

# Healthy ATTITUDES

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OCTNOVDEC 2020

Camarillo Health Care District QUARTERLY MAGAZINE



**Using Technology  
During COVID:  
You Can Do It...We Can Help!**  
Digital Bridge Program  
Zoom Room Program

# A MESSAGE FROM

KARA RALSTON, CHIEF EXECUTIVE OFFICER



## *We've all been changed. For good.*

According to Mr. Webster, a "defining moment" is a point in life when you "experience something that fundamentally changes you". The world is having a defining moment right now, and will be changed. Probably forever. And also probably for good. Nearly nine months ago, on March 13, 2020,

in keeping with CDC and Ventura County Public Health recommendations, Camarillo Health Care District temporarily suspended on-site services. Those recommendations rapidly turned into shelter-in-place orders, and quick action was needed to establish ways to continue essential services to the communities we serve.

I continue to be amazed by the community's ingenuity and capacity to develop rapid-cycle changes and make "battlefield decisions" that are productive and effective. Many services had to be translated, almost overnight, onto virtual platforms that would allow people to access goods and services without leaving their homes, or with minimal contact with others. This edition of the *Healthy Attitudes* magazine is dedicated to highlighting some of the essential services that remain available at the District during this crisis, as well as new services developed specifically to assist in navigating through virtual services.

I encourage you to engage with our Digital Bridge Program and the Zoom Room Program. These services are available at no cost to you, and can help you strengthen your virtual skills. Not every household has access to wi-fi services or connectivity, computer equipment, cameras or smart phones. Some households may also have a lack of confidence in navigating online services, utilizing computer devices of all kinds such as smart phones, ipads, tablets, notebooks, PCs, Macs, or being familiar with the terms used in a virtual setting. The Digital Bridge Program can offer easy explanations and step-by-step instruction, and the Zoom Room offers all the equipment needed, in a clean, sanitized, private setting at the District, to connect for such activities as medical telehealth appointments, attorney calls, family fun and connectivity calls (birthdays, anniversaries, births, weddings), or other online services to conduct activities of daily living such as online banking and grocery shopping. Please see pages 2 and 3 for more about these two new programs.

Martin Luther King, Jr. said that you can only see the stars when it's dark enough. Looking around now, in this darkness of a health pandemic, the stars are easy to see! They're shining everywhere, and reminding us of the beautiful strength of community and American resolve. Stay strong. Stay safe.

*Kara*

## IN THE NEWS

### District Receives \$40,000 Grant to Serve Veterans

The Arthur M. Rupe Foundation has partnered with Camarillo Health Care District to bring caregiver support and services to veterans and their families, including care consultations, care management services, and virtual support with the Powerful Tools for Caregivers series. Services are free of charge. Please call Lynette Harvey, RN, BSN, CCM, Clinical Services Director at 805-388-1952, ext. 107, or email her at [lynetteh@camhealth.com](mailto:lynetteh@camhealth.com).

### District Meals Program Doubles in Size

Since the onset of the pandemic virus that causes COVID-19, the number of clients in the Home Delivered Meal program has nearly doubled in size, growing from over 200 to nearly 450 clients, and is now serving nearly 7,000 meals each month.



The District is grateful for the partnership with Pleasant Valley Recreation & Parks District, and the support of the City of Camarillo and Ventura County Area Agency on Aging. Camarillo Health Care District began operating the Senior Nutrition Program in the Camarillo area fifteen years ago. If you or someone you know could benefit from supplemental nutrition, please call to enroll at 805-388-1952, ext 168, or visit our website at [www.camhealth.com](http://www.camhealth.com)

### District Transportation Vans Get New Look



We're pleased to introduce the new look of the Care-a-Van vehicles! The final phase of refreshing the District's logo and appearance is now complete. As you may recall, the District celebrated 50 years of service

last year, and embarked on a multi-phased project to refresh the logo, the buildings and the vehicles. Transportation services are available during the health crisis. Temperature checks and masks are required to enter the vehicles. Please visit our website at [www.camhealth.com/transportation-services](http://www.camhealth.com/transportation-services) for rates, destinations and more information.

