

# Personal Care Connections

A quarterly newsletter of GSIL's Attendant Care programs



OCTOBER 2014

## In This Issue:

### In The Know

[News You Need](#)

[In My Own Words](#)

### Let's Celebrate

[Happy Anniversary!!!](#)

[New Employees](#)

### Learning Center

[Compliance Corner](#)

[Skill Building](#)

### What's on the Web

[Link-Ables](#)

[GSIL Web Updates](#)

### Health and Safety

[Simple Tastes](#)

[Health and Wellness](#)

### GSIL Information

[HR/ Payroll Corner](#)

[HR on the Road](#)

[HR – Who Does What](#)

[Program Information](#)

## Advice from the Ocean

Be Shore of yourself  
Come out of your Shell  
Take time to Coast  
Avoid Pier pressure  
Sea life's beauty  
Don't get Tide down  
Make Waves

*Anonymous*



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



## News You Need

by Kathy Newcomb, RN

Director South, Long Term Supports

Happy autumn. I hope this finds all of you settling in for the fall and cooler weather. Here are a few things coming soon:

Effective **January 1, 2015** GSIL will be paying you for the time it takes you to travel to consumers that you work for back to back.

### ***How does this work and what do you need to know?***

- If you work for one consumer and leave their home to go straight to another consumer, generally taking **less than an hour**, then you would need to fill out a Travel Timesheet showing when you left the first consumer and when you arrived at the next consumer's home. You will need the consumers to initial these times and indicate the towns of where it is you departed and arrived.
- This will be paid at your current rate of pay.
- The policy on overtime still stands and therefore you cannot work over 40 hours in one week. (including your travel time)

Travel time between consumer locations will be tracked on a Travel Timesheet. The time sheet and specific instructions will be available at a later date.

- Travel Timesheets are to be submitted according to the current procedures which are as follows and will be paid along with your regular paychecks.
  - ✓ MAIL TIMESHEETS TO: **GSIL 21 Chenell Drive, Concord, NH 03301**
  - ✓ E-Mail: [payroll@gsil.org](mailto:payroll@gsil.org)
  - ✓ Fax: 603-228-1673 if faxing please call 603-228-9680 or toll-free 800-826-3700 and ask the Payroll Department to confirm receipt. If you do not reach anyone please leave a message with your name and phone number. If we DON'T see your timesheet we will call you.
  - ✓ **Due No Later Than Tuesday @ 5:00 PM if a timesheet is late, it is processed with the next pay period \***

If you have any questions, please call the GSIL Human Resources office or your consumer's LTS Program Coordinator at 603-228-9680.

### ***Also coming soon: Wages/Bonus***

Please watch your mail as you will be seeing information coming to you about changes to the Wage/Bonus schedule which will be effective January 1, 2015.



**It is that time again: leaves changing colors, cool crisp mornings, itchy watery eyes, sneezing, coughing, achy bones...Yup it's the flu season!!!**

### **Why should people get vaccinated against the flu?**

Influenza is a serious disease that can lead to hospitalization and sometimes even death. Every flu season is different, and influenza infection can affect people differently. During a regular flu season, about 90 percent of deaths occur in people 65 years and older. The "**Flu season**" can begin as early as October and last as late as May. During this time, flu viruses are circulating at very high levels in the population. The annual seasonal flu vaccine (either the flu shot or the nasal spray flu vaccine) is the best way to reduce the chances that you will get seasonal flu and spread it to others. The more people who get vaccinated against the flu, less flu virus can spread through that community.

### **How do flu vaccines work?**

Flu vaccines cause antibodies to develop in the body about two weeks after vaccination. These antibodies provide protection against a person becoming ill. If a person does contract the flu the symptoms are far less than if that individual had not been vaccinated. The seasonal flu vaccine protects against the influenza viruses that reports say this year could be one of the worst Flu seasons.

### **Who should get vaccinated for Flu?**

Everyone 6 months and older is recommended for annual flu vaccination. The population most vulnerable are seniors >65 yrs. of age and Children <2 years.

Another important Vaccination that people often forget about is the pneumo vac. This vaccination helps to prevent the spread of the bacteria known as Streptococcus Pneumoniae is a nasty bacteria responsible for causing pneumonia, middle ear infections and bacterial meningitis. This bacteria is spread through a person coming in contact with someone who has the disease or who carries the bacteria in their throat. It mostly spreads through droplets from the nose or mouth of someone with the infection. The pneumo vaccine is recommended for adults 65 or older and it is given just once.

