



# the Working Well

Community Living Alliance, 1414 MacArthur Rd, Madison, WI 53714 [www.clanet.org](http://www.clanet.org) (608) 242-8335

**From the Desk of:** Todd Costello Executive Director



COVID-19 has brought many challenges to the State of Wisconsin and our nation. The impact of COVID-19 has presented concerns for many of our clients relying on personal care and supportive home care services. Many of Wisconsin's most vulnerable citizens would go without the necessary support they need to sustain their health and independence without your **dedication** and **heroic commitment**.

CLA, as a business providing essential care to the elderly and disabled community, is working with DHS and CDC for guidelines and best practice recommendations. CLA is committed to the safety of our workforce, clients, and community by ensuring that you have the tools and resources to safely perform your work duties. When you visit CLAs office you will notice the adjustments we've made to promote safety through social distancing. We are also requesting that visitors wear a mask while at CLA. Prior to working with clients please remember to self monitor for symptoms of COVID-19 before entering the homes and providing services.



Fever



Cough



Difficulty Breathing

In the event that you have any COVID-19 symptoms please contact your RN Supervisor and your health care provider.



## UPCOMING MADISON AREA EVENTS Virtual & Physically-Distant

Always Available Information & Resources

### Destination Madison—Online Resource & Events Calendar

608-255-2537 or 800-373-6376

Madison Area Farmers' Markets; Live Stream Concerts;  
Virtual Bike Rides; Live Play Reading Series

### Madison Public Library—Library @ Home

Online and downloadable resources

Questions? Contact: Tana Elias: 608-225-0619

[Search for Madison Area Free Events on eventbrite!](#)



## Annual Standard Precautions

### Online Completion through Absorb

CLA's Online Learning Management System (LMS) is now through Absorb. The CLA LMS provides all CLA Personal Care Workers with the opportunity to complete the annual required Standard Precautions Training from a smart phone, tablet, or computer.

On April 13, 2020, all PCWs were mailed a letter with detailed information regarding how to complete this mandatory training on a personal device or schedule an appointment to complete at CLA on a CLA computer.

**How it works:** Every employee has been assigned a completion month (May, June, July, or August). Each employee is notified in the first week of their assigned month and has until the last day of their assigned month to complete the online training.

Disciplinary action will occur for those not completing by deadline, which is the last day of your assigned month.

If you have questions, please contact Dona Potters at (608) 242-8335 x1203 or [pottersd@clanet.org](mailto:pottersd@clanet.org).



Like us on FaceBook!



## [Supporting Family Caregivers in the Time of COVID-19: State Strategies](#)

Headlines and data from across the nation confirm the sad reality: older adults and people with chronic conditions or disabilities face disproportionately adverse outcomes if they contract COVID-19. Family caregivers provide critical daily supports for these individuals with roughly 18 million people in the U.S. currently caring for an older adult. In the pre-pandemic environment, family caregivers already faced a myriad of potential stressors. COVID-19 has made their critical job even more challenging by adding uncertainty and stress, removing access to care, and complicating service delivery.



For the past two years, CHCS, with support from The John A. Hartford Foundation – as well as the Milbank Memorial Fund, the May & Stanley Smith Charitable Trust, and the Gordon and Betty Moore Foundation – has been working with states in the *Helping States Support Families Caring for an Aging America* initiative to develop new opportunities to support family caregivers. The COVID-19 crisis has further highlighted the critical need for states to support the essential role of family caregivers.

This blog post explores challenges facing family caregivers in the current environment and outlines strategies states can use to support this important workforce during the COVID-19 pandemic and beyond.

[READ MORE »](#)

### Caring for Yourself as You Care for Others: Guidance for Workers

As a Personal Care Worker, you are critical to the well-being of those you care for every day—especially in the midst of the coronavirus pandemic. Paraprofessional Healthcare Institute, an organization that partners with CLA to provide quality training for CLA Employees, offers tips on the topics below meant to help you take care of yourself as you care for your clients during this exceptionally stressful time:

- Monitor your own health
- Care for your family
- Manage infection at home
- Care for yourself

To access the article by Anna Ortigara, PHI Organizational Change Consultant, click below:

<https://phinational.org/caring-for-yourself-as-you-care-for-others-guidance-for-workers/>

## Benefits Update

For PCWs enrolled in CLA health insurance with GHC

Care  OnDemand

# Care. Free.\*

Another first from  
Group Health Cooperative:  
**free\*, unlimited video  
doctor visits.**



[GHC Care OnDemand](#) is our new 24/7 Online Clinic. Appointments are not needed for medical visits, ever and the service is free\* for most GHC-SCW members. Appointments are available to be scheduled for virtual therapy or psychiatry visits through GHC Care OnDemand.

