



Evelyn R.

Document Examiner + Title Clerk, San Diego Bayview Service Center
48, Female, Divorced, High School, Some Vocational / Certification



"I knew they were forgetting things and they were taking up more of my time, but it took a close friend to point out both my parents have advanced dementia."

- Physical
- Mental
- Emotional

EVELYN’S STORY

Evelyn works high-volume days at the DMV, constantly dealing with frustrated customers and can make her feel like a punching bag given the public perception of her role and service.

At home, the pressure continues as she cares for her parents, both recently diagnosed with dementia, after her father’s injury made independent living impossible. Her mother’s attempts to help often create more messes, leaving Evelyn with even more to calculate and manage.

Raising two teenage sons adds to the challenge. While they try to help, their inexperience often makes her workload heavier.

Chest pains from stress and sleepless nights leave Evelyn drained, with little space to find solutions. She hopes to involve her family more, teaching them responsibility, but the constant demands make it hard to focus on anything beyond surviving each day.

TECHNOLOGY

HP EliteDesk (2013) @ Work
HP Pavillion Laptop (2012) @ Home
iPhone (she thinks it’s a ‘7 plus’)

SOCIAL MEDIA / USE

Prior to parents: Facebook,
Babbel — Low: 0-2 hours a week

FEARS / GOALS

Her parent situation is unwinnable
but that it’s damaging her sons

KNOWN ISSUES

- Chest pains from anxiety
- Fatigue
- Short on domestic / household support
- Sleep disturbance
- Time deficit

UNKNOWN ISSUES

- Acid reflux
- Compassion fatigue
- Guilt
- Resentment
- Self-esteem
- Sleep apnea
- Social isolation

COPING METHODS/HABITS

- Avoidance of difficult conversations (with sons)
- Convenience- and cost-driven meals
- Denial of her needs
- Overworking