

# "MAXIMIZING YOUR AIDE"

*Presented by Kelly Aylward of  
Springpoint at Home*

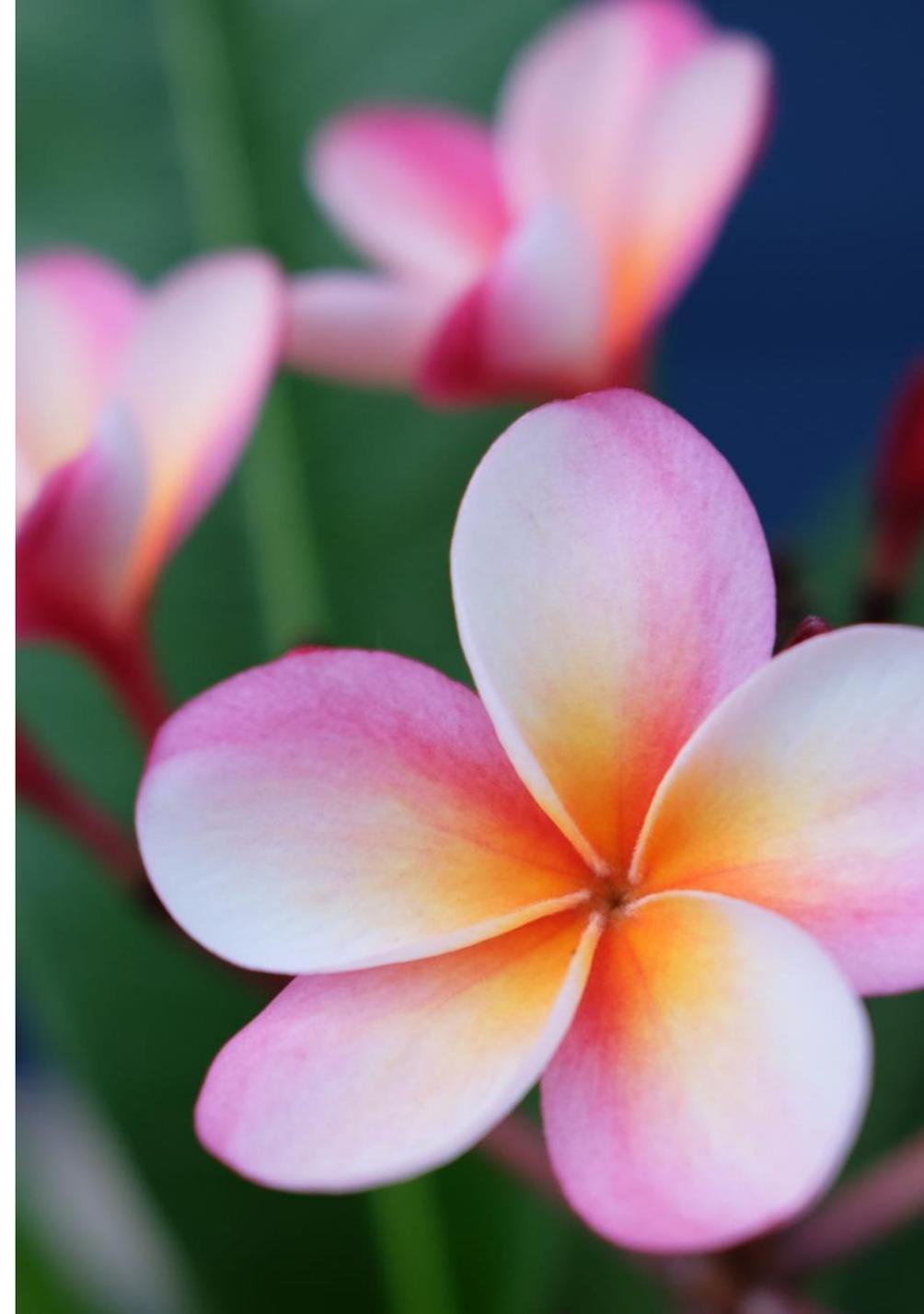


## INTRODUCTION:

- *Kelly Aylward, Director of Marketing & Community Relations for Springpoint at Home*
- *How many people have hired an aide in the home?*
- *How many people enjoyed the experience?*
- *What do you think the aide is there for? What is their role?*
- *For those who have experience with an aide, is that reality?*
- *Next let's uncover the ways to capitalize on your aide.*