Other population that may receive the vaccine are individual 19-64 who are at high risk these individuals have certain conditions such as:

- Cardiovascular disease
- Diabetes
- Cirrhosis of liver
- COPD, Emphysema, severe Asthma
- Cerebrospinal fluid leaks
- HIV-AIDS
- Those living in nursing homes or other long term facilities.
- Smokers

In the population 19-64 a second dose of pneumo vac may be given after five years especially if the individual immune system is suppressed (HIV, AIDS population or someone with End stage renal disease)

## 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 Whittemore ext. 1112 [mwhittemore@gsil.org](mailto:mwhittemore@gsil.org)

# GSIL WEBSITE UPDATES

## NEW AND EXCITING FOR CONSUMERS!!

In an effort to make things easier for consumers we now have an area on the GSIL Web page called "MY GSIL ". It is a consumer portal, which gives consumers immediate access to information, documentation, paperwork, handbooks, timesheets and more relating to our Consumer Directed Programs via the internet.

We understand that not all of our GSIL consumers have internet access or access to a printer, and therefore we will still be providing any and all documents, handbooks, newsletters the same way we did in the past, or at your request.

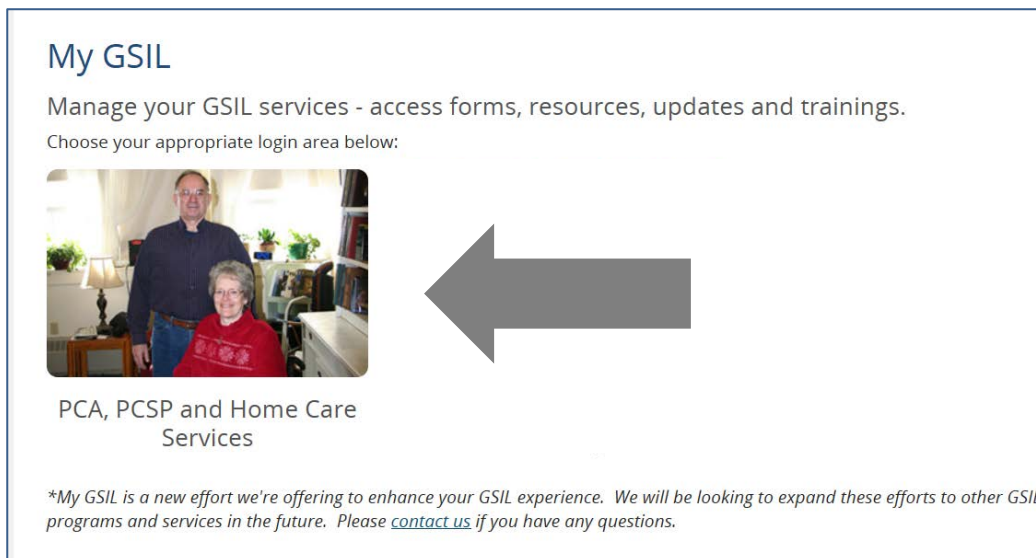
For consumers with internet access, here is how to access "My GSIL":

🔗 From our website ([www.gsil.org](http://www.gsil.org)):

🔗 Click on "My GSIL" located at the top of the home page just under the blue navigation bar. That will bring you to the Home page of "My GSIL".



🔗 Click on the PCA, PCSP and Home Care Services picture or wording and you will be brought to the "My GSIL" login page.



🔗 At the login page, type in the Username & Password

for Username & Password contact your GSIL LTS Program Coordinator or Maureen Whitemore ext 1112

A screenshot of the "My GSIL" login form. At the top, it says "Please sign in below to access 'My GSIL.'". Below that are two input fields: "Username" and "Password". There is a checkbox labeled "Remember me on this computer" which is checked. Below the checkbox is a red button labeled "Login". At the bottom, there is a note: "\*My GSIL" is password-protected and intended for current Granite State Independent Living consumers. If you need assistance accessing this hub or would like to obtain login information, please [contact us](#) today."

Included in "My GSIL" you will find the following information and resources available for you to access:

- 📄 GSIL Registry – Please note that the registry will now be listed in "My GSIL"
- 📄 New Hire Packets and New Hire Paperwork
- 📄 The Consumer Skills Training Manual
- 📄 Employee Handbook
- 📄 Timesheets
- 📄 The Consumer Comment/Suggestion Form - A place for consumers to give us advice, offer opinions, or ask us questions.
- 📄 The "What's New" spot - Current happenings at GSIL
- 📄 Our GSIL Newsletter
- 📄 Management Tips
- 📄 Health and Wellness Information

We hope you find "My GSIL" useful, helpful and easy to use. As always, we are open to your ideas and suggestions on how to better help you in any way we can. If you have any questions, comments or concerns regarding the new "My GSIL" consumer service center, please let us know.



