

# Personal Care Connections

A quarterly newsletter of GSIL's Attendant Care programs



MAY 2015

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## News You Need

by Donna Potter, Director Home Care North

It looks like winter has finally let go its tight grip on New Hampshire- hope you are all enjoying the beautiful Spring weather that has finally arrived!

In accordance with GSIL's vision, mission and values, we have added a new position. This new position, called a "floater" is a floating attendant care worker who will provide quality direct care services for any open shifts as needed to meet out consumers' needs.

The target is for our critical need consumers under our PCSP and PCA programs. The floater is not a permanent worker, they are available as another option to our consumer directed programs in the case where there is a need; i.e., a worker is going on vacation and a consumer's back up worker is not available; or while a consumer is in the process of finding and hiring a worker.

The floater position is another opportunity for GSIL to provide the highest level of care and options to our consumers.

If you are interested or have a need for the floater, please contact your LTS Program Coordinator for assistance.

## Say hello to our new LTS Employees



Kathleen Ford  
LTS Program Coordinator



Cassandra Aubut  
Home Care Relief Specialist



Alissa Penton  
Home Care Scheduling  
Coordinator



Maria Sauerwald  
LTS Program Coordinator

*What you get by achieving  
your goals is not as important  
as what you become by  
achieving your goals.*

*Henry David Thoreau*



For email delivery just  
send your email address  
to Ann Graf  
[ann.graf@gsil.org](mailto:ann.graf@gsil.org)

## The Shingles Vaccine

### What is Shingles?

Shingles is a condition that arises from the varicella zoster virus. This is the virus that causes chicken pox also. Once a person has had chicken pox, the virus remains inactive in the body. The virus can reactivate and therefore, anyone who has had the chicken pox could potentially get shingles at some time in their life.

### What are the signs & symptoms of shingles?

Shingles occurs as a very painful, blistering rash that affects the nerves on one side of the body. The rash is often very painful to the touch making it very uncomfortable to have clothing on it. Typical sites are the face, back and torso. The rash typically lasts between 2 to 4 weeks. Other signs and symptoms that can occur include fever, headache, chills and an upset stomach.

### What are some possible complications of shingles?

Occasionally, those who have had shingles will have pain that persists after the rash has cleared. This is called post-herpetic neuralgia (PHN) and can last from 3 months to a year. If shingles affects the eye, it can cause permanent damage to the retina resulting in vision loss.

### Who is at risk?

The reason the virus reactivates in some individuals is unclear. However, there are some known risk factors:

- Age: Those over 50 years old are at increased risk. Roughly 50% of those unvaccinated and over 50 will get shingles in their lifetime.
- Weakened Immune System: Certain medical conditions and medications can weaken the body's natural defenses. This can cause an individual to be more susceptible to shingles. Cancer patients undergoing chemotherapy and HIV/AIDS are examples.

### Who SHOULD get the shingles vaccine?

According to the Centers for Disease Control, the shingles vaccine or Zostavax, is recommended for individuals age 60 or over.

### Who should NOT get the vaccine?

A person who has ever had a life-threatening or severe allergic reaction to gelatin, the antibiotic neomycin, or any other component of shingles vaccine. Tell your doctor if you have any severe allergies.

A person who has a weakened immune system because of

- HIV/AIDS or another disease that affects the immune system,
- Treatment with drugs that affect the immune system, such as steroids,
- Cancer treatment such as radiation or chemotherapy,
- Cancer affecting the bone marrow or lymphatic system, such as leukemia or lymphoma.
- Women who are or might be pregnant

Please contact your personal care provider (PCP) for additional information.



# In My Own Words

by Rose

It is really difficult to put into words how important a Personal Care Attendant is to a person like me. I guess you can say they are my arms and my legs to do the things I am unable to do on my own. I can't imagine my life without them.

That life would consist of pretty much staying in bed, not being able to bathe, wash my hair, and brush my teeth, just about all my personal needs the list goes on and on.

