



SOCIAL WORK NEWSLETTER

January 2019

Update Phone Number and Address

Please keep your dialysis center updated with new phone numbers and addresses. This is important in the event of chair time/schedule changes, emergency events, transportation, and transplant requests.

Community Action Utility Program

Community Action Partnership of San Bernardino County offers assistance to those in need through their Home Energy Assistance Program and Utility Assistance program which provides energy education, and processes applications for utility bill assistance for income eligible clients to provide an annual credit ranging from \$201 to \$334, which can be applied towards gas or electric accounts. Emergency HEAP utility bill assistance is available for income eligible clients with a shut off notice. An appointment must be made via phone at (909) 723-1500.

They also offer free weatherization of your home by calling (909) 723-1500. These are income qualified programs. Call today if you are having difficulty affording your utility bills.

Utility Company Assistance Programs

INCOME BASED PROGRAMS:

Edison CARE program for low income discounts (800) 950-2356

SW Gas CARE program for low income discounts (877)860-6020.

Talk to your social workers about medical baseline discounts for gas and electric bill. **THESE ARE NOT INCOME BASED.** They allow chronically ill people more base cost (tier 1) utility allowance.

Catholic Charities

Catholic Charities is a local nonprofit that provides emergency funds for food, utilities and rental assistance.

16051 Kasota Rd
Apple Valley, CA 92307

(760) 242-2311 x8485

www.ccsbriv.org

Samaritan's Helping Hand

Samaritan's is a local nonprofit that helps with emergency food, clothing, goods, also with utility assistance. For more information or referrals from Helping Hand, low income or struggling families can call 888-435-7565 to speak to a representative.

Victor Valley Community Service Council

This community non-profit provides disabled and elderly free transportation, house cleaning, chores, and home repairs. Call 760 243-9649 to see how they can help you!

FREE ADA and City Bus Passes

For people 60 years and older only. Bring ID and go to the Department of Aging and Adult Services located at 17270 Bear Valley Road Suite 108 to get your free passes!

Renal Support Network

HOPEline Peer Support Phone Line

(800) 579-1970

Log onto www.rsnhope.org for events, online support and coffee chats for dialysis patients. Don't suffer through this alone, reach out and connect.



You Need An Advance Health Care Directive

What Are They? They are a set of instructions outlining specific actions to be taken regarding a person's healthcare in the event they are unable to express these wishes themselves due to illness or incapacitation. These directives have gone by other names such as "*Durable Power of Attorney for Healthcare Decisions*," "*Living Will*", and "*Advanced Directive*."

Why Are They So Important?

Surveys report that one-third of Americans have had to make end of life decisions for a loved one. An advanced directive and "proxy" identified in advance can eliminate the stress of making decisions for a loved one in a healthcare crisis when emotions are high. It is important to pick an agent for yourself who is comfortable following your instructions. This may not always be a family member, but perhaps, a trusted friend. Advance Directives can be changed at any time by the person whose wishes are outlined, even in a crisis.

An advance health care directive can be very specific or very general. Your wishes can include such services such as analgesia (pain relief), antibiotics, hydration, feeding tubes, and the use of ventilators or cardiopulmonary resuscitation (CPR). We understand these are difficult decisions to make and very personal. You may want to discuss your options with a physician and/or your social worker.

How do I get an Advance Directive Form ?

Ask your **social worker** for an advance directive form. Desert Cities Dialysis often uses a form called the **POLST**. This stands for **Physician Orders for Life-Sustaining Treatment (POLST)**. It is easy to read, bright pink and confidential. It is made legal by a Physician's signature.

Another form is the California Advanced Health Care Directive which is more specific to your health care wishes and more lengthy to complete. It is made a legal document by 2 witnesses or a notary.

How to Start Talking

1. Schedule a time to talk

Let your loved one know that you'd like to schedule a time to discuss their health care preferences.

2. Be prepared

These conversations can be awkward and difficult at times, but the end goal is to ensure that your loved one's health care wishes will be followed.

3. Listen

Much of the conversation may revolve around listening to the wishes and concerns of your elderly loved one.

4. Consider how to surface concerns

Be sensitive to worries about the possibility of pain or disability.

5. Offer some input

Depending on the situation, you may be able to offer a story about another person's experience that informs the discussion.

6. Don't criticize

7. Take the time you need to have a good discussion

