



HOPE GROWS INTERNSHIP

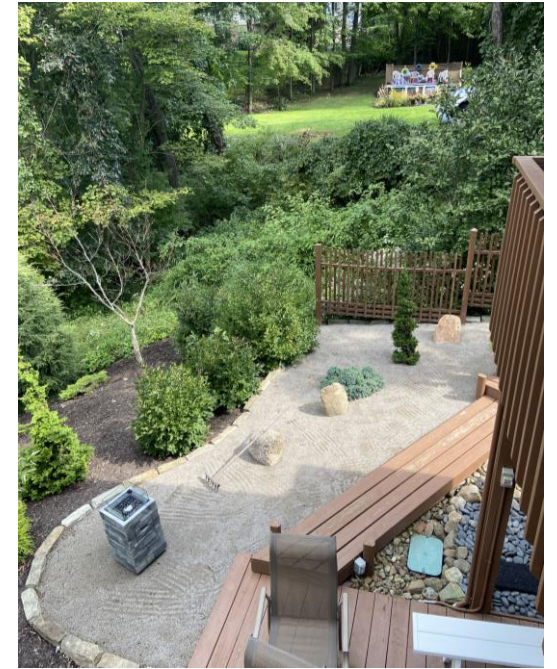
HOPE

The iris is Hope Grow's flower. The iris represents hope and faith which is very important to Hope Grows. The mission of Hope Grows is to inspire hope through nature while empowering caregivers to seek wellness of mind, body, and spirit.



GARDENS

There are many healing and restorative gardens. The gardens can be a change of scenery and a sanctuary for caregivers.



GARDENS



IRIS RESPITE HOUSE

Hope Grows will open The Iris Respite House, a Bed and Breakfast, for Caregivers. The main purpose for the Bed and Breakfast is to allow Caregivers to relax, heal, and grow. This will allow Caregivers to manage their stress, improve their health, and reduce compassion fatigue.



RENOVATIONS

These are pictures of some of the renovations that need to occur at Hope Grows before it can open the Iris Respite House. Due to COVID, the renovations got pushed back time wise. However, renovations have started back up.



THINK CAREGIVER

My main duty and responsibility is ThinkCaregiver. ThinkCaregiver is funded by UPMC. Caregivers can sign up to get monthly phone call check ins. I provide support, referrals, and resources. Bereaved Caregivers can sign up for monthly or every three-month phone calls. Caregivers can sign up online.

THINK caregiver

Our virtual support program connects caregivers to personalized training and community support across a vast network throughout the country.

Connect with Hope Grows in their mission to provide caregivers and supporters short moments of encouragement, respite and purpose with simple self-care suggestions. Our knowledgeable staff provides emotional coaching, resources and referrals as needed by the caregiver.

Want more information?

Please fill out form or Call Hope Grows at
412-369-4673 or email

First Name *

First Name

Last Name *

Last Name

Email *

Email

Phone

Phone

Please communicate with me by:

Emails

Phone Calls

**Text
Messages**

THINK CAREGIVER

Salesforce is used to log every phone call. After each call, I have to write a short comment about the conversation or write that I left a voicemail. I also have to make note of the length of the call and if the call helped the caregiver's stress levels.

Task Edit

Save

Save & New Task

Save & New Event

Cancel

Task Information

! = Required Information

Assigned To Hope Grows Volunteer

Related To Opportunity

Subject Think Caregiver Call-Madel

Name Contact

Due Date 11/3/2021 [11/4/2021]

Client's Call Preference

Call Duration

Client's Response to Question --None--

Client's Phone Program Response --None--

Comments
Left vm 7/23/21 LG
Left vm 9/8/21 MG
left vm 10/6/21 MG

Current Level of Stress
Level 1: No Stress
Level 2: Some Stress
Level 3: Moderate Stress
Level 4: A Lot of Stress
Level 5: Extreme Stress
Chosen

Client's Level of Coping
Available
Level 1: Very Good
Level 2: Good
Level 3: Neither Good or Bad
Level 4: Poor
Chosen