Visit [ghccareondemand.com](http://ghccareondemand.com) to start a virtual visit. *\*Members with Badgercare, Medicare or HSA-Eligible plans have restrictions or limitations.*

Virtuwell is another virtual visit option. Visit [virtuwell](#). Describe your symptoms in a simple online questionnaire. A board-certified nurse practitioner will create a treatment plan, with prescriptions if necessary, and notify you within 30 minutes by email or text. As a GHC-SCW member, you get three free visits to virtuwell per member per plan year! Every visit after that is just \$49. *\*Members with Medicare or HSA-Eligible plans have restrictions or limitations.*

Please feel free to utilize [GHC MyChart](#) messaging to contact your care team for non-urgent needs.

GHC's Coronavirus (COVID-19) testing capabilities have increased and testing criteria has changed. GHC is now able to test all patients with respiratory illness symptoms. GHC encourages high risk members with chronic conditions to contact their primary care provider right away if they are experiencing symptoms of COVID-19.

Please remember that patients with respiratory illness symptoms are able to seek care at GHC's Capitol Clinic and Capitol Clinic Urgent Care. Patients with urgent medical needs or who are experiencing respiratory illness symptoms are encouraged to call GHC Capitol Clinic Urgent Care or their primary care provider to schedule an appointment. If you are experiencing severe shortness of breath or other severe symptoms, please call 911.

Contact phone numbers for all of GHC-SCW Clinics and Urgent Care can be found [here](#).

If you are experiencing symptoms after hours and would like to speak to a GHC-SCW nurse, please call 24/7 GHC NurseConnect: 608-661-7350 or toll free 855-661-7350.

## Benefits Update Continued from pg. 3

A benefit for all CLA Employees, your **Perspectives Ltd. Employee Assistance Program (EAP) Website** shares a variety of helpful articles with information regarding work and family life with you.

To access this beneficial resource, log on to your **EAP Website**:

Go to the EAP WEBSITE: [www.perspectivesltd.com](http://www.perspectivesltd.com)

At top right of page  
Click on:

**INDIVIDUAL & FAMILY LOGIN**

Use CLA's Universal  
Username & Password

Log In Now To Visit WorkLife Online!

.....

Remember My Username? [Forgot Password?](#)

If you are unable to login, call us at 800.456.6327 to report a problem.

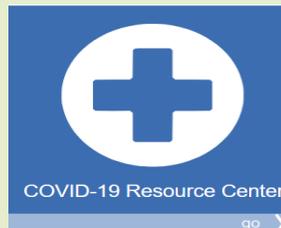
Click on:  
WorkLife Online

### Features

- ✦ SkillBuilders 2.0

SkillBuilders are online tutorials available to you for your professional development. Each course is self-paced, takes approximately 45-60 minutes to complete, and concludes with a customized certificate of completion.

Click on: COVID-19  
Resource Center



# COVID-19 Resource Center

You'll learn about COVID-19, find resources related to the current spread of the illness, discover how to prepare for and continue to adjust to children in isolation, remote work from home, remote employment opportunities, seeking medical attention to treat the illness—EAP provides assistance you need to take charge of your situation.

Access to over 200 articles, 13 Webinars, and 11 videos!

Questions? Call the EAP Helpline TOLL-FREE: 800-456-6327



## In the Spotlight: Who's New At CLA?



### Human Resources Department

Jacelyn Campbell, HR Generalist, ext. 1201

### Community Support Coordination Department

Lizzie Kirch, Transition Specialist, ext. 3134

*Together We Can!*



## CLA is Accepting Applications

Want to make more money AND keep your client?