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*Changing Aging.*



# Hearing From You During the COVID-19 Crisis

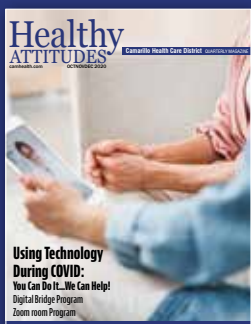
Thank you for the **care packages** and note. She loves to go out in the garden and enjoy the magazines, photos and stories. We hope you and your families are well. —Adult Day Center family

[The health coach] **put me at ease**, and I looked forward to talking with him. He checked on me once a week. He made me a comprehensive plan of action and I continue to use the suggestions. I am taking better care of myself and I am exercising and eating well. —Care Management client

[The health coach] really helped me so much with being able to manage my medical conditions, getting help with my medications, and supporting me. She was an **angel from above**. I will always be grateful for all that she and the District did for me.” —Care Management client

The **program is really good** and comes when a person is down and helps lift a person up. —Care Management client

[The health coach] **is wonderful**. On his first visit he helped me get downstairs... He stood by me every moment. He was just great, and he has helped me a lot. I really appreciate the District. —Care Management client



## ON THE COVER

District’s new Digital Bridge and Zoom Room Programs address apprehension about virtual services, and offer free help and education.

## Follow Five Steps to Wash Your Hands the Right Way

Washing your hands is easy, and it’s one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.



Follow these five steps every time:

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.



For more information on how to protect yourself visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

## connect with us!

Write to us, tweet us, or tag us. We want to hear from you!



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CamarilloHealthCareDistrict

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@changing\_aging

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# Navigating the Virtual

*"I am legally blind and in a matter of minutes, over the phone, Luis helped me connect Zoom with my iPhone so we could meet for our Care Management visit. I could see him better on Zoom and had a better experience with my care management!"*

—Care Management client

The coronavirus pandemic and subsequent "shelter in place" orders caused a tsunami of new, online services, also known as "virtual" services. Although virtual services aren't necessarily new with online banking and shopping available for years, the suddenness of the nearly total change to virtual only has been uncomfortably disruptive. Daily activities that we were used to simply stopped, and nearly every sector of society had to rapidly adjust to include virtual service options.

One challenge is that not every household has all the wi-fi service or connectivity, computer equipment, cameras or smart phones, required to conduct virtual services. Some households may also have a lack of confidence in navigating online services, may not be in a position to purchase equipment, may not know how to use a variety of computer devices, and may not be familiar with terminology used in virtual settings.

To that end, we have developed some exciting new programs that have already been of great help to people of all ages. Please read on and see if we can help you as well!

*"I'm 87, and was told that I had a medical telehealth appointment on the university medical portal. I was very concerned about how to do that but Luis helped me get set for it and I was able get right on! I was so relieved!"*

—Care Management client

# ating World

## Digital Bridge Program

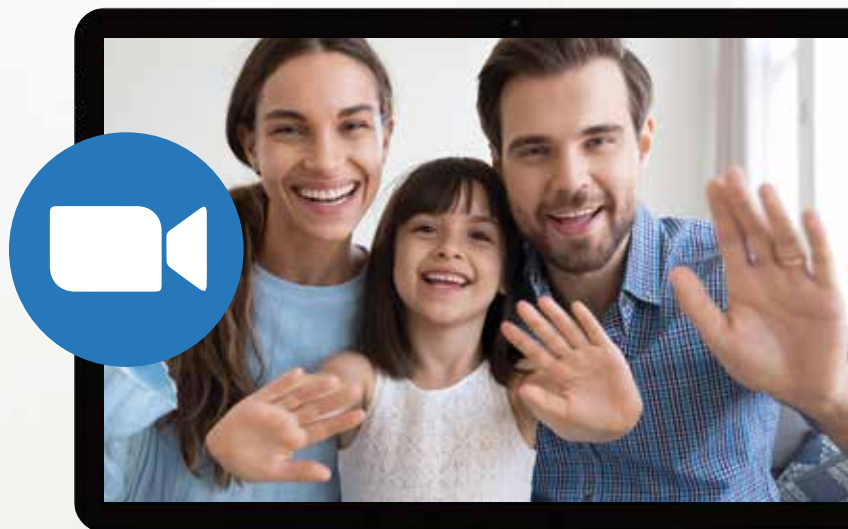
Do you find yourself feeling stressed when trying to use a smart phone or join a teleconference? We've heard from clients who express a sense of suddenly feeling "left out" of the world, creating a sense of "unbelonging", isolation and loneliness. The reality is that many might feel left behind as services go more and more virtual. The Digital Bridge Program can help.