Also, there would be no socializing and most importantly, not being able to eat!

So, I would say they are pretty important to have around. Actually, the people I have working for me are not only my arms and legs. They help with my emotional situations as well. I have been so lucky to find the people I have found throughout the years. I hope I never have to experience life without them.

\*\*\*\*\*

## **What it means to me to be a Personal Care Attendant (PCA) by Lori**

This is a very rewarding job... if you like helping people who have a hard time helping themselves. No repetitious days on this job. Different moods, health, malfunction etc.... A very adventurous day after day.

I personally work for one consumer 40 hours per week, which brings personal care assistance to a whole new level. The closeness is so much greater. We do almost everything together. As friends we do trips, home projects, weddings, as a worker meal preparation, bathing, housework. (Kind of like an old married couple). We create things for her to make life easier for her, like modifying her wheel chair, fixing her clothes like making capes for her to feel pretty. Making ramps at my home for better accessibility when she comes to visit, many creations and yes inventions too. My consumer is like a member of my family. Yes she is my best friend. My life would not be complete without her.

This is the best job I have ever had and surely will ever have.

Would you like to share your knowledge and experience?

Consider writing an article for Personal Care Connections!

Contact Jodie Pemberton at 603-228-9680 or email at [jodie.pemberton@gsil.org](mailto:jodie.pemberton@gsil.org)

## **Skill Building** by Cheryl Pinheiro

### **Back Up Plans**

A solid back up plan for every consumer is a good foundation for success with consumer directed personal care services.

Each consumer should have a plan in the event their attendant care worker doesn't show either due to illness, personal issues, family concerns or other unforeseen circumstances. It is very important for consumers to ensure their back up plan is secure and that each worker has access to their back up co-workers' phone numbers.

The purpose of the back-up plan is to ensure coverage and meet each consumer's needs. If there is an insufficient back up plan and a consumer has no natural supports from family and friends, then a consumer could be without help and at risk. As everyone on consumer directed services knows, it is not GSIL's responsibility to cover shifts that are vacant. A consumer cannot call GSIL and ask for a worker to be sent to get them out of

bed or fix a meal etc... A consumer should know who to call when this happens.

LTS coordinators are here to help, find and locate potential workers as requested, but it ultimately is the consumer's responsibility to plan ahead and know what to do in situations that leave them without coverage.

Please look at what your back up plan is and talk with your LTS coordinator to update your plans to make sure you are never without help when you need it. Any questions please call your coordinator or anyone in LTS dept. for clarification.



## Compliance Corner by Carrie Hanser

Professional Boundaries are vital in the type of work we do because it is our and your responsibility to put the needs of a consumer first. This means we have a responsibility to them to do things to the best of our ability and to ensure our help and support does not damage or disenfranchise them.

Working with the same consumers over time can create close relationships, but you must keep professional boundaries to maintain a relationship that is ethical, respectful and trusted. Boundaries can help us to manage ourselves and our emotions.

Maintaining self-awareness and keeping check of yourself is essential. Review GSIL policies on boundaries and if you have any questions you can always call a Program Coordinator, Human Resources or the Director of Compliance for guidance at 800-826-3700. If you know or see a situation where someone is violating boundaries of a consumer remember you are a Mandated Reporter by NH State law and are required to report it to GSIL immediately.

## Simple Tastes – Quick and Easy Recipes by Cheryl Pinheiro

Recipe for: Asian Peanut Beef & Noodles for Two



### Ingredients :

- |   |   |
|---|---|
| <input type="checkbox"/> ¼ lb. spaghetti, broken in half, uncooked                            | <input type="checkbox"/> ¼ cup Lite Catalina dressing   |
| <input type="checkbox"/> 1 ½ cups sugar snap peas   | <input type="checkbox"/> 1 Tbsp. creamy peanut butter   |
| <input type="checkbox"/> ½ cup red pepper strips  | <input type="checkbox"/> 1 Tbsp. soy sauce              |
| <input type="checkbox"/> ½ lb. well-trimmed boneless beef sirloin steak, cut into thin strips | <input type="checkbox"/> 2 green onions, sliced         |
|   | <input type="checkbox"/> ¼ cup roasted peanuts, chopped |

