



CAREGIVER'S GUIDE

Tips and tools for reducing
caregiver stress

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Spirit of Life® fountain

INTRODUCTION

There are approximately 52 million caregivers currently providing care to a family member or friend in the United States. While caregiving can be a challenging experience, being a caregiver can ultimately be both fulfilling and rewarding. The most important thing to remember is that you are not alone.

As a caregiver, you must be just as informed about the patient’s cancer diagnosis and treatment options as the patient is. You must also be able to effectively help the patient to identify and address medical symptoms or complications using appropriate resources.

To provide the best care to a patient, it is important for you as a caregiver to stay physically and emotionally healthy. Avoiding caregiver anxiety and depression, remaining active, continuing old and forming new friendships, and enjoying pleasurable activities are essential to your own well-being.

Your loved one’s doctors, nurses, social workers and other health care team members at City of Hope are here to give you information, tools and guidance to help you succeed in your journey. We hope that you will use this handbook as a guide for relieving some of the challenges and stresses that caregivers commonly face.



(Left to right)
City of Hope’s CAR T nurses
Michelle Mott,
Chona Gomez and
Julie Kilpatrick

STAGES IN A CAREGIVER'S "CAREER"

As a caregiver, it can be important to identify when you might need more help providing care to a patient. These seven stages of caregiving can help a caregiver recognize when extra help is needed.

Stage 1 Performing Caregiving Tasks

A family member or close friend helps a patient with routine activities previously performed without assistance.

Stage 2 Self-definition as a Caregiver

An individual sees and identifies himself or herself as a caregiver.

Stage 3 Performing Personal Care

The patient becomes much more dependent on the caregiver. The caregiver begins providing personal aid such as helping with bathing, dressing, toileting or other aspects of personal care for the patient.

Stage 4 Seeking Assistance and Formal Services

The caregiver actively looks for help and support in caring for the patient.

Stage 5 Consideration of Nursing Home Placement

The patient's needs exceed what the caregiver can provide alone. This can cause the caregiver to feel overwhelmed with the caregiving experience. The caregiver realizes the benefits of placing the patient in a nursing home as an alternative to caregiving at home, and begins reaching out for aid in placement.

Stage 6 Placement of the Patient

The patient is placed in a nursing home or another setting because care needs go beyond what the caregiver can provide in the home.

Stage 7 Termination of the Caregiver Role

There are three possible and emotional reasons for a caregiver role to end: 1) recovery of the patient, 2) conclusion of the formal caregiving role with placement and 3) death of the patient.

Adapted from "Seven Markers in the Caregiving Trajectory" by Rhonda J.V. Montgomery, Ph.D., Director, Gerontology Center, University of Kansas

CAREGIVER STRESS AND BURDEN

Providing care for someone can cause considerable stress. As a caregiver, it can be difficult to recognize when caregiving duties change from being a manageable daily routine to being more than one person can handle. Often, caregivers do not recognize symptoms of anxiety and depression related to caregiver stress until the feelings become extreme. Recognizing symptoms of stress or feeling burdened earlier can help you maintain your physical and emotional health while continuing to provide excellent caregiving support to the patient.

Despite the difficulties of providing care, there are steps the caregiver can take to reduce stress and cope with feeling burdened.

IDENTIFYING STRESS SYMPTOMS

The first step toward reducing and managing stress is to be aware of it. Recognizing signs of caregiver stress and burnout is important. If any of these symptoms last for more than two weeks, consider seeking help:

- Anxiety (see next page)
- Depression (see next page)
- Denial
- Anger
- Irritability
- Feeling alone or isolated
- Loss of interest in social activities
- Problems sleeping
- Trouble concentrating
- Increased health problems

ANXIETY AND DEPRESSION

As mentioned above, stress can cause or worsen anxiety and depression. Recognizing symptoms of anxiety and depression early is key to keeping these feelings from becoming overwhelming.

