

**Heather Arps**

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**Professional summary:** Experienced, respectful and empathetic local caregiver with over four decades of experience in private home care, case management, community networking, client advocacy and hospice care. I have a good reputation for reliability, compassion, and finding creative solutions to issues related to aging and infirmity while living on an island. I hold a WA state license as Certified Nurse Aid with no violations. I spent ten years working at our local medical clinic. I have worked in care facilities around the country including two years on island at Hamlet House. I possess natural common sense and genuine care for the aging population and those in need of extra support during illness, recovery, end of life or loss.

**Relevant Experience:**

- **Lopez Medical Clinic/** 2007-2017. Professional licensing included: CNA, X-ray/ Phlebotomy Tech, MA-R. Responsibilities included rooming patients, data collection, collation and recording, managing provider schedules, phone triage, X-rays, blood draws, autoclave and other procedures, assisting doctors, materials management and ordering, create/maintain systems for efficiency, assisting in development of standard & emergent care plans for patient/family. Communicate critical/urgent information to providers and assist EMS/Airlift in patient transport.
- **Caregiver/Hamlet House - Adult Family Home/** 2016-2019. Provided hands on care for all aspects of personal care, ADL's, created social activities, office assistant, compiled data on residents, maintained records, gathered and disseminated information to incoming services (hospice, home health, etc.), on-call person during manger absences, kitchen management: menu planning, food purchasing, cooking, and coordinating with community resources for food items.
- **Independent caregiver and case manager/** 1980 to present day. Providing complete case management and personal care for in-home eldercare clients. Responsibilities include: working collaboratively with clients to assess needs and create a care plan. Manage care plan, hiring, training and supervising all caregivers for routine and emergent care. Referring to and coordinating support from appropriate services both on and off island. Managing all household needs: grocery shopping, meal prep (including special diets). Planning and oversight of social/therapeutic activities and coordinating transportation, etc. Providing advocacy and support for client, family and caregivers, and communication between client, staff, family and medical providers.

**Education & Certifications:**

WA State Certified Nursing Assistant, Health Information Network HIV/AIDS Certification, WA State Covid awareness training, Fundamentals of caregiving, Nurse Delegation Certificate, Phleb tech and X-Ray Tech license, BLS/CPR. 5 day workshop with Elizabeth Kubler Ross, multiple continuing education courses with the EK Foundation and extensive reading in the field of communication, community building, elder care, and end of life care from the perspective of provider and client. And I listen to and learn from my clients.

**Additional Activities:**

- Former volunteer to Fire & EMS. Stayed with people left home when a primary caregiver was flown.
- Founder of three different Foot Care Clinics. 1990 until 2015.
- Helped to bring Medicare Hospice to San Juan County
- Library Volunteer 1987-1991
- Public school volunteer 1990-2005
- Community volunteer 1987-present
- Lopez Art Guild member 2020-present