Digital Bridge offers free, one-on-one, step-by-step telephone assistance or in-person visits (at the District) to help you gain an understanding of the use of smart phones, ipads, tablets, and applications such as medical telehealth calls on medical portals, FaceTime, and Zoom. Learning about these communication opportunities can offer new ways to connect with friends and family during COVID-19 closures, improve access to health services, and help alleviate symptoms of isolation, loneliness and depression. For in-person visits at the District, we use a classroom setting and are able to project your device onto a large screen TV which makes it easy to see and easy to learn. So far, the most popular items to learn about have been smart phones, laptops and tablets, and learning how to use Zoom-type applications. During these sessions the primary objective is to accomplish your goals, and the secondary objective is to help you learn in order to empower you on your own. Goals can be as specific as "I want help logging in and attending a virtual meeting" or "I want to do Zoom with my grandkids", or goals can be general in nature with a focus on learning the many different elements of online services. Appointments are approximately 30-minutes long, and can be made by calling 800-900-8582.

## Zoom Room Program

For some, the nearly overnight onset of "virtuality" caused by the pandemic is just fine. For others, not so much. As discussed earlier, some households might not have all the required connections and equipment. That's where the Zoom Room Program can help.

If you don't have, and aren't going to purchase, the computer equipment and connectivity required for online services, please consider utilizing the District's Zoom Room. The Zoom Room provides a confidential setting equipped with the necessary computer components and services to help you conduct online calls for such activities as medical provider calls, attorney calls, family fun and connectivity calls (birthdays, anniversaries, births, weddings), or other online services to conduct activities of daily living, including online grocery shopping. The Zoom Room is also available for many other educational services such as webinars, "attending" an online class or support group.



The Zoom Room Program is available at no charge in 30-minute appointments, and longer can be pre-arranged if your activity will take longer. It is housed in a private setting in the District's Caregiver Center, and District staff can appropriately assist you, remaining available should you need assistance during the call. The Zoom Room Program can also be utilized for tutorial practice in using the equipment, whether or not you have a specific call to make. The room is appropriately sanitized following each appointment. Please call 800-900-8582 to discuss your needs. We can't wait to see how it changes your life!

**Health Promotion Coach Luis Morales III**  
**805-388-1952, extension 206**  
**luism@camhealth.com**



# Serving You During



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## Elder Legal Services

You may now schedule a confidential, one-on-one personal appointment with an elder law attorney, on Mondays between 1:00-4:00pm. This program has made arrangements for three types of meetings, including in-person appointments at the District, virtual appointments where you can either link in from your home or utilize the District's onsite Zoom Room, and telephone appointments. Different Mondays have been set aside for the different types of appointments so please mention which type you prefer when you call to schedule your appointment. There is no charge. Please call 800-900-8582.



2

## Powerful Tools for Caregivers-Virtual

The popular curriculum for family caregivers is back in **virtual** mode! Caregiving for a loved one at home can be overwhelming. This six-week program is designed to help caregivers maintain their own well-being while caring for a relative or dear friend, and includes improving self-care, addressing caregiving challenges, improving communication and stress management, relaxation techniques, managing difficult emotions and more! A course book is provided, and many caregivers keep it as a handy reference for long after. A practice session is Monday, October 5 from 10:00-11:30am to practice logging in, or for anyone needing technical assistance. The first class will convene October 12, from 10:00 - 11:30am, and will meet virtually every Monday through November 16. Supported in part by the Caregiver Navigator grant, there is no charge for this class. Links to this virtual class will be provided upon enrollment, and immediately prior to each session. If you do not have access to the equipment needed, please contact us for information on using the District's Zoom Room. Class Facilitators:



**CAREGIVER CENTER DIRECTOR  
BLAIR BARKER, MPH**

**HEALTH PROMOTION COACH  
LUIS MORALES III**

Please call 800-900-8582 to enroll



3

## Congregate Meal Site Apple-a-Day Café

The once-a-month Community Meal has been revised for COVID-19 safety precautions and adapted into a "take-out" meal opportunity. This occurs as usual on the third Thursday of each month, beginning at 11:30am. The sidewalk has been marked with safe spaces to wait in line, staff utilizes gloves and mask to bag and hand out the meals, and the service takes place outdoors. Please call to reserve your "to-go" meal.