Anxiety

Symptoms:

- Feeling as if you are losing control
- Increased muscle tension
- Trembling/shaking
- Headaches
- Upset stomach
- Diarrhea
- Feeling faint
- Sweating
- Chest pain or discomfort
- Racing pulse
- Feeling short of breath
- Fear of losing control

What to do:

- Talk openly with the health care team and/or family and friends about feelings and fears you are experiencing.
- Identify situations that may be causing your anxiety.
- Begin solving the “little” problems that are causing you stress, then build up to addressing the “big” problems.
- Talk with a medical or mental health professional about feelings of anxiety and working on ways to manage them.
- **Do not** keep your feelings inside or blame yourself for feelings of anxiety.

Depression

Symptoms:

- Feeling sad or “empty” for most of the day
- Loss of interest in pleasurable activities
- Trouble sleeping
- Feelings of worthlessness or guilt
- Decreased energy/fatigue daily
- Significant weight gain or loss
- Difficulty concentrating or making decisions
- Recurrent thoughts of death or suicide

What to do:

- Increase the amount of contact you have with other people.
- Make an effort to do activities that are pleasurable or fun.
- Begin solving the “little” problems that are causing you stress, then build up to addressing the “big” problems.
- Talk with a medical or mental health professional about your depression and ways to address it.
- **Do not** keep your feelings inside or blame yourself for feeling depressed.

Adapted from the DSM-IV-TR

IMPROVING COMMUNICATION

How Can I Be Supportive?

Sometimes, patients diagnosed with cancer may find it difficult to ask for help or even talk about their disease. As a caregiver, it can be frustrating not knowing how the patient is doing, if the patient is having trouble, or what needs he or she might have if the patient is unable to express these needs. Here are some tips to help improve communication and show you care for someone diagnosed with cancer.

- Be a good listener. Sometimes, all patients need is for someone to simply listen to them.
- Be comfortable with the patient's silence. Silence allows individuals to think deeply without interruption, which may help them to express their thoughts and feelings more easily.
- Never underestimate the power of a warm and loving touch. A touch may communicate more than words can say.
- Talk to the patient about topics other than cancer. This can help a patient feel more like a normal person.
- Instead of saying, "Let me know if you need help," be specific with the help you can offer. Patients with cancer may not know how to ask for help or know what help is available for them. Being specific with the help you can give sends a message that you are interested and genuine about your offer.
- Some suggestions for assistance may include helping to prepare a meal, offering a ride to and from appointments, and offering to help with child care.
- Continue to visit and stay in touch. People with cancer can feel very lonely and isolated. Your presence can be comforting and reassuring and help ease their fears and loneliness.

Adapted from the American Cancer Society



City of Hope patient Sonny Tadolini (right)

Asking for Help From Family and Friends

Help from family and friends can also help reduce feelings of stress and the burden of being a caregiver. Family and friends often are willing to help relieve you as a caregiver, but do not know how to ask if you need help. While it may not be easy to ask for help, your family and friends will look to you for direction on how they can support you.

- Ask family and friends when they are available and what tasks they feel most comfortable doing.
- Give suggestions for specific tasks your family and friends can do.
- Be clear with your expectations.
- Plan ahead and note on a calendar who can be available at certain times to help with caregiving duties.

Caringbridge

Caringbridge is a free online website service you can use to communicate with friends and family and ask for help taking care of your loved one. It replaces multiple and group texts and has tools to help you request specific tasks and help from family and friends.

- Save time with one update to family and friends
- Easy to create, free and private website
- Friends and family can leave comments
- Coordinate help from family and friends and ask for support when and how you need it.

Visit [Caringbridge.org](https://www.caringbridge.org) today to sign up.

Talking to Children About a Cancer Diagnosis

It can be a challenge for family members and caregivers to talk with children about an illness and its effects on the lives of the people close to them. Regardless of the type of cancer, treatment generally involves three stages: initial diagnosis, treatment and post-treatment. It is important

to keep children updated as patients enter each of these stages. Here are some quick tips to help when talking to children about cancer:

- Be prepared with the message you want to give the child.
- Use language appropriate for the age of the child.
- Let children know of any changes in their schedule or in your schedule.
- Don't be afraid to say the word "cancer," as well as the specific type of cancer the patient has.
- Ask children if they have any questions and be honest with your answers. If you are uncertain, let children know that you will give them an answer when you find it out.