*LET'S UNCOVER SOME WAYS TO  
CAPITALIZE ON HELP FROM AN  
AIDE:*

- *SET CLEAR EXPECTATION:*
- *This includes the elder, the family and the aide (agency)*
- *Make sure everyone is on the same page to avoid confusion*
- *Everyone should be following the plan of care (POC) put in place either from the agency or family member (if not with an agency)*
- *TEAM APPROACH:*
- *Avoid too many "hands in the pot" (The elder, significant other, children, relatives and friends).*
- *The aide is there for the elder not the family.*



# *COMMUNICATION:*

- *Take time to get to know your aide*
- *Discuss their role*
- *Set expectations*
- *The home care agency should help with this part*
- *The HCA should provide an RN assessment and create a plan of care*
- *The family members should speak with loved ones as they may have different expectations of the aide*
- *Keep one point of contact (if possible)*

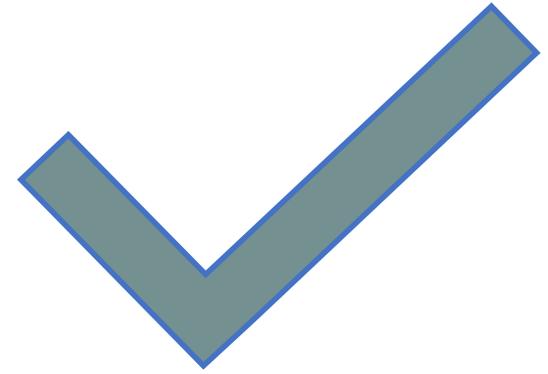




## *REGULAR CHECK IN'S*

- *Be open to communication*
- *Discuss progress*
- *Address concerns*
- *Ensure aide is comfortable and has all the resources to help*
- *Communication goes both ways, you are forming a relationship*
- *The home care agency can help (RN visits/customer service support)*
- *Written instructions-write a "to do" list for aide but be sure it fits under that job description*

# CREATE STRUCTURED ROUTINE



## FLEXIBILITY:

- *Be open to adjusting the schedule as needed but be sure to maintain consistency for both you and the aide.*
- *Engage in shared activities/hobbies: "get to know one another"*
- *Share your interests: reading, writing, sports, pets, etc.*
- *Social interaction: visit the clubhouse together, play a board game, cards, etc.*
- *Meaningful Tasks: baking around the holidays, watch old movies, reminisce over photo albums, tell stories, etc.*

## *PROVIDE EMOTIONAL SUPPORT:*

- *Build trust with each other*
- *Try to keep things positive/light: avoid stress*
- *Reduce anxiety/calm environment*
- *The aide should be compassionate and provide support when needed*
- *Talk about what is bothering you, why you feel down.*
- *Celebrate successes together: acknowledge each other*
- *Birthday's, anniversary's, great test result, etc.*



BE  
MINDFUL  
OF THE  
AIDES  
NEEDS:

- *Environment: ensure the home is clean and safe for her/him to perform their duties*
- *Set boundaries: respect the aides time, avoid overworking them*
- *Say "Thank You" or tell them how special they are to you.*
- *Keep in mind the average salary is \$16 an hour*

THANK  
YOU!

*THANK YOU FOR  
LISTENING TO MY  
PRESENTATION*

*PLEASE FEEL FREE TO  
ASK ANY QUESTIONS*

