

# Powerful Tools for Caregivers Transition

## Frequently Asked Questions

The leadership for PTC is transitioning to Iowa State University (ISU) Extension and Outreach beginning July 16, 2021. The following information is based on two “Meet and Greet” Zoom meetings co-hosted by PTC Headquarters in Portland, OR and ISU’s Extension and Outreach team. This document will be updated to reflect new information as we receive additional questions. Please send any questions you have about the transition of the PTC program to [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org). Before July 16<sup>th</sup> there will be additional opportunities to join in Zoom meetings about the transition. Watch the PTC website for details about dates and times.

### General

Could you explain the motivation that led to the transition of PTC Headquarters?

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PTC felt the need to find an organization to assume leadership of the program in order to meet the growing needs of family caregivers. PTC has found the perfect organization to assume leadership in Iowa State University Extension and Outreach. ISU brings extensive multifaceted resources and has a 20-year history of partnering with the PTC program. Kathy Shannon and Susan Tipton are two of the three key program staff at PTC HQ and they are both retiring this year after over 20 years of service. Leslie Congleton will continue her passion in working with PTC as a Temporary Part Time employee with ISU and is honored to assist the Iowa team in making the transition smooth in the coming year.

Will the PTC website be maintained?

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There are no current plans to change the website. The [powerfultoolsforcaregivers.org](http://powerfultoolsforcaregivers.org) website will be maintained by PTC HQ through July 15, 2021 and by ISU beginning July 16, 2021.

When will the new contact information for PTC at ISU be made?

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ISU’s contact information will be made available on July 16, 2021. An extensive team from Iowa State University and PTC HQ in Portland, OR have been working together for months to ensure a smooth transition.

At this time, continue to remain in contact with PTC HQ. Emailing [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org) will access Kathy, Leslie and Susan.

## Materials

How will books be ordered?

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A link to information about ordering books will remain on the PTC website, [www.powerfultoolsforcaregivers.org](http://www.powerfultoolsforcaregivers.org). The option to pay either by check with an invoice or use a credit card will remain the same for now.

Do you anticipate the cost of *The Caregiver Helpbook* will change?

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The cost of *The Caregiver Helpbook* will remain the same in the upcoming year.

Will there be an update to *The Caregiver Helpbook*?

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While we have hopes and plans to create another updated edition of *The Caregiver Helpbook* sometime in the future, it will not take place in the coming year.

How can we access the most recent version of class leader materials?

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Email [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org) if you are a certified PTC Class Leader or a certified PTC Master Trainer and need to access the link to the current materials.

Will there be new Manuals for Class Leaders and Master Trainers?

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There are no plans to make significant changes to the PTC curriculum manuals in the coming year. Our goal is to make the transition of the PTC program to Iowa State University Extension and Outreach as seamless as possible. There will be some pages to insert into your manuals which provide the new contact information so you are connected with PTC leadership.

What languages are the materials available in?

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*The Caregiver Helpbook* – English, Spanish

Class Leader materials – English, French, Korean, Spanish

Class Leader Training Manual (for Master Trainers only) – English

*I Am a Caregiver* video – English, French, Korean, and Spanish subtitles

Managing Caregiver Stress (60 – 90 minutes promotional outreach program) – English, French, Spanish

PowerPoint, evaluation forms, handouts, outreach materials – English, French, Spanish

Relaxation Audio files – English and Korean download audio file on PTC website, Spanish (order form for audio file) on PTC website

## Virtual Program Delivery

Do you anticipate that virtual classes will still be an option after in-person classes can resume?

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For now, virtual PTC classes will continue to be a delivery option for PTC program in addition to in-person classes. Virtual classes support our efforts to make the program accessible to more caregivers, not only during the pandemic, but at all times. In 2020, PTC made virtual 6-week class delivery to caregivers a delivery option and it is exciting to see caregiver support continue to be offered by so many leaders throughout the United States and in Canada. ISU Extension and Outreach intends to review the procedures for virtual delivery after the transition and looks forward to exploring possible improvements related to this method of delivery in the future, including the use of various platforms.

Will there ever be any training for the virtual format?

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Last fall, the PTC Implementation Guide was updated and sent electronically to all certified PTC Class Leaders and Master Trainers. This guide includes extensive written information about offering a virtual PTC caregiver class series. Additionally, PTC HQ developed digital forms and fillable PowerPoint slides for leaders to use.

In addition to the Implementation Guide, PTC HQ sought Class Leaders and Master Trainers interested in volunteering their time for other PTC Class Leaders and Master Trainers by providing mentoring support in conducting PTC virtual caregiver classes and Class Leader trainings. Several individuals have come forward to volunteer time in mentoring others in the virtual delivery of the PTC program. The feedback has been very positive from both those receiving and giving this mentoring support.

How do we connect with those virtual Volunteer Mentors?

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If you would like to be connected with a virtual Volunteer Mentor, or would like to become a virtual Volunteer Mentor, please email PTC HQ at: [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org).

Can you give us help in using multiple platforms for virtual classes?