Child Life Services

The Child Life program at City of Hope addresses the needs of infants, children, teens and families when facing a new diagnosis, long-term hospitalization and treatment, as well as grief and bereavement. Child Life specialists strive to reduce the impact of stressful situations or events which affect children's emotional, social and developmental needs. Services include providing developmentally appropriate clinical education about illness, procedures, treatments and the hospital environment (including preparation for visiting a loved one in the hospital or ICU environment). Additionally, Child Life specialists provide therapeutic activities and other experiences to encourage expression of feelings, promote optimal coping, growth and development, and support families through grief and bereavement in collaboration with the health care team.

Talk to your doctor about a referral to Child Life Services. Child Life Services can be reached at 626-256-HOPE (4673), ext. 84513 or ext. 84361.



William Dale, M.D., Ph.D.,
Arthur M. Coppola Family Chair in
Supportive Care Medicine (right)

TALKING WITH DOCTORS

Accompanying the patient on visits to the doctor is an important part of your role as a caregiver. Being prepared for a visit with the doctor helps you and the patient get the most out of the appointment and gather the information you need, which can also ease your stress. Here are some tips to make the most of your visit.

- Bring a list of concerns and questions. Start with what is most important to you and the patient.
- Bring paper and a pen to take notes. It is easy to forget things when time is limited.
- Note important details about the condition or treatment plan.
- Ask the doctor to explain or repeat anything that may be confusing.
- Bring a calendar or datebook for scheduling future visits.
- Bring a list of all prescription and nonprescription medications.

- Ask about any side effects that might occur as a result of treatments or medications.
- Remember to speak up and ask questions. If you don't ask, your doctor will assume that you understand everything that was said.

KEEPING A POSITIVE IMAGE

Patients may experience a number of physical changes from side effects from cancer treatment; these changes can significantly affect a patient's self-image.

The Positive Image CenterSM at City of Hope can help patients cope with treatment side effects on physical appearance. As a caregiver, it can be difficult to help a patient who is having difficulty with body image. It can be helpful for both caregivers and patients to visit the Positive Image Center together to find out if there are services that can help.

The Positive Image Center specializes in teaching patients and caregivers useful techniques related to:

- The best use of cosmetic and skin-care techniques
- Alternatives for complete and partial hair loss, including fitting and styling for wigs
- Optimal use of head-wrap, scarf-tying and hat techniques
- Postmastectomy fittings and products
- Chemical-free nail polish and polish remover

The Positive Image Center's services are offered at no cost. However, patients are charged nominal amounts for the merchandise. We invite you to visit the Positive Image Center and take advantage of the important services it can offer you and/or a loved one.

To make an appointment for a private consultation, please call 626-218-3842.



Sound bath therapy

CAREGIVERS: CARING FOR YOURSELF

Self-care is not only important to the caregiver's well-being, but also can translate to better care of the patient. While caregiving can take a significant amount of your time, it is still important for you to set aside some personal time to relax and do enjoyable activities. There are a number of things that you can do in your own home to help manage the demands of being a caregiver. The following are a few suggestions for taking good care of yourself.

PHYSICAL ACTIVITY

Many people feel more relaxed and refreshed after exercising. Physical activities such as walking, running, yoga, swimming and biking can help relieve physical, emotional and mental stress.

EXPRESSIVE ACTIVITIES

Taking time to do other enjoyable activities can also prove beneficial. Many people find that expressing oneself creatively through art, music, gardening, sewing or other hobbies can be relaxing.

Journaling

Journaling has become a popular tool for coping with stress and inner conflict. It is a technique that you can use to sort out and vent your feelings, identify issues that are creating stress and provide insights for problem solving. When journaling, consider these tips:

- Write the date on every entry.
- Using complete sentences and worrying about grammar are not necessary.
- Jot down your thoughts and feelings as they come to you. Write freely and openly.
- When you reread entries (whether immediately or later), do not edit them. If you want to add notes or comments to prior entries, use a

different color ink or pencil so you can see how you have changed over time. Also, add the date of your additions.