Additional Information

Status In Progress

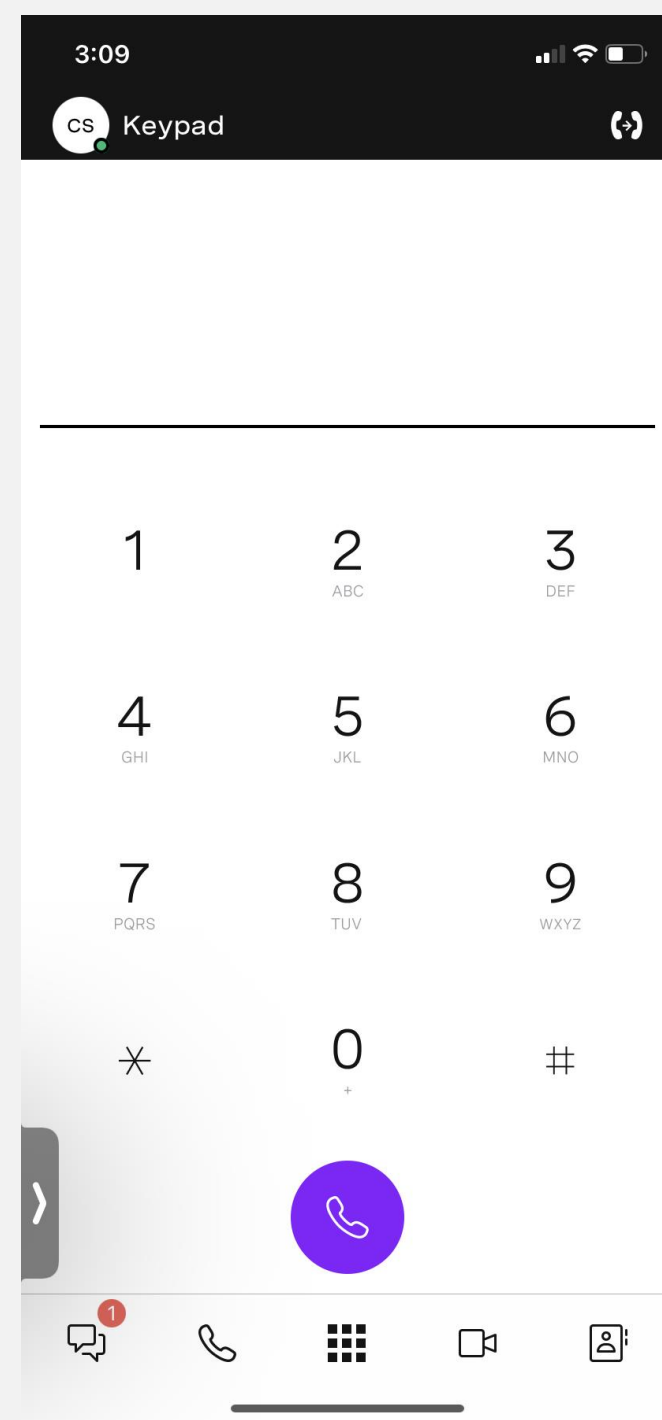
Phone

Priority Normal

Email

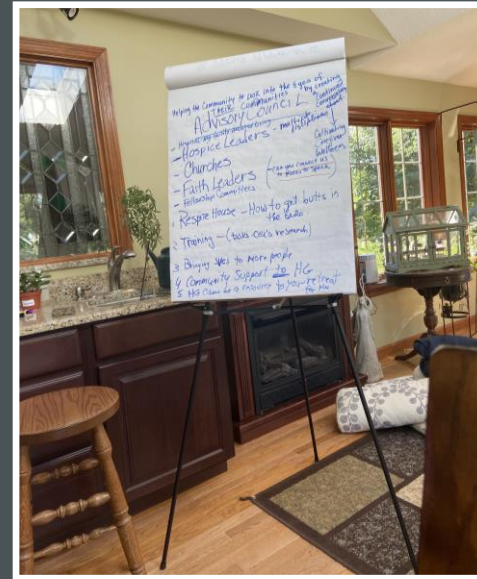
THINK CAREGIVER

Every phone call is made through the app Vonage. This way all calls come from the same phone number and none of the caregivers have our personal numbers. Starting in the New Year, Caregivers can choose text messages instead of email if they prefer.