### Directions:

1. **COOK** spaghetti as directed on package, and add snap peas and pepper strips to the boiling water for the last 2 min.
2. **MEANWHILE**, heat dressing in large skillet on medium-high heat. Add meat; stir-fry 3 min. or until meat is barely pink in center. Add peanut butter and soy sauce; stir-fry 1 min. or until sauce thickens.
3. **DRAIN** spaghetti and vegetables. Add to skillet; toss with meat mixture. Stir in onions; sprinkle with nuts.

## HR/Payroll Corner by Kathryn Semonelli and Cindy Walsh

### Direct Deposit Option

GSIL would like to remind employees that enrolling in Direct Deposit for their payroll is always an option. At any time, an employee can request and complete a Direct Deposit form for enrollment. Once the form is received and processed, an employee will go through two pay cycles of a regular, live paycheck. Once the banking information has been verified, the direct deposit will begin. Instead of a live paycheck, a voucher will be mailed summarizing the earnings, taxes & deductions for the pay period.

Enrolling with Direct Deposit ensures that your paycheck will be deposited timely into your account on Thursdays; no need to wait for a live paycheck in the mail. Employees can choose to deposit their earnings into multiple accounts such as checking or savings.

Please feel free to contact the Payroll Department with any questions or to request a Direct Deposit form at 1-800-826-3700 or 603-228-9680.

### Timesheets MOST COMMON ISSUES

- 1. AM and PM circles not filled in or filled incorrectly**  
The **NUMBER ONE ISSUE!** Please make sure AM and PM circles are filled in correctly.
- 2. Timesheets received late – Deadline for timesheets is Tuesday 5PM**  
Any timesheets received after the deadline risk employee not getting a paycheck until the following week. **Late Timesheets is the NUMBER TWO ISSUE!**
- 3. Program not filled in or wrong program chosen**  
At the top of each timesheet the correct program **must be filled in.**
- 4. Daily total hours are added incorrectly or left blank**  
Amount of hours worked each day must be filled in and added so that all are aware. This avoids going over daily total allotment of hours provided by Medicaid.
- 5. Addition (of hours worked) incorrect or not filled in**  
Daily and/or weekly total hours are added up incorrectly or left blank. This is the primary cause for going over total allotment of hours per week, or causing employee to work more than 40 hours resulting in overtime pay.
- 6. Dates incorrect or not filled in**  
We see many timesheets with the wrong dates or date fields have been left blank. We see timesheets with future dates and shifts that have not been worked yet.
- 7. Missing Names**  
Consumer or employee names are not filled in.
- 8. Misspelled Names**  
Consumer or employee names are misspelled.
- 9. Missing signatures**  
Missing consumer or employee signatures.
- 10. Overlapping of workers**  
More than one worker has written on their timesheet that they worked the same (overlapping) shift as another worker. Medicaid does not allow this.
- 11. Going over allotted hours**  
This happens when timesheets are not filled in correctly and workers or consumers are not aware that they have gone over allotted hours. Medicaid does not allow this.
- 12. Reporting time when a consumer is not in the home**  
PCA and PCSP services are services provided in the home. When a consumer is in the hospital, rehab facility or a nursing facility the services **cannot** be provided.



## HR On The Road

### Locations for Hiring Process Appointment

Concord Area: Hours: 9 a.m. to 12:30 p.m. and 1:00 p.m. to 4 p.m.

Manchester Area: Tuesdays by appointment only call Stephanie at 603-410-6576

## Happy Anniversary!!!!

February, March, April Congratulations!!!