- Make your entries as regularly as possible. Daily entries will enable you to track and process your experience more completely.
- Journaling can be very important to you. Don't feel pressured by others to let them read your journal unless you want to share it.

Art Therapy

Art therapy uses art materials such as paints, chalk and markers as tools of self-expression. Both patients and caregivers can use the creative process of making art to improve and enhance emotional well-being. Art therapy is an outlet of therapeutic self-expression that helps with symptoms of anxiety and depression and can enhance quality of life.

Adapted from the American Art Therapy Association

Music Therapy

Music therapy can support the physical, emotional, social and spiritual life of individuals of all ages. It can improve quality of life for children and adults with disabilities or illnesses. Music therapy has become widely incorporated into health care and medical services. Music therapy interventions can help to:

- Promote wellness
- Manage stress
- Express feelings
- Improve communication

Adapted from Aldridge, D. "Music therapy in palliative care: New voices." London: Jessica Kingsley Publishers, 1999, and the American Music Therapy Association

If you or the patient is interested in learning more about art or music therapy, please contact the Sheri & Les Biller Patient and Family Resource Center at **626-218-CARE (2273)**.

ACHIEVING RELAXATION

Many individuals find breathing exercises and muscle relaxation to be beneficial as they can be used at any time. There are a number of different techniques for breathing and muscle relaxation that can reduce levels of stress and anxiety. It is important to try a few different types of relaxation to find a method that works for you.

Relaxation

The body's natural reaction to stressful situations is to become tense. There are relaxation techniques that can reduce the body's reaction to stress even if the actual stressful situation cannot be changed. The most important ingredient in the various relaxation techniques is a focus on breathing. Take a moment to ask yourself, "What is my breath doing? Where is my body feeling tense?" Do not be discouraged to find tension in your body. Awareness is the first step toward achieving relaxation.

The following are a few examples of practices that can enhance relaxation and reduce stress.

- **Long, deep breathing**

Bring attention to your breath and become aware of tension in your body. Closing the eyes can help bring focus inward. Consciously make your breath slow and deep. Visualize your breath filling you with calmness on inhalation; feel the stress leaving your body on exhalation. Repeat at least 10 times.

- **Deep relaxation lying down**

Lie down on a comfortable surface and cover yourself with a light, natural fabric such as a shawl. Put your arms down at your sides with the palms relaxed and facing upward. Close your eyes. Allow your legs to relax and fall slightly outward. Relax your lips, tongue, jaws and face muscles. Allow your body to feel as if it sinking into the floor. Bring focus to your breath. Mentally scan your body, starting with your feet and moving upward. On inhalation, visualize your breath bringing you light and energy. On exhalation, feel the tension leaving your body. Bring your

attention back to your breath as your mind begins to wander. Continue for at least five minutes.

- **Meditation**

A common belief is that you must not think during meditation.

But thoughts will naturally come up as one meditates. You can train yourself to “choose” certain thoughts to pay attention to and then allow the other thoughts to just pass through. Important elements of meditation include:

Posture	Commonly, a person sits on the floor or a chair, keeping the spine straight.
Breath	Breathe deeply and consciously.
Mental focus	Focus on a spot, such as the tip of the nose or a point midway between the brows and the middle of the forehead. Many meditations focus on a silent or chanted mantra.

Adapted from Shakta Kaur Khalsa (2001), “Kundalini Yoga as Taught by Yogi Bhajan, Unlock Your Inner Potential Through Life-Changing Exercise,” Dorling Kindersley, London, New York, Munich, Melbourne, Delhi

SELF-CARE MAINTENANCE

Caregivers need to make time to take care of themselves. Getting enough sleep allows you to meet each day with optimal energy and alertness. Caregivers should also eat balanced and healthy diets, maintain a network of friends and be able to recognize when they need respite care.

Respite Care

What is respite care?