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The information in PTC Implementation Guide is focused on Zoom at this time. Some of the Volunteer Online Mentors have experience with other platforms, and we encourage you to look online for helpful resources as each of the platforms offers free online tutorials or check with IT

support within your own organization. ISU Extension and Outreach intends to explore possible improvements related to virtual program delivery in the future, including the use of various platforms.

How can we receive tips to make caregivers comfortable in a virtual class?

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We recognize how important it is for caregivers to feel comfortable in any class, including those offered virtually. Part of offering the 6-week PTC class virtually is that the co-leader offers an orientation session with the group, or makes individual calls one week prior to the class. This practice helps to troubleshoot any challenges in connecting with one another virtually, so when the first class begins, everyone is more comfortable.

How do we know if materials are for virtual or in-person delivery?

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There is not a special 90-minute virtual version of the program. It is the PTC program support materials (above) that are new; the script remains much the same.

Email [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org) to receive a link to all PTC class materials.

Is there another option to get scripts that is not Dropbox?

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If Dropbox is not an option, we can email the scripted manuals and other materials as zipped files. Due to file size, it takes several emails to receive a complete set of files. Contact us at [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org)

Are there any tweaks for 90-minute virtual classes to include more breakout activities?

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At this time, we have not added any additional breakout sessions for paired activities to the 90-minute virtual classes. To facilitate group camaraderie, some groups meet a few minutes before class starting time to connect and get settled.

The online Zoom set up can only be the 90-minute version?

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All four scripted manuals (90-minute and 2.5-hour Caregivers of Adults with Chronic Conditions, 2-hour Caregivers of Children with Special Needs, and 1-hour Managing Caregiver Stress) include digital forms, PDF handouts, and fillable PowerPoint slides. Digital class evaluations are with Program Templates.

When delivering the program virtually, we recommend use of the 90-minute program to minimize “online fatigue.” We also recommend that Class Leaders review relevant sections of the **PTC Implementation Guide** and **Conducting Online Classes Tips**.

## Class Leaders

Do you anticipate changes to the licensing process? Will the license stay with the individual?

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The PTC certification process will continue as it currently is with individuals (not organizations) being certified as Class Leaders and Master Trainers. This makes it possible for individuals to maintain their certification, regardless of their sponsoring organization. The Certification Agreement forms for both Class Leaders and Master Trainers will remain the same in the coming year.

Will there be changes to PTC costs like other evidence-based programs?

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No changes in costs are being made in the coming year.

Will there be a grace period for certified PTC class leaders who couldn't keep up with offering classes due to COVID restrictions?

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As a result of COVID, PTC HQ has offered class leaders a grace period with regards to the certification requirements of co-leading PTC classes. Given the current restrictions for many locations in offering in-person classes, and the number of leaders who are not planning to offer virtual classes, we recognize that there is a cohort of class leaders who are unable to meet their requirement of co-leading two classes within a year of being trained. It is impossible to predict the timing of when in-person classes may become more widely available in different geographic areas. Our intent is to ensure that all Class Leaders are confident in their ability to deliver the program, particularly if there is a time lag between when a Class Leader was trained and when they offer their first caregiver class series. Contact PTC HQ at [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org) for questions, information, and support.

How do I find another co-leader (the original co-leader left their position)?

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If you are interested in connecting with another co-leader, please contact [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org).

When is the next Master Training scheduled?

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Master Trainings are posted on the PTC website. Currently there is a Master Training scheduled for May 11, 2021, 10:30 a.m. – 12 noon, PACIFIC TIME. Email [mail@powerfultoolsforcaregivers.org](mailto:mail@powerfultoolsforcaregivers.org) to request an application, or for questions, if you are interested.

## Evaluation

What is done with the participant evaluations? How are they used?

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Class participant evaluation forms from the 6-week classes are primarily to provide feedback from caregivers to the certified PTC Class Leaders co-leading the classes and their sponsoring organizations. It has been helpful for Class Leaders and sponsors to understand the caregivers' perspective in rating each of the 6-week classes, feedback about the class leaders, and thoughts on how to make improvements in the program. **Caregiver class evaluation forms are not collected by PTC HQ.**

The evaluation form from trainees in each **Class Leader training are collected by PTC HQ.** This feedback helps to shape programmatic content and delivery so that the program's evidence-based outcomes are maintained.

I've been amazed at how quickly people come together. Is there a way to keep people connected after the 6-week class series?

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There is an excellent NOTE written in the beginning of the 6-week Class Leader script that addresses the issue of how to guide the class participants in continuing with any bonds they have developed as a group. The note is a reminder for the Class Leader to encourage the group to share their contact information with one another, if they would like to continue to meet. Participants may continue sharing their life transitions of placement to a care facility, hiring in-home help, continuing making action plans, as well as a death of the care receiver.

Leaders' responsibility with the *Powerful Tools for Caregivers* program ends with Class 6. If participants choose to continue meeting, the PTC program recommends that this becomes the responsibility of the caregiver class participants.

Will you have the same contact person in Canada?

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Local sponsoring organizations contacts will likely remain the same for Class Leaders and Master Trainers.