### Celebrating 5 years of service!!

Jason Major	2/6/2010
Tina Roy	2/10/2010
Lisa Bezemes	3/2/2010
Shayne Swart	3/13/2010
Corey Prentiss	3/14/2010
Jessica Guzauskis	3/14/2010
Amylynn Kukler	3/18/2010
Ruth Holmes	3/30/2010
Amanda Robertson	4/10/2010

### Celebrating 10 years of service!!

Anna Lamarre	2/24/2005
Sarah Kirk-Owen	3/4/2005
Louise Boucher	3/15/2005
Becky Baker	3/21/2005
Christine Ayres	3/30/2005
Francine Chase	4/9/2005
John Miller	4/19/2005
Vickie Ferland	4/25/2005

## Who Does What in HR?

Stephanie X 1156	Cynthia X 1139	Vickie X 1162	Cindy W X 1166
All New Hire Paperwork, I-9's, BEAS			
Change of Address/Name			
Criminal Records Checks			
Change in Employment Status/Terminations			
TB Tests			
Driver/Vehicle Releases			
Welcome Packets			
Motor Vehicle Insurance			
Verification of Employment			
Voluntary Short Term Disability			
Wage Adjustments			
Work Related Injuries ( <b>must notify GSIL within 24 hrs</b> )			
		Workers with Last Name A - M <b>Stephanie ext 1156</b>	
		Workers with Last Name N - Z <b>Cynthia ext 1139</b>	
		Vickie	
		Vickie	
		Vickie / Cindy	
		Cindy	

## Gift Card Winners!!!!

**Newsletter Quiz** - Congratulations to Edward Keith whose entry was drawn as the lucky winner of a \$25.00 award for submitting the correct answers for last quarter's newsletter quiz.

# Information on specific programs

**Personal Care Attendant (PCA) Program and Personal Care Services (PCSP) Program**  
 Call ext. 1153 or [LTSinformation@gsil.org](mailto:LTSinformation@gsil.org)

**Independent Care Options (ICO) Program and Home Care Services**  
 North - Donna Potter ext. 1609 [dpotter@gsil.org](mailto:dpotter@gsil.org)  
 South – Samantha Bacon ext. 1308 [sbacon@gsil.org](mailto:sbacon@gsil.org)

**Recruitment Coordinator** Maureen Whittimore ext. 1112 [mwhittimore@gsil.org](mailto:mwhittimore@gsil.org)

## LINK-ABLES



Websites to access information regarding benefits, healthcare and disability culture.

Weathering the Storm: The Impact of the Great Recession on Long-Term Services and Supports.

<http://www.aarp.org/health/health-care-reform/info-10-2010/health-panel-10201.html>

Achieving a Better Life Experience (ABLE) Act



<http://www.ndss.org/Advocacy/Legislative-Agenda/Creating-an-Economic-Future-for-Individuals-with-Down-Syndrome/Achieving-a-Better-of-Life-Experience-ABLE-Act/>

How Shingles Can Affect Your Body

<http://www.shinglesinfo.com/shinglesinfo/what-is-shingles.jsp>

Have an idea for a Link-Ables, contact [Jodie.pemberton@gsil.org](mailto:Jodie.pemberton@gsil.org)

