Looking for More Hours?

Let us help! Here’s how.

List your information on the GSIL Registry

The GSIL Registry is the primary place where our consumers, service coordinators & recruitment coordinator search when they need to hire attendant care workers. It’s fast… it’s easy… it’s free… and it works! The GSIL Registry lists attendant care worker contact information, experience, availability, preferences and areas you are willing to travel to and it is password protected for your privacy.

For more hours you can also call:
- Maureen Whittemore
- Your Coordinator
- Human Resources

Coming Soon!

Granite State Independent Living (GSIL) has exciting news… we’re moving ahead with a streamlined time/attendance process!

What this will mean for you:
- Improved service to our consumers and care attendants
- Streamlined timekeeping and payroll procedures
- Eliminating paper timesheets
- Eliminating adding up times
- Eliminating the need for signatures

We are looking forward to rolling this process out over the next 6-8 months, with our pilot program (a small cross section of Agency Directed Consumers) beginning in October.

Stay tuned for more details as we progress with this exciting new process!

How to add your info to the GSIL Registry:
Online – www.gsil.org – From the Home Page select Home Care. In the Home Care drop down list, look for Home Care Attendant Hub. On the Home Care Attendant Hub page click on the “Submit Your Availability” link and it will bring you to where you can add/change your availability and other information as mentioned above. Or email your information to mwhittemore@gsil.org or call Maureen Whittemore.

Check out some of our current postings on the GSIL website, including:

NEW LISTING: ENFIELD - Personal care attendant needed for Enfield for split shifts 7 days per week. Female with PCA exp for personal care and assist with going out into the community. Background checks mandatory. Apply online at www.gsil.org, email your info to mwhittemore@gsil.org or call Maureen at 603-410-6512 MW8-24-15CP/BW
Thank you for being an important part of the GSIL team!

For you to do your job more effectively, GSIL must be continuously informing you beyond a new-hire initiation. Company policies and directions often change. Employees must be kept up to date on these changes because you are often the consumer’s everyday contact.

GSIL has decided to send a Quarterly Newsletter to keep the communication moving forward.

We would like to ask that you send us your feedback, let us know what you would like to see in the upcoming newsletters. In addition we want you to shape the value of the newsletter by offering suggestions for articles & writing articles etc.

Here’s what you can expect in the All the News You Can Use GSIL newsletter:

- News of what is happening at GSIL and how you can be an active member to continue the great work GSIL does;
- We will offer professional growth tips and opportunities
- Care attendants sharing best practices how to support consumers and advance our mission;
- You will be kept up to date on Company policies and changes with GSIL and Medicaid;
- Kudos Korner – Where GSIL will recognize one care attendant for outstanding service.

We hope you will find this newsletter informative, helpful and a good source to help keep you in the know with happenings for our care attendants at GSIL!

HR Happenings

Changes can be crazy! But they don’t have to be. If you have changes that we need to know about, please notify us as soon as possible.

Changes that HR needs to be made aware of include:

- New phone number
- New address
- New mailing address
- New email

To notify Human Resources about any of these changes, call us at 603-228-9608 and ask for the HR Department.

Thank you for keeping our information up to date…we appreciate it!!
Managing Difficult Conversations

When having a conversation with someone, it is important to recognize that the tone of your voice, the energy you emit and your body language are just as important as the words you choose. The point of a conversation is to relay your message (thoughts, ideas, how you feel about something) to the person you are talking with in a way that they hear and understand precisely what you are saying. Emotions, reactions, misunderstandings, wrong choice of words and tone of the conversation can turn any discussion into an awkward, difficult, uneasy and non-productive moment.

Taking time to manage a difficult conversation ahead of time is your best bet on a positive outcome. Modern technology dictates that there are alternative ways to communicate to others – texting, instant messaging, email, Facebook, twitter and more, but nothing replaces a face to face conversation. With few exceptions, difficult conversations should be made via a face to face conversation. There are times when emailing or texting might be an option, but discussing in person will allow first-hand knowledge of reactions, you will be able to explain things immediately, and you will not appear as a person who cannot face someone and hides behind a text message.

Here are a few tips/ reminders when dealing with a difficult subject/conversation:

**Start the conversation with something positive:** I just wanted to thank you (name) for always taking the time to let me know how appreciative you are when I come to work. It makes me feel good that you think I do a great job.

**Discuss the negative topic:** You know (name), I was surprised when you yelled at me yesterday because that is not like you and I feel like it was not warranted…were you in a grumpy mood for a reason? (Adding a lightness or humor to the negative is sometimes helpful)

**End on a positive note:** Thanks for listening and understanding my feelings, (name). I hope you know I value our working relationship and if you have a better way for me to do things, please just talk to me…I’m open to suggestions on how to make things easier for us both. And know once again that I very much appreciate you listening to my concerns.

**START WITH A CLEAN SLATE:** As much as we try not to, when we have been thinking about something that needs discussion with another person, we usually have the conversation and possible outcomes played out in our minds well ahead of the actual conversation taking place. Preconceived notions of a conversation can preclude a better outcome (you get what you think you are going to get). Remove those thoughts from your head and start with a clean slate.

**WATCH YOUR LANGUAGE:** Body language, for starters! Arms should be loose and uncrossed. All parties in the conversation should be at eye level or as close to eye level with each other as possible. Keep personal space between you - getting too close to someone can be viewed as threatening or a challenge. Try some deep breaths before the conversation starts to bring calmness. Shake off negativity and replace with calm assertive energy. Do not use harsh words, profanity, labeling or degrading words. Watch your tonality.

**LIMIT DISTRACTIONS:** When having a conversation with someone it is best if you have no distractions. Turn the TV, radio or music off, put the cell phones down, invite only the people who are involved into the conversation and ask others for privacy (another room, outdoors) if possible.

---

**Kudos Korner!**

Attendant Care Appreciation - Each publication of “All the News You Can Use” newsletter will have the Kudos Korner, a spot where we will highlight one GSIL care attendant who provided outstanding services for their consumer in conjunction with their job as an attendant care worker. The winning care attendant will receive a $25.00 gift card and a write up featured in the newsletter’s Kudos Korner.

Nominations and referrals of outstanding care attendants will be reviewed by the newsletter committee and one will be chosen each period. Nominations/referrals can be submitted by consumers, coordinators and other care attendants. All nominations/referrals should be forwarded to mwhittemore@gsil.org.

Kudos Korner – shining the light on those care attendants who help brighten another’s life!

Misty Lavoie has been working for GSIL since July 2014. Her ability to go above and beyond proved itself when her consumer was in need.

Therefore, GSIL wants to recognize Misty and her outstanding professionalism and dedication.

Misty is this month’s Kudos Korner recipient and will receive a 25.00 gift card. Thank you, Misty, for your wonderful...
Who’s Who at GSIL?

You can most likely tell from this picture (taken during last year’s Trick-or-Treat party), that GSIL employees like to have a good time!

You are amazing and GSIL recognizes that every day!

We wanted to let you know that we are your support team (we don’t always look that funny!) and we are here to help you - whenever you have a need. From payroll, to coordinators, from Human Resources to recruitment from workers to the management team, we want to help you succeed at GSIL. No question is too small. No problem will go unresolved.

All you have to do is reach out. And if you don’t know who you should be reaching out to, just ask our Front desk receptionist for direction – they are always willing to help!

Thank you once again for being such an integral part of a great team! And thank you for all you do to help our consumers live independent lives.