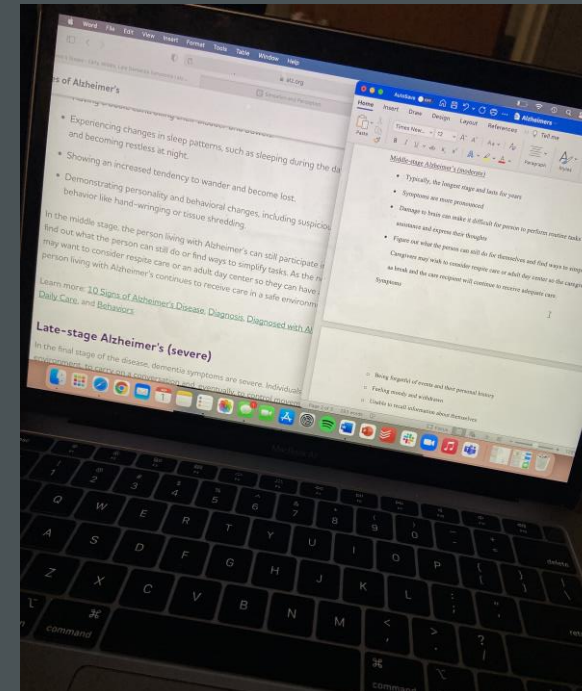
CLINICAL MEETINGS

Every Friday we had clinical meetings starting at 9:30am. Sometimes it would be virtual. At clinical meetings we discuss any issues or anything of significance that came up during the week. After that, we discussed plans for the new year and any events coming up. Each year Lisa likes to create an overall theme/message. These are pictures of the sunroom which is where our meetings usually take place.



ONE PAGERS

I made many informational sheets about diseases and coping skills. All the one pagers will be available for caregivers in their Welcome Packet.



WELCOME TO HOPE GROWS

WHO IS HOPE GROWS?
 Hope Grows is a nonprofit that provides therapeutic support for family caregivers.

Our services:

- Monthly phone call check-in program (Think Caregiver)
- Support Groups
- Mental Health Counseling
- Respite Events
- Educational Programs
- 9 Healing and Restorative Gardens
- Overnight Bed and Breakfast COMING SOON!!!!

WHAT IS THINK CAREGIVER?

- Phone Call Check-In Program for Current and Bereaved Caregivers
- Can be Once per Month or Bi-Weekly/Monthly
- Phone calls last anywhere between 4-25 minutes
- A way for us to show our clients that we are there for them!
 - "How are you doing?"
 - "Have things been going okay?"
 - "Is there anything we can do?"
 - "Do you need any resources?"

DUTIES AND RESPONSIBILITIES OF AN UNDERGRAD INTERN

- Maintain a Non-Judgmental Tone and Conversation
- Actively Listen
- Keep Records Confidential
- Communicate with Colleagues
- Attend Supervision
- Ask questions if needed!

"DAY TO DAY" DUTIES AND RESPONSIBILITIES OF AN UNDERGRAD INTERN

- Review client's profile page
 - Details about the client including contact information, care-receiver information, any programs they are in, etc.
- Call client using their phone number on file
- Talk to client or leave a voicemail
 - Sometimes calls can be short or long, either way we always want to give our clients our undivided attention.
- Record brief notes regarding the phone call
- Set the next phone call
- Move on to the next client!

Action Plan

Goal	Importance of goal
<input type="text"/>	<input type="text"/>
What are you going to do?	<input type="text"/>
How much are you going to do?	<input type="text"/>
When are you going to do it?	<input type="text"/>
How often are you going to do it?	<input type="text"/>
How confident are you that you will complete this goal?	0 1 2 3 4 5 6 7 8 9 10 not at all totally confident

BUSINESS ONE PAGER

I created a one pager for Hope Grows. This will be used to advertise and promote Hope Grows. As well as give a summary of the non-profit.

hope GROWS

"Nature does not expect anything from me, it is the one place that I am able to surrender all control."

412-369-HOPE (4673) www.hopegrows.net
info@hopegrows.net

About us:
Hope Grows is a non-profit organization providing an environment that allows caregivers to receive counseling, support, and much needed breaks. We invite caregivers to experience a one of a kind approach to wellness as a way to manage the physical, psychological, and spiritual stress associated with being a caregiver. Our mission is to inspire hope through nature while empowering caregivers to seek wellness of mind, body, and spirit.

Our Programs:	Accomplishments in 2020:
Counseling & Support: <ul style="list-style-type: none">• Caregiver Connect• Family Coaching Program• Morning Tea• Individual Counseling• Think Caregiver	<ul style="list-style-type: none">• <u>72</u> caregivers/families served (up 70% from 2019)• <u>828</u> hours of counseling and support (up 24% from 2019)• <u>72</u> hours of Therapeutic Respite (90% virtual due to pandemic)• <u>1026</u> hours of education and training given and received (up 85% from 2019)• <u>218</u> "Think Caregiver" subscribers received monthly check-in calls• <u>3,871</u> hours of volunteer service valued at \$105,291 (up 31% from 2019)
Therapeutic Respite: <ul style="list-style-type: none">• Garden Walks & Talks• Into Nature! Podcast	
Education & Training: <ul style="list-style-type: none">• Powerful Tools for Caregivers• Joy of Living	