### Become a Home Care Specialist!

#### If you have this:

- \* 6 months caregiving experience
- \* Valid driver's license & insurance
- \* Reliable form of transportation
  - \* CNA or other medical training preferred
- \* Availability every other weekend, required

#### You can get this:

- \* \$14.40/hour starting pay for HCS I shifts
- \* Guaranteed weekly hours available
- \* Benefits & Advancement opportunities
- \* PTO (Paid Time Off) with advancement

**Want more?** – May advance to the **HCS II** position after 6 months of satisfactory performance and attendance. Earn **\$14.90/hr** for all HCS II shifts **and PTO!!** (30-40 hrs/week availability required)

**Still want more?** – May advance to the **HCS III** position and earn **\$15.40/hr** for all HCS III shifts!!!

Are **YOU** interested in becoming a Home Care Specialist? Please contact Heather R. at: [russellh@clanet.org](mailto:russellh@clanet.org) or **608-242-8335 x1206**.

Don't forget to ask about the **Hiring Bonus!!**

CLA is an affirmative action and equal opportunity employer.  
Visit [www.clanet.org](http://www.clanet.org) for detailed information about current open positions.

### How Much do you know about Fair Housing?

Every day, throughout our community, people seek one of our most basic needs: housing. While many people go through a housing transaction with few obstacles, others are illegally denied housing.

The US Department of Housing and Urban Development estimates that over two million acts of housing discrimination occur annually, yet few incidents are reported. The reasons for this discrepancy are simple: discrimination is often subtle, and few people know or understand the fair housing laws that protect them.

How well do you understand fair housing laws? Take this quiz and find out.

**Q:** Is it okay for a landlord to place all families with children on one floor of the building and all other occupants on a separate floor?

**A:** No. The Federal Fair Housing Act prohibits the discrimination on the basis of familial status. That means that no one can be denied access to housing opportunities based on their household composition, including the presence of children. Segregating a housing complex by floor or building is a violation of this law.

**Q:** I am single. Can a housing provider tell me that he prefers a household with a married couple?

**A:** No. A housing provider cannot deny anyone housing because of his or her marital status.

**Q:** I use a wheelchair. Can a landlord charge me a higher security deposit than other tenants?

**A:** No. A housing provider cannot create additional charges or fees for someone who requires a wheelchair or for any person with a disability.

**Q:** True or false: It's legal for real estate agents to direct African-American home seekers to predominately African-American neighborhoods.

**A:** False. Steering restricts an individual's housing choices and perpetuates segregation.

**Q:** True or false: Landlords who live in their own buildings don't need to comply with fair housing laws.

**A:** False. The Wisconsin Open Housing Law has no exemptions for owner-occupied housing. There are exemptions for shared living facilities.

**Q:** I have a disability and use a dog as a service animal to help me live independently. When I applied to live at an apartment complex, the manager told me that no pets are allowed in the complex. Can I keep my dog?

**A:** If you have a disability and need a service animal in order to live independently, you have the right to request an accommodation to the housing provider's "no pets" rule in order to keep your service animal. Housing providers are obligated to allow reasonable accommodations for persons with disabilities.

**Q:** I'm 23 years old. A rental manager told me that he doesn't rent to people under 25. Is this legal?

**A:** No. The Wisconsin Open Housing Law protects people 18 years of age and older from discrimination based on age. However, there are exemptions based on age for housing for the elderly.

If you think you may have been illegally denied housing on the basis of your race, national origin, sex, familial status, disability, age, lawful source of income, sexual orientation, or another characteristic, fight back! Call our toll-free statewide complaint intake hotline at 1-877-647-3247. For more information, please see the Fair Housing Center's website, [www.fairhousingwisconsin.com](http://www.fairhousingwisconsin.com).

View page 3 for more information on Fair Housing from the Fair Housing Council

## Housing Discrimination: The Fair Housing Council Fights Back

Housing discrimination takes many forms, including against families with children. If you've faced discrimination, stand up for your rights. It's worth it.

On an August afternoon, Teresa,\* a young mother of two, called to ask about a two-bedroom apartment she'd seen advertised in Madison. She was looking for a safe, comfortable home for herself, her four-year-old son and her two-year-old daughter, and the location of the apartment was ideal because it was very close to where Teresa's family lived. She spoke with the owner's agent. After discussing the rent, security deposit, and the features of the apartment, the agent told Teresa that the apartment could house a maximum of two adults. Teresa asked if one adult and two children would be okay, and the agent said no. The agent went on to say that there weren't any children in the building and that the owner would not accept children in the available apartment because it was on the second floor.