## In My Own Words by David

Granite State Independent Living gets it! GSIL's self-directed program allows a person with a physical challenge to manage day-to-day life, so that **a physical disability can become ability**. Regardless of the challenging issues, we learn to focus on our abilities not disabilities. We all have 'X' time on this earth and we all have something priceless to give.

Lately, one of my passions is: Bringing the community together celebrating our town's heritage, our culture and our vision. With the support of GSIL's Home Care program, I am enabled to take an active role in educating our youth about the place that they live in. It's the little things in life, that once overcome, allow for a more independent capability to pursue the passions that give back to the community. Becoming more physically enabled allows choices to live everyday life with an enthusiasm and respect for oneself.

In September, my hometown of Raymond turns 250 years old! Thanks to a gained independence, I can take a positive role in our town's anniversary. I volunteered (or my Dad volunteered me) to help build a website - [www.raymond250.org](http://www.raymond250.org). The ability of truly being a part of this collaborative community project has given me a healthy feeling. I realize that overcoming physical obstacles enables an individual the freedom to live a more rewarding life. Thank you...

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

Some simple tips that can help when hiring/managing new workers

How do you handle chronically late workers? Everyone knows there are problems with traffic or family issues that sometimes cause employees to arrive late for work, but chronic tardiness is another thing all together. While we should track tardiness, there is more that needs to be done. Issuing a consistent trail of verbal and written warnings and documenting each occurrence will save time in the long run. Then follow up on if the behavior improves and document. This documentation will help in the event you fire a worker and they decide to sue for discrimination. If you can show you let employee know about the concerns and consequences, that worker would not have a leg to stand on for unemployment or any lost wages. So document, document, document.....

Another tip is to remember it's OK to set tighter rules on a new hire. An example would be a new employee is told up front that he/she could not be tardy during his first 30 days. After arriving late twice without a call the employee is fired. Another example is cell phone usage. A new employee is told that cell phone should be off during shift or on vibrate, the employee uses their phone excessively texting, making calls when they should be working. Employee is reminded of policy, and continues to disregard rule, employee is fired. Both these are examples of how a consumer can learn a lot about employees during the first few weeks.

Interviewing can be a very difficult process and some individuals struggle with what questions are Off-Limit interview questions. Some of those questions you **DO NOT** want to ask are:

- Are you married? How old are you?
- Do you have children? What are your day care plans?
- Do you suffer from an illness or disability?
- Do you have any impairment that will affect your performance in this job?
- Are you taking any prescription drugs?
- Do you own or rent?
- Any plans of getting pregnant? Are you pregnant?

Avoiding these questions will alleviate issues in the future with discrimination. Stick to the job description, the job expectations, and asking appropriate questions to find that perfect match for the job opening.

## Compliance Corner Ethical Issues by Debbie Krider



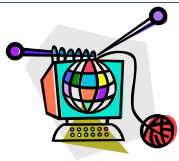
Ethics is usually in terms of right and wrong that prescribe what humans ought to do, usually in terms of individual rights, obligations, and fairness, for example refraining from stealing, assault, slander, and fraud. As well as this ethical standard, GSIL expects employees to have an ethical standard that includes being honest, caring, and compassionate.

At times Attendant Care Workers are challenged with ethical issues while working for consumers in the consumers' homes. These situations can be complicated and making decisions of what is right and wrong is not always clear.

So how do you successfully make the ethical decision in difficult situations in assisting consumers in their home? If you have any doubt about what is the right thing to do, call any of the many employees at GSIL to help you with this situation: the consumer's Service Coordinator, a Long Term Support Manager or the Compliance Officer's direct-line at 410-6508. GSIL does not want you to be alone with a difficult decision. Please call us for guidance as soon as you encounter a difficult situation whether it is an ethical situation or of other matters.

GSIL is committed to serving our consumers according to the highest professional, ethical and safety standards. We sincerely thank you for upholding these standards that significantly contribute to supporting consumers to have the highest quality of living in their home.





## LINK-ABLES

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

The Vaccines You Need at 50+. Here are details on the ones to get, the ones to skip


<http://www.aarp.org/health/drugs-supplements/info-04-2012/vaccination-recommendations.html>

Need help with voting? This nonpartisan web site was created by state election officials to help eligible voters figure out how and where to go vote.

