
■ Introduction

While America is aging and many of us will live longer, there is no guarantee that we will maintain good health and independence as we grow older. The majority of older people will enjoy their extended “golden years,” but some will need others to care for them for longer periods of time. Many diseases of aging start affecting people well before they reach 65 or 70 years of age and the need for supportive caregiving can last for decades. And, this need will continue to grow during the new millennium.

To help meet this demand, more and more volunteers in our communities will need to be trained by local organizations, such as yours, to become effective support caregivers to assist chronically ill older people, their primary caregivers and their families. That is why this *Training Manual* has been developed and why Eisai Inc. has chosen to sponsor this important project.

Eisai is a unique pharmaceutical company, and this uniqueness is embodied in our “*bhc*” corporate philosophy. For Eisai, *bhc* stands for “*human health care*”—our mission to make those who are ill and their families our first priority. Every day we contemplate the patient’s perspective and, thus, the human impact of our company’s decisions and actions.

Our mission commits Eisai to strive for innovative solutions in disease prevention, cure and care for the health and well-being of people worldwide. Our *bhc* philosophy takes us beyond the business of discovering and developing quality medicines. We believe it also is our responsibility to improve the lives of older adults and their families.

To reinforce this mission within our corporate culture, Eisai has conducted a preceptorship program for employees, during which they have volunteered their time, working with older people, professional care providers and family caregivers in geriatric hospitals, nursing homes or other similar settings. Whether they are sales specialists or accountants, these employees have learned valuable lessons from their experience.

The idea for the Eisai *bhc* Volunteer Support Caregiver Training Program evolved from our increased awareness and understanding of the many problems and challenges of caregiving for older adults who become ill or disabled. Through our company research, our preceptorship program and in-depth discussions with our Advisory Council of experts in the areas of aging, health care and caregiving, we have come to recognize the increasing need for well-trained and sensitive volunteers to support primary caregivers in our communities nationwide.

Over the past several years, Eisai has had the privilege and benefit of working in cooperation with representatives of the distinguished organizations that comprise our Advisory Council. They have contributed their knowledge, expertise and commitment to make this *Training Manual* a valuable tool to help community organizations train individuals to be volunteer support caregivers of older adults.

On behalf of Eisai Inc., I would like to extend our sincere gratitude to the Advisory Council: Elinor Ginzler, Manager, Long-Term Care and Independent Living, Membership Cluster, AARP; Karen P. Woods, R.N., M.S.N., former Executive Director, Hospice Association of America; Gail Gibson Hunt, Executive Director, National Alliance for Caregiving; Cathy Frasca, former Vice Chairman of the Board of Directors, National Association for Home Care; Glendale V. Johnson, Regional Program Operations Director, Senior Community Employment Program, The National Council on the Aging; Suzanne Geffen Mintz, President/Co-Founder, National Family Caregivers Association; Virginia Schiaffino, former Executive Director and Consultant, Interfaith Caregivers Alliance; Caregivers; Donna L. Wagner, Ph.D., Director of Gerontology, Department of Gerontology, Towson University; and Frederick S. Brand, M.A., Director of Program Services, Alzheimer's Association, Greater New Jersey Chapter. Without their dedication and expert guidance, this Project would not have been possible.

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We dedicate this *Training Manual* to the community-based organizations devoted to training and supporting volunteers and to the compassionate individuals willing to serve as volunteer support caregivers of older adults across the United States.

We hope your organization will find that this publication provides useful information, materials and tools to help you develop and conduct successful volunteer training sessions.

In the spirit of *human health care*,



Soichi Matsuno
Chairman
Eisai Inc.