Respite care is a service where caregivers can find help in taking care of the patient. This service can be provided by another family member or by trained professionals. The goal of respite care is to provide short-term care for your loved one from a few hours to a few days, giving you some time away from caregiving.

Types of Respite Care Programs

- **In-home respite care** is temporary care provided in the patient's or caregiver's home. This allows the family and patient to be comfortable and saves them from having to adjust to a new environment. Home-based respite care programs are usually provided through a nursing agency.
- **Out-of-home respite care** programs provide the opportunity for the family or caregivers to leave the patient in the trust of a care facility such as a nursing home, hospital or assisted-living center.

Adapted from medicare.com

For more information and/or assistance with respite care, please contact the patient's assigned City of Hope case manager or clinical social worker.

Respite care services are provided by caregiver resource centers in your county.

For Los Angeles County:

Call the USC Family Caregiver Support Center at 855-872-6060 and ask about the respite care program for caregivers.

Riverside and San Bernardino Counties:

Call the Inland Caregiver Resource Center at 800-675-6694 or visit inlandcaregivers.com for more information.

A CAREGIVER'S BILL OF RIGHTS

I have the right ...

- To take care of myself. This is not an act of selfishness. It will give me the capability of taking better care of the patient.
- To seek help from others even though my relatives/friends may object. I recognize the limits of my own endurance and strength.
- To maintain facets of my own life that do not include the person I care for, just as I would if he or she were healthy. I know that I do everything that I reasonably can for the patient, and I have the right to do some things just for myself.
- To get angry, be depressed and express other difficult feelings occasionally
- To reject any attempts by my relative/friend (either conscious or unconscious) to manipulate me through guilt and/or depression
- To receive consideration, affection, forgiveness and acceptance for what I do for the patient as long as I offer these qualities in return
- To take pride in what I am accomplishing and to applaud the courage it has sometimes taken to meet the needs of the patient
- To protect my individuality and my right to make a life for myself that will sustain me in the time when the patient no longer needs my help

Adapted from Today's Caregiver Magazine

LEGAL AND FINANCIAL ISSUES

State Disability Insurance

The patient may qualify for **State Disability Insurance**, which is available for people who have lost wages as a result of an illness that prevents them from continuing to work. It is recommended that patients apply for state disability benefits even if they are unsure whether they qualify. State Disability Insurance provides benefits for up to 12 months.

State Disability Insurance applications can be found at the Clinical Social Work office or by requesting one from the clinical social worker assigned to your care. Please call the Clinical Social Work office at 626-218-2282, ext. 82282, for more assistance.

Paid Family Leave Benefits

Caregivers may qualify for **Paid Family Leave benefits**, which are provided to cover individuals who take time off to care for a seriously ill child, spouse, parent or registered domestic partner, or to bond with a new minor child.

Paid Family Leave provides monetary benefits but will not provide job protection or return-to-work rights. It provides approximately 55% of lost wages, with caregivers eligible for up to six weeks of benefits in a 12-month period.

Disability Benefits and Paid Family Leave Resources

Visit the Sheri & Les Biller Patient and Family Resource Center on the Duarte campus to pick up a step-by-step guide for Paid Family Leave or visit CityofHope.org/BillerPatientandFamilyCenter.

Paid Family Leave applications can also be found at the Clinical Social Work office or by requesting one from the patient's clinical social worker. Please call the Clinical Social Work office at 626-218-2282, ext. 82282, for more assistance.

It is important to note that State Disability Insurance and Paid Family Leave benefit applications should be mailed no earlier than nine days — but no later than 49 days — after the first day the patient became disabled or the first day that the family care leave began.

For further inquiries regarding specific situations, visit edd.ca.gov or call the State Disability Insurance office at 800-480-3287. TYY access is available at 800-563-2441.