Teresa says that after the phone call, "I was very upset. I love my kids and was afraid of being out on the streets. I knew what had happened felt unfair, but I didn't know it was against the law."

Teresa called the Fair Housing Center of Greater Madison, a satellite office of the Metropolitan Milwaukee Fair Housing Council. When Teresa was told that discrimination against households with children was illegal, she filed a complaint. The Council advised her of her legal rights and conducted an investigation into her complaint. In this investigation, the Council used a method called "testing." A test is a controlled way to compare the quantity and quality of information provided to different homeseekers. The investigation provided evidence that corroborated Teresa's complaint, by showing that a tester with a child was told that there were no children permitted in the apartment, while a tester with no children was given information about the housing and afforded the opportunity to rent the unit.

With this evidence in hand, Teresa decided to file fair housing complaints with the State of Wisconsin Equal Rights Division and with the U. S. Department of Housing and Urban Development, alleging that she had been discriminated against based on her familial status. Both federal and state fair housing laws prohibit discrimination based on the presence of minor children in a household. Teresa received assistance with the preparation of the complaint documents and ongoing help throughout the process from Council staff. Several months later, Teresa and the apartment building owner reached a confidential settlement.

Reflecting on her experience, Teresa says, "I learned a lot from this ordeal. I know a whole lot more about my housing rights, and that's helped me when looking for housing since then. I appreciate the help the Fair Housing Center gave me." Further, Teresa says that her experience has encouraged her to continue being a self-advocate and to stand up for her rights. As she says, "You've got to keep on fighting, no matter what."

What advice does Teresa have for people who feel that they may have experienced discrimination? "Go deeper. Find out what happened and why. Call and file a complaint." Teresa is also concerned that housing providers "don't understand the law." If landlords and other housing providers are educated as a result of a fair housing complaint, she says, then filing a complaint has helped other people, too.

In another case, a foster parent named Janine saw a sign in front of a Milwaukee apartment building advertising 3-bedroom apartments for rent. Janine called to inquire about availability. In response to a question from the housing provider about who would live in the unit, Janine said that it would be for herself and her two foster children. The housing provider told Janine that they did not accept foster children. Janine filed a complaint with the Fair Housing Council's Milwaukee office, and the Council counseled her on her fair housing rights and options for remedy. The Council also conducted an investigation in which a tester called the housing provider and inquired about renting an apartment for herself and her foster children. The housing provider told the tester that she didn't want foster care taking place in her apartments. With the Council's assistance, Janine filed complaints with the US Department of Housing and Urban Development and the Wisconsin Equal Rights Division. The parties reached a settlement in which the housing provider paid Janine \$7,500.00 and issued a letter of apology to her. In addition, the housing provider agreed to participate in fair housing training, to use the equal housing opportunity logo on all advertising and rental documents, and to advertise vacancies by listing them with local foster care agencies.

Local, state and federal fair housing laws protect housing consumers from discrimination based on race, disability, familial status (presence of children in a household), national origin and ancestry, color, religion, age, sex, marital status, sexual orientation, lawful source of income, and other characteristics. **If you feel you or a client may have experienced discrimination, please call the Fair Housing Center's statewide, toll-free complaint intake line, 1-877-647-FAIR (3247).**

The Fair Housing Center also provides educational workshops for civic and social service groups, neighborhood organizations and others interested in learning more about fair housing and how to get involved in the struggle for equal housing opportunity. Call 608-257-0853 for more information or to schedule a presentation for your group.

For more information, call 608-257-0853 or visit [www.fairhousingwisconsin.com](http://www.fairhousingwisconsin.com)

*\*Names have been changed to protect the privacy of Fair Housing Council clients.*



## Health & Wellness Column

Jennifer Mastick, CLA's Behavioral Health Coordinator

With another season upon us we can consider how to feed our mind, body, and soul!

As spring makes its way out of winter's bitter cold, let's make an effort to connect to ourselves once again! This is a great time to begin planting seeds, to come out of hibernation, and to see the world anew again.

