San Francisco Health Plan is recognized as one of the best community health plans in California. We are honored to have received the Department of Health Care Services Quality Award for seven years. This makes us a leader in high quality health care in the State.

Interested in becoming a member?

Call San Francisco Health Plan Customer Service at 1(415) 777-9992, Monday through Friday from 8:30am to 5:30pm.
Roles of a Caregiver

Caregivers have a very important job. They have to know the needs of the person they are taking care of. They also need to understand their own needs.

Some of the major duties of caregivers may include:

- Gather and keep track of information from health care providers
- Assess the person and the home setting (How complex are their needs? Does the home need changes so the person can get around easier?)
- Look into other services and support which the person getting care may need
- Talk with the care team to keep them informed of the person’s health concerns
- Work with family and/or friends to form a support system to help with care
- Stay healthy so they can continue to care for others

Who is a Caregiver?

A caregiver gives social, financial, physical, and/or emotional support to others who need help.

There are many people who can be caregivers. They can be family members, friends, health care professionals, or staff at community agencies.

Examples of Caregivers:

- A niece who helps her aging aunt
- A brother who takes care of his sick sister
- A friend who helps with a neighbor’s daily activities
- Many more!
The Many Roles of a Caregiver

**Advocate:** Many older adults need help asking the right questions about health care, money, and other issues. A family caregiver makes sure a loved one is not alone when facing choices.

**Nurse:** Caregivers hear about each ache and pain, sickness, and complaint. A caregiver can help with health visits, medicines, and symptoms.

**Consoler:** When a loved one is upset, worn out, and needs a moment to vent, a family caregiver listens and gives emotional support.

**Helper:** Family caregivers do everyday tasks – shopping, cleaning, and getting the mail – to handle the household while also helping their loved ones.

**Chef:** A caregiver is often the one who cooks for the whole family – making the healthiest choices that their time and budget will allow.

**Friend:** Family caregivers keep older adults from being lonely. They may play card games, take a walk, read stories, or watch a program with their loved ones.

**Safety Guard:** Caregivers are always thinking of ways to keep their loved ones safe. They keep an eye on things like bed rails, crisis alerts, and safe driving.

**Merrymaker:** When aging or sickness brings loved ones down, family caregivers keep spirits high and give hope. They do this even when their own spirits may be hurting.

**Steward:** When people can no longer care for themselves, family caregivers become their rock. Without their love and support, many people with health problems would not be able to keep going.

Source: www.caring.com
Self-Care Tips for Caregivers

Caring for a loved one is a big job for one person. Trying to do too much by yourself may lead to burnout and problems with your own health. Make sure to reach out to friends, family, and your community to get help with care duties.

Not everyone in the family will agree on what should happen. Plan early, before a crisis happens. Involve everyone in these talks and let them give feedback on your plans and actions.

Nurse Help Line: 1(877) 977-3397

If you can’t reach your Primary Care Provider, call this free number to talk to a nurse in your language. You can get help deciding if you should go to the ER, or just get help on how to deal with a health issue. Call 24 hours a day, 7 days a week. Think about saving this number in your cell phone so you always have it. If it’s an emergency, call 9-1-1.

10 Tips for Family Caregivers

1. Seek support from other caregivers. You are not alone!
2. Take care of your own health so that you can be strong enough to take care of your loved one.
3. Accept offers of help and suggest things people can do to help you.
4. Learn how to talk to health care providers.
5. Caregiving is hard work; take time for yourself.
6. If you feel blue, down, or sad, get help to work on it.
7. Be open to new technologies that can help you care for your loved one.
8. Learn as much as you can about the person’s health issues and organize their health information so it’s up to date and easy to find.
9. Make sure legal papers are updated and easy to find.
10. Give yourself praise for doing the best you can in one of the toughest jobs there is!
Transit Choices for Seniors and Persons with Disabilities

**MUNI/BART:** Adults 65+ can get a free Senior Clipper card. **1(877) 878-8883**

**SF Paratransit:** To be eligible, you must be unable to use MUNI’s accessible buses, trains, or streetcars, some or all of the time, without someone else’s help.

Call **1(415) 351-7050** for information and an application, or to find out if you are eligible.

**1(415) 351-3942** TTY

**There are three choices for services:**

1. SF Access offers a door-to-door, shared-ride van
2. SF Paratransit Taxi program
3. Shop-a-Round offers group shopping transportation to registered riders

Regional Transit Connection

This card is two cards in one: it’s a Clipper card and an ID card to give you lower fares on public transit.

**RTC CARD**

Apply in person
27A Van Ness Avenue (at Market Street)
Monday – Wednesday, 10:30am to 4pm

Call **1(415) 252-3291** to have an application mailed to you.

**1(415) 701-4730** TDD
Caregiver Resources

Family Caregiver Alliance, National Center on Caregiving
Offers information and help for caregivers and health care professionals.

1(800) 445-8106
www.caregiver.org

AARP
Offers caregivers tips about topics such as caring for parents and finding help.

1(888) 687-2277
www.aarp.org/families/caregiving

Caregivers Action Network
Supports family caregivers and offers education and resources.

www.caregiveraction.org

National Institute on Aging
Offers free information that can help caregivers, such as doctor/patient communication and a long-distance caregiver guide.

www.nia.nih.gov/health/publication/caregiving