<http://www.canivote.org/?cmp=SNG-VOTEGUIDE-MORE>

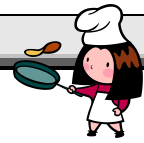
Learn to Control What You Can in Caregiving. Many caregivers devote their entire lives to their loved one's needs. In reality, you can't do it all

<http://www.aarp.org/home-family/caregiving/info-2014/caregiving-control-what-you-can.html>

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

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

Recipe for: Cranberry Glazed Chicken Wings



### Ingredients :

- |   |   |
|---|---|
| <input type="checkbox"/> 2 pounds chicken wings                             | <input type="checkbox"/> 8 oz. frozen cranberries, thawed         |
| <input type="checkbox"/> 1 tablespoon vegetable oil                         | <input type="checkbox"/> ½ cup Asian sweet Chile sauce            |
| <input type="checkbox"/> 3 scallions, chopped (save the greens for garnish) | <input type="checkbox"/> Sea Salt and freshly ground black pepper |

### Directions:

1. Preheat the broiler of oven to high with an oven rack set about 4 inches from the heat source. Toss the chicken wings and vegetable oil on a baking sheet until well coated. Sprinkle with salt and a few grinds of pepper. Broil the wings until the skin starts to crisp and brown, about 12 minutes. Remove the pan from the oven and flip the wings over. Broil the other side until crisp and golden brown, about 8 minutes more.
2. Put the cranberries in a food processor or blender and pulse until you have small pieces. Add them to a medium skillet with the sweet chili sauce and 3/4 cup water. Add all of the scallion whites and 2 of the scallion greens. Bring to a boil, reduce the heat and simmer until thickened, about 3 minutes. Strain into a medium bowl, pressing to get as much liquid through as possible. Return the liquid to the skillet and simmer until thick and shiny, like a glaze.
3. Remove the wings and check for doneness; if a knife inserted into the meat closest to the bone is no longer pink, it's done. Toss the wings in the sauce bowl until well coated, return to the baking sheet and broil until the glaze turns shiny and the skin has spots of char, 1 to 3 minutes. Check the wings every minute at this stage to ensure the glaze does not burn. Sprinkle the remaining scallion greens over the top of the wings. Serve while hot.

## Gift Card Winners!!!!

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



## 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

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



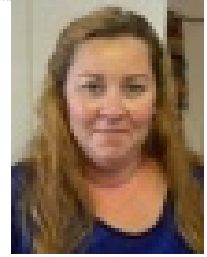
Joy Cass  
Home Care Relief Specialist  
North



Ann Marie Patrikis  
Home Care Relief Specialist  
South



Nancy Diamond  
LTS Program Coordinator  
South



Stephanie Janes  
Human Resources  
Assistant

### Happy Anniversary!!!! August, September and October Congratulations!!!

#### Celebrating 5 years of service!!

Shalynn Roy	10/29/2009
Desiree Kinhead	10/28/2009
Bridget Cheney	10/28/2009
Betty Blake	10/19/2009
Sheryl Runnells	10/17/2009
Alice Thurston	10/6/2009
Susan McCarthy	9/26/2009
Cindy Morrison	9/16/2009
Thomas Murphy	9/15/2009
Deborah Crochiere	9/4/2009
Daniel Landry	8/21/2009

#### Celebrating 5 years of service!!

Joyce Varney	8/19/2009
Carol Labrie	8/16/2009
Levi Paul	8/9/2009

#### Celebrating 10 years of service!!

Grace Alexander	9/18/2004
Brenda Barlow	8/30/2004
Brenda Roach	8/16/2004

#### Celebrating 15 years of service!!

Lisa Gallant	10/11/1999
Tara Burdette	9/10/1999

### Who Does What in HR?

Who Does What in HR?				
Stephanie X 1156	Cynthia X 1139	Vickie X 1162	Cindy W X 1166	Mara X 1106
All New Hire Paperwork, I-9's, BEAS			Workers with Last Name A - M <b>Stephanie ext 1156</b>	
Change of Address/Name				
Criminal Records Checks				
Change in Employment Status/Terminations				
TB Tests				
Driver/Vehicle Releases			Workers with Last Name N - Z <b>Cynthia ext 1139</b>	
Welcome Packets				
Motor Vehicle Insurance				
Verification of Employment				
HRA Enrollment-Quarterly Infusions			Vickie	
Voluntary Short Term Disability			Cindy W	
Wage Adjustments			Vickie	
Work Related Injuries ( <b>must notify GSIL within 24 hrs</b> )			Vickie / Cindy	
			Cindy / Mara	

# *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 9/5/14 Your name will be entered and one lucky person's name will be drawn to win a \$25 Award (taxes applicable).

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

1. How do you get the user name and password for MY GSIL?  
\_\_\_\_\_
2. If an attendant care worker assists a consumer from 9AM – 11AM then goes to a different consumer's home and works 11:30 AM – 2PM, what paperwork does that employee need to complete?  
\_\_\_\_\_
3. Who should receive the flu vaccine?  
\_\_\_\_\_
4. Attendant Care Workers with last names beginning with letters A through M should contact which Human Resource specialist for assistance with paperwork or questions about their employment?  
\_\_\_\_\_
5. What is the meaning of ETHICS?  
\_\_\_\_\_



