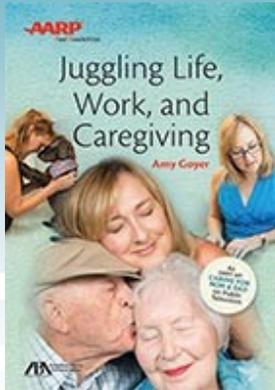


7 Crisis Management Tips for Caregivers

Adapted from *Juggling Life, Work and Caregiving*
by Amy Goyer



When a crisis occurs, you may be overwhelmed with the emotions, fatigue and the stress of the situation. That's why it helps to have a simple plan in mind. Here are seven basic steps to follow:

“My goal is simply to ride the waves and roll with the punches. I may get knocked down by a crisis, but I have become more resilient; I view that as success.”

*-Amy Goyer,
author, *Juggling Life,
Work and Caregiving**

- 1. Assess the situation.** This may be a split-second assessment if your loved one has been injured or suddenly taken ill and you need to call 911. Or you may have more time to decide a course of action. A crisis can be overwhelming. Stay calm. Take a deep breath and focus on the most immediate and important aspects of the situation.
- 2. Consider your role:** You may be suddenly thrust into a stronger advocate role for your loved ones—this is when they need you the most. It could be temporary until they get through the crisis or it may signal a major ongoing shift in your level of responsibility. Either way, just focus on now.
- 3. Alert your caregiving team:** Use your phone tree, email list, social media channels or whatever works for you to let them know about the crisis. Assign any new team roles and responsibilities adjusted for the crisis situation as needed.

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Text “AMY” to 97779 for tips

4. **Access key documents and resources:** Gather or make sure you have access to pertinent information. If your loved ones are in the emergency room or admitted to the hospital, grab your hospital survival kit (warm clothes, phone charger etc.)
5. **Get help:** Everyone needs help managing a crisis. Remember that you are not expected to be an expert at every aspect of caregiving or your loved ones' life and needs. If appropriate, enlist the help of professionals, family members and friends in everything from researching options to making decisions.
6. **Deal with work:** If a caregiving crisis is going to affect your work:
 - Tell your employer you're dealing with a crisis.
 - Implement the backup plan you've made if you'll need to miss work hours or deadlines.
 - Get clear direction from your employer about the top priorities that need to be accomplished and focus on them.
 - Stay in contact with your employer to show you're doing your best to get back to work or accomplish your work in other ways during this time of crisis.
7. **Arrange backup help for home and other loved ones:** If you have more than one person to care for you'll need to arrange for their care as well. If you'll need to be away from home, kick in your backup plan to make sure all the basics keep rolling while you are tied up with the crisis.

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