Adapted from the EDD website (edd.ca.gov); Form DE 8714C Rev. 23 (4-02) (Internet); From EDD Form DE 2511 Rev. 4 (1-08) (Internet)



THE FAMILY AND MEDICAL LEAVE ACT

Caregivers may also benefit from the **Family and Medical Leave Act (FMLA)**, which offers employees up to 12 weeks of excused unpaid absence from their jobs each year. Employees qualify for FMLA leave when either they or a family member suffer from a “serious health condition.” Such conditions must either prevent the worker from performing his or her job, or require the worker to care for a family member. Employees must have worked at their company for more than 12 months and worked at least 1,250 hours during the previous year to be eligible. Smaller employers may not be required to offer FMLA leave to their employees. FMLA requires that companies return employees to their former positions,

assuming they are able to perform their essential job function. If an employee is no longer able to perform the previous job, an alternative position with the same benefits, salary and hours must be provided to the disabled employee.

There are three kinds of FMLA leave:

- **Continuous FMLA Leave:** The employee is absent for more than three consecutive business days and has been treated by a doctor.
- **Intermittent FMLA Leave:** An employee is taking time off in separate blocks due to a serious health condition that qualifies for FMLA. Intermittent leave can be in hourly, daily or weekly increments.
- **Reduced Schedule FMLA Leave:** An employee needs to reduce the amount of hours worked per day or per week, often to care for a family member or to reduce stress.

Each employee is responsible for requesting the necessary paperwork from the employer. This paperwork includes the **FMLA Medical Certification Form** and the **FMLA Notification Form**.

Adapted from the FMLA website: fmlaonline.com

BENEFITS THROUGH THE SOCIAL SECURITY ADMINISTRATION

The patient may be eligible for **Social Security Disability Insurance (SSDI)** benefits, which are available for people who have been disabled for 12 months or longer. This is considered a “long-term disability” plan. Generally, Social Security Disability benefits will continue as long as a medical condition has not improved and the patient cannot work.

Social Security Disability benefits usually take an average of five to six months to be processed. It would be helpful for caregivers to encourage the patient to apply for SSDI after receiving State Disability benefits for six months or being disabled for six months. Applying early in this way ensures that by the time the patient reaches 12 months of disability, he or she will be able to begin receiving benefits instead of

risking lapse of time in benefits. If benefits are denied due to applying too soon, wait a month or so and call back requesting to reprocess the application.

If you think the patient may be eligible for payments, contact the Social Security Administration at 800-772-1213 to file a claim or ask questions regarding eligibility. A family member may file a claim on behalf of the individual requesting benefits.

If the patient does not qualify for SSDI, he or she may qualify for Supplemental Security Income (SSI), which is a federal program under Social Security that provides monthly cash payments to people who are 65 or older, as well as blind or disabled people of any age, including children. If not a U.S. citizen but a legal resident, he or she may still be able to qualify for SSI benefits.

For the patient to qualify for this program, he or she must have little or no income and few resources available. This means that the value of all belongings must be less than \$2,000 if single or less than \$3,000 if married. The value of the patient's home is not counted.

If eligible for SSI benefits, the patient usually can get medical assistance (Medi-Cal) automatically without making a separate application to Medi-Cal. For questions about Medi-Cal specifically, contact your local county welfare office.

When contacting the Social Security Administration office to begin the application process, patients will be screened to determine qualification for SSDI or SSI.

Adapted from Social Security Administration SSA Publication No. 05-11125 January 2009; Social Security Administration - SSA Publication No. 05-10057, August 2001, ICN 463240

Visit the Sheri & Les Biller Patient and Family Resource Center on the Duarte campus to pick up a step-by-step guide for Paid Family Leave or visit CityofHope.org/BillerPatientandFamilyCenter.



Sheri & Les Biller
Patient and
Family Resource
Center

ADVANCE DIRECTIVE

The advance directive is a document that allows an individual to appoint someone else as a decision maker in case the person is unable to make decisions for himself or herself. It provides direction about future medical decisions. It helps to ensure that an individual's wishes are carried out and respected. It also helps open up conversations about wants and needs related to medical treatment with appointed family members, while providing opportunities for loved ones to be involved in the decision-making process.