**Mind:** Summer is here and differently this year. Typically the mind thrives during our summer months with the natural sunlight and gatherings. Certainly with kids out of school this can be a busier time for parents. With that being said, the coronavirus has changed things. Don't let that dissuade you from enjoying your time with friends. Follow CDC guidelines and go visit in small groups, outdoors, with appropriate social distance. Take advantage of not having so many social obligations and take meditative walks with your family or on your own. This could be a great time of year to start a garden either in a community plot or find some space in your backyard. Dane County has certainly become creative in offering community activities during this time including drive-in movies! Sidewalk chalk can be a great way to get creative in your driveway to show your support. Think outside the box this summer and take care of you mind!

**Body:** Thank goodness we are finally able to spend more time outside. Do your body a favor and get out of the home or apartment you might have been quarantined in. Taking care of our bodies these days looks a little different. Wearing a mask when you're out in the community and unable to social distance will go a long way to keep you and your neighbors safe. Washing hands frequently will ensure the same safety. Don't let the coronavirus keep you from moving around and participating in the community. Add these safety measures to your typical summer list of sunscreen and extra water.

**Spirit:** "We cannot always control everything that happens to us in this life, but we can control how we respond." ~Lionel Kendrick. This year has felt more out of control than usual. Find peace in knowing we can control our response. What we focus on grows. Find your focus, decide where you are going to put your energy and monitor it. There are many things we can do to maintain good spirit including taking a mental break when we need it. Keep a routine, get good sleep, and allow your body to tell you what it needs. Your spirit will likely need some tender loving care so be kind to yourself during these times and treat yourself the way you would your best friend.

### Recharge and create new life-affirming habits:

**Walking (anywhere):** by yourself or with a family member—enjoy the outdoors with social distancing in mind:

<https://www.active.com/walking/articles/5-steps-to-revolutionize-your-walking-technique-3267>  
<https://www.healthline.com/health/benefits-of-walking#10.-Creative-thinking->

**Stretching:** This is a great way to avoid injury and keep your muscle tissue healthy. Take a few minutes at the top of every hour to touch your toes, roll your neck, etc.

<https://www.healthline.com/health/fitness-exercise/daily-stretching-routine#7>  
<https://www.healthline.com/health/benefits-of-stretching#benefits>

**Breathing:** The simplest way to change your way of thinking, your body's stress response, and your overall happiness. Use breath to tell your body "I'm ok." You can do this anywhere, anytime:

<https://www.mindbodygreen.com/0-4386/A-Simple-Breathing-Exercise-to-Calm-Your-Mind-Body.html>  
<https://lifefit.com/blog/5-healthy-ways-to-boost-your-mood/>



## Free Training Opportunities for Caregivers

Attend a **FREE** training series for Direct Care Workers Working with Persons with Dementia or Intellectual/Developmental Disabilities

The Collaborative Stabilization Coalition (CSC) of Dane County, through funding from the WI Department of Health Services, is offering a FREE training series for direct care workers working with persons with dementia or intellectual/developmental disabilities (I/DD) with focus on crisis prevention and person centered planning for persons with dementia or I/DD.

### Intellectual/developmental disability focus topics include:

Trauma's Influence on the Brain, Body, and Behavior: Promoting Healing & Well-Being/Health Issues Causing Crises? What to Look For, What to Do (4 hours)

Power and Control/Client Rights and Limitations and Resources (4 hours)

Managing Threatening Confrontations/Sensory Regulation and Self-Care (6 hours)

Each training will offered 5 times between February and December of 2020 at several locations: Community Living Alliance on the East Side of Madison, The Atrium on Park Street, and Catholic Charities on the West Side of Madison. People can sign up for one or all of the topics.

Training-Series-At-A-Glance.pdf

For a full event listing, including descriptions, dates, and locations, please visit our website at: <https://cow.waisman.wisc.edu/training/crisis-prevention-and-person-centered-planning-direct-care-worker-training/>

Register [here](#)

Registration is capped for each training to maintain social distancing; register early to ensure a spot!

For information on trainings for caregivers working with people living with dementia, please visit Dane County Human Services: <https://dementia-training.dcdhs.com/>

## HOPE Health Newsletter – May2020

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Retrieved from May 2020 HOPE Health Letter Vol. 40, No. 5 produced by Hausmann Johnson Insurance, The Benefit Services Group, INC. (BSG), and BSG Analytics LLC.