Contact your LTS Coordinator for a paper copy of this handy Reference Guide

 <b>Quick Reference Guide To Using The GSIL New Hire Process</b>			
Steps for Hiring an Attendant Care Worker	Step 1 Greet the applicant	Step 2 Conduct the Interview	Step 3 Job Offer – fill out forms
<p><b>For the Interview:</b></p> <p><b>Forms you will need:</b></p> <ul style="list-style-type: none"> <li>✓ Hire Packet for New Worker</li> </ul> <p><b>Tools you can use:</b> (Available from your LTS Coordinator)</p> <ul style="list-style-type: none"> <li>✓ Interview Log</li> <li>✓ Interview Checklist</li> <li>✓ Job Description</li> <li>✓ Applicant Evaluation Worksheet</li> </ul>	<p>Have applicant fill out the <b>Attendant Care Worker Application</b>.</p> <p><b>We Now Check References</b> – The HR Department will now be conducting the reference check for all new hires. Please make sure that the reference section is completely filled out so that we may be able to do this efficiently.</p> <p>Hand out the <b>Attendant Care Worker Job Description</b> for the applicant to review.</p>	<p>Use the <b>Interview Checklist</b> to remember what questions to ask and what information to tell the applicant.</p>	<p>If you want to hire the applicant give them the <b>Hire Packet for New Worker</b> to complete and sign.</p> <p><b>Reminder:</b> NH Criminal Record Release Authorization Form needs to be notarized, the BEAS State Registry Form needs to be witnessed and dated at the same time the applicant completes the form.</p> <p>If the applicant has lived at another address out of state within the last 3 years, Human Resources will also be sending out the correct Criminal Background Check form for that state.</p> <p>The criminal background process can be lengthy, so please make sure GSIL HR receives these forms as soon as possible.</p>
Step 4 Other Form Instructions	Step 5 Send in the forms	Step 6 The Welcome Packet and ACE Training	
<p><b>**New staff need to have forms and criminal background check(s) completed before they can start working. Also, the 1<sup>st</sup> TB must be completed before the applicant can start work.**</b></p> <p><b>Employment Eligibility Verification (I-9) Form-</b> Examine the documents and have both signatures in place (see the Employee Handbook for details). The applicant completes page 1 and the consumer (or representative) completes page 2. A sample I-9 is included in the hiring packet. Contact HR or your LTS Coordinator for questions.</p> <p> Fill out the <b>Employment Offer Form</b> and have the applicant sign it. If the applicant will be driving for any portion of their job, a copy of their auto insurance policy with 100,000/300,000 policy limits must be sent to GSIL HR. Also, contact GSIL Human Resources for the <b>Driver/Vehicle Release Form</b>.</p> <p>Give the applicant the <b>Employee Handbook</b> to review.</p>	<p><b>Send completed forms to GSIL HR:</b></p> <ul style="list-style-type: none"> <li>• Attendant Care Worker Application</li> <li>• Employment Eligibility Verification (I-9)</li> <li>• Criminal Record Release Authorization Form</li> <li>• BEAS Registry Form</li> <li>• GSIL Criminal Record Release Authorization for Misdemeanor</li> <li>• Employment Offer Form</li> <li>• IRS W-4 form</li> <li>• Consent to Copy Form with Copy of ID</li> <li>• Verification of Conviction Status Form</li> <li>• EEO Form (Optional)</li> <li>• Direct Deposit form (Optional)</li> <li>• TB Results (if completed within the last year)</li> <li>• HEP B Form</li> </ul>	<p>Upon receipt of the new hire forms your new worker will be mailed a <b>Welcome Packet</b> by Human Resources.</p> <p>This packet will include helpful information for them.</p> <p>Within your new hire's first 30 days of employment please have them complete:</p> <ul style="list-style-type: none"> <li>• <b>ACE Training (In Person)</b></li> <li>• <b>Training Confirmation form</b></li> <li>• <b>Agreement to Abide by GSIL Policies and Procedures form</b></li> </ul>	

# You Could Win a \$25 Award! *(taxes applicable)*

How???? Just answer these five questions correctly then send the completed quiz to GSIL by mail, 21 Chenell Drive Concord NH 03301, fax 228-1673 or email your answers to Cheryl Pinheiro [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org) no later than June 15, 2015. Your name will be entered and one lucky person's name will be drawn to win a \$25 Award (taxes applicable).

**Your Name:** \_\_\_\_\_

If an attendant care worker suspects or observes abuse/neglect or exploitation who should they call to report incident?

\_\_\_\_\_

Who is at risk to come down with Shingles?

\_\_\_\_\_

What is the purpose of a backup plan?

\_\_\_\_\_

What are some examples of crossing boundaries one might experience with consumers?

\_\_\_\_\_

What is the purpose of the new floater position?

\_\_\_\_\_