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## SENIOR NUTRITION PROGRAM

### Home Delivered Meals

The home-delivered meals program continues to grow during the COVID-19 crisis and is now serving more than 450 clients and more than 7,000 meals each month! The delivery process has changed to accommodate safety precautions as follows:

- Drivers wear masks and gloves
- Drivers will call your telephone when they arrive at your home
- You/family member will receive the food from the doorway
- Drivers will not enter the homes

Food deliveries may also be placed into multiple bags in order to lighten the load since the drivers are not entering the homes during this time. The meals include ready-to-heat main course, bread, butter, apples, oranges, tomatoes, fruit cups and yogurt. For enrollment information, please call Senior Nutrition Coordinator.

**SENIOR NUTRITION COORDINATOR JENNIFER YOUNG**  
805-388-1952, ext. 168 jennifery@camhealth.com

# the COVID-19 Crisis



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## Care Management Services

Care Management Services offer a broad array of programs designed to help families develop plans that guide them to age successfully and independently in the home setting, manage chronic illness issues, and learn strategies for managing the care of loved ones with dementia and Alzheimer's disease. Person-centered plans are developed utilizing a variety of screenings (such as depression, fall risk, and cognitive decline), speaking with trained social workers, participating in evidence-based educational activities, resources and referrals, assistance with utilizing those resources, and focused work to accomplish your care plan and your health goals. During this health crisis these services, which typically include a home assessment, have been adapted to work telephonically. Please call if you and your family are considering new plans and discussing what the future may look like given these new circumstances.

**DIRECTOR BLAIR BARKER**

805-388-1952, Ext. 133  
blairb@camhealth.com



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## Senior Support Line 800-235-9980

Senior Support Line is a tollfree telephone number for residents age 60+, that provides compassionate, confidential conversation and emotional support over the telephone. Personnel trained in social work, resources, and referrals are ready to speak with you to offer encouragement and connection.

If you or someone you know can relate to any of the following criteria, Senior Support Line is here for you:

- Live alone and feel isolated or depressed
- Have few or no connections to family and friends
- At risk of losing independence
- Recently been discharged from a hospital setting or other health setting

Please call Senior Support Line, Monday through Friday, from 8:00am-5:00pm, and make a new friend! Following your first call, weekly check-in calls can be scheduled. We look forward to chatting with you!

**IF YOU FEEL YOU ARE IN CRISIS, PLEASE DIAL 9-1-1**



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## Care Consultation Services 800-900-8582

Care Consultations are confidential, personalized discussions that can help sort out and address issues important to you. A professional social worker can help you prioritize needs, address concerns, and make recommended plans for living independently at home. Plans also include direct assistance in accessing a broad variety of community resources such as nutrition services, transportation issues, caregiver burden, home modifications and assistive devices, relaxation and educational opportunities, legal and insurance services, and more.

During the COVID-19 health crisis, Care Consultations have been adapted to serve you over the telephone. We appreciate the strength and courage it takes to approach these issues, and we're here to support you.

**CARE COORDINATOR SHARON STONE, MSW**  
805-388-1952, Ext. 215 sharons@camhealth.com



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## REACH Program for Caregivers 800-900-8582

REACH is a specially designed caregiver intervention program developed by the Rosalynn Carter Institute (RCI) to focus on the emotional, health, financial and other burdens and challenges faced by family caregivers who are caring for Alzheimer's disease loved ones. REACH stands for Resources for Enhancing Alzheimer's Caregiver's Health. Services are tailored to individual caregiver needs, and during the COVID-19 health crisis, are being provided telephonically. The REACH program works with a family caregiver over a six-month period, and sessions are customized to address the areas that the caregiver feels are their most challenging. The goal of the REACH program is to improve the caregiver's experience by:

- Reducing caregiver burden scores by 15%
- Improving caregiver self-reported health by 10%
- Reducing depression scores by 16%

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