Considering certain options at early stages of treatment ensures that an individual's quality of life and values will be honored. It also keeps family members or friends from having to guess what a person's wishes are, or having to make critical medical decisions under very stressful or emotional circumstances.

City of Hope has advance directive forms available to patients. Forms can be found at the Clinical Social Work office and the Sheri & Les Biller Patient and Family Resource Center. Please call 626-218-CARE (2273) for further assistance.

Adapted from City of Hope Pamphlet "Making an Advanced Health Care Directive" – Sheri & Les Biller Patient and Family Resource Center and ag.ca.gov/consumers/general/adv_hc_dir.htm.



Sheri & Les Biller Patient and Family Resource Center

RESOURCES FOR CAREGIVERS AT CITY OF HOPE

Sheri & Les Biller Patient and Family Resource Center

The Sheri & Les Biller Patient and Family Resource Center is open Monday through Friday from 8 a.m. to 5 p.m. and offers many services to both patients and caregivers. The center provides a wide array of services, all at no additional charge. Here you will find:

- Tailored care specific to each patient and family
- Information on diagnoses, treatment, symptom management, nutrition, coping, caregiving and mind-body topics
- Information is also available online at the Living with Cancer resources site
- Fiction and nonfiction cancer related literature
- Education and Support Groups: Caregivers Connect, Couples Group, disease-specific support groups and more
- Workshops and Classes: Nutrition, Patient and Family Welcome and Orientation, Look Good Feel Better beauty class and more
- Integrative and Complementary Therapies: yoga, art, tai chi, meditation, music therapy and more
- Computers: Access educational software, health-related websites, obtain information on community resources, and stay connected with family and friends
- Wireless internet access for those bringing their own devices
- Scanner, copier and fax machines
- Comfortable seating lounges
- Private space for patients to meet with clinicians, patient navigators, social workers, spiritual care providers and other staff
- The Spungin Tranquility Courtyard, a comfortable outdoor space for meditation and reflection

Visit CityofHope.org/BillerPatientandFamilyCenter for more information.

Hope and Parsons Village

Hope and Parsons Village has several amenities available to caregivers of inpatients. Units have fully equipped kitchens that include a refrigerator, stove and microwave. A shower and laundry room can also be used.

HOURS OF OPERATION:

Monday through Friday	8 a.m. to 7 p.m.
Saturday and Sunday	8 a.m. to 4 p.m.

For more information, contact Hope and Parsons Village at 626-256-4673, ext. 82380.

DINING

Patient Meal Services and Meal Trays for Family Members

City of Hope is proud to offer the “At Your Request” (AYR) Room Service Meal Program.

With AYR room service, you are invited to place your meal and snack orders between 6 a.m. and 6:45 p.m. Meals may be ordered in advance.

The guiding principle behind AYR room service is:

Order what you want, when you want it. We will prepare it especially for you — and deliver it to your bedside in 45 minutes or less!

Friendly room service operators will assist you in selecting menu items that are appropriate for your dietary needs. All patients will receive their own AYR room service menu for convenient use throughout the day. To order meals, simply call “MEALS” (63257) on your City of Hope telephone.

Family members and visitors are encouraged to have meals with patients. Guest meal tray tickets may be purchased at the Guest Services desks located on first floor lobby of City of Hope Helford Clinical Research Hospital and the lobby of the Main Medical building.

Visitors may order meals from the AYR room service menus. Visitor meals may be paid with pre-purchased meal tickets or cash.

Le Bistro

Located on the first floor of Helford Hospital, Le Bistro has gourmet salads, panini sandwiches, pizza, lattes and more every day from 7 a.m. to 7 p.m.

City Cafe (Cafeteria)

Located southeast of Helford Hospital and south of the Geri & Richard Brawerman Ambulatory Care Center, the cafeteria serves a variety of delicious hot entrees, sandwiches, salads, snacks and beverages every weekday from 7 a.m. to 3 p.m. Heart-healthy items are featured daily.

Starbucks

Conveniently located on the first floor of Brawerman Center, Starbucks offers specialty drinks, a variety of salads, sandwiches and snacks. Enjoy quality service, an inviting atmosphere and an exceptional beverage. Starbucks is open weekdays from 6 a.m. to 6:30 p.m.

