare to Care Seminar

**Come learn how to plan for today
and for tomorrow.**

Come and learn about services, public benefits, medications management, and much more! Be prepared to create a plan to make caregiving easier.

Caregivers' Planning Semimar

(topic)

(date)

(hours)

(address)

Refreshments will be served.

RSVP is appreciated but not necessary: (phone number).



Church Recognition Service Flier

Do you help an adult loved one who is elderly, sick or disabled? Then you are a caregiver.

Join Minister _____ at a special church service to recognize the love, effort and time you dedicate to your loved one. Your church family wants to thank you!

Date and time

Refreshments to follow.

Meet and Greet Flier

Do you help an adult loved one who is elderly, sick or disabled? Then you are a caregiver.

Meet representatives of agencies that help family caregivers as well as the Connecting Caregivers to Community (CC2C) volunteers from the church.

Date, place and time

Refreshments served.

Sample E-mail or Letter to Aging Organizations

Dear [Name],

[Your Church] is committed to supporting our members as well as residents of the community who care for loved ones who are sick.

As part of our ongoing support to family caregivers, we launched the AARP Connecting Caregivers to Community program (CC2C). One of the activities we are planning as a result is a Meet and Greet reception whereby representatives of aging and caregiving organizations meet our family caregivers.

We invite you to attend this event scheduled for [date] from [time] to [time] at [name of church and address]. We are expecting [number] caregivers and church members to attend. During the event, we would appreciate your sharing with us a three-minute introduction to your organization and its resources.

Please confirm your attendance at this important event. We appreciate your support. If you have any questions, please contact me at [telephone number and e-mail].

Caregiver Recognition Luncheon Flier

[Name of church]

Caregiver Recognition Luncheon

Join us on [date] in the [room].

Date, place and time

RSVP required [contact].