Pari Passu Cafe

Pari Passu Cafe offers Peet's Coffee, baked goods and various grab-and-go items. Open Monday through Friday from 7 a.m. to 3 p.m.

VENDING MACHINES

Vending machines with snacks and beverages are available throughout campus.

LOCAL SERVICES, ATTRACTIONS, HOTELS AND MOTELS

Lists of local services, attractions, hotels and motels are available at the Sheri & Les Biller Patient and Family Resource Center or the Clinical Social Work office in the Main Medical building.

SUPPORT GROUPS AT CITY OF HOPE

Trained facilitators offer support groups focused on education and practical problem solving. Sessions often include talks from physicians, nutritionists and other experts. Groups may address the needs of patients with specific diseases or the needs of family members and caregivers. A calendar of events is available at the Sheri & Les Biller Patient and Family Resource Center.

Patient and Family Welcome and Orientation

Come to an orientation class and learn how to get the most out of appointments with doctors and other health professionals, who to call when you need help, how to find your way around City of Hope, and where to find practical and valuable resources that can make life a little easier for patients and families.

Caregivers Connect

A place for caregivers to take time to relax, get support and get to know other caregivers. Light refreshments are served.

For details and schedule, please call 626-218-CARE (2273).

Department of Supportive Care Medicine

Sheri & Les Biller Patient and Family Resource Center	626-218-CARE (2273)
Chaplaincy	626-218-3898
Child Life Services	626-256-4673, ext. 84513, or ext. 84361
Clinical Social Work	626-218-2282
Supportive Medicine and Pain Care	626-218-8799
Patient Navigators	626-218-CARE (2273)
Positive Image Center®	626-218-3842
Psychiatry and Psychology	626-218-3461

For more information, visit CityofHope.org/supportivecare.

RESOURCES FOR CAREGIVERS BEYOND CITY OF HOPE

Organizations and Programs That Focus on Caregivers

[Caringbridge.org](https://www.caringbridge.org)

- Save time with one update to family and friends.
- Easy to create, free and private website
- Friends and family can leave comments.
- Coordinate help from family and friends and ask for support when and how you need it.

[AXA Foundation Family Care Resource Connection](https://www.axafoundation.org/family-care-resource-connection)

Provides a list of resources of interest to caregivers

[asaging.org](https://www.asaging.org)

[Hopeful.org](https://www.hopeful.org)

Connect with other City of Hope patients, families and caregivers.

- Discussion groups (chat)
- Sound-off board!
- Advice, wellness articles and healthy recipes

[National Alliance for Caregiving](https://www.caregiving.org)

A national nonprofit organization that provides support to family caregivers and increases public awareness of issues facing family caregivers

[caregiving.org](https://www.caregiving.org)

Caregiveraction.org

Caregiver Help Desk – It’s Free! Staffed by caregiving experts, the Caregiver Action Network helps caregivers navigate complex caregiving challenges.

Caregiving experts are available 11 a.m. to 4 p.m. PT.

Resources available on caregiveraction.org:

- Caregiver emotional support
- Respite care information
- Help finding support groups in your area

Cancer Community Center

Provides emotional and educational support and hope for people affected by cancer, at no charge

cscpasadena.org

Imermanangels.org

Pairs cancer fighters, survivors and caregivers with “Mentor Angels.”

Mentor angels have survived cancer.

Organizations That Focus on Cancer

American Cancer Society

Provides information and support to patients and their families

cancer.org

800-227-2345

CancerCare

A national nonprofit organization that provides help to people with cancer and their caregivers through counseling, education, information, referrals and direct financial assistance

cancer.org

800-813-4673

National Cancer Institute's Cancer Information Service

Part of the National Institutes of Health, the Cancer Information Service provides education and support to cancer patients and their families.

[cancer.gov](https://www.cancer.gov)

800-422-6237

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Patient, Family and Community Education
Department of Supportive Care Medicine



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