

Personal Care Connections

A quarterly newsletter of GSIL's Attendant Care programs



FEBRUARY 2015

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](#)

Health and Safety

[Simple Tastes](#)

[Health and Wellness](#)

GSIL Information

[HR/ Payroll Corner](#)

[HR on the Road](#)

[HR – Who Does What](#)

[Program Information](#)

Winter!!!! Are we tired of it yet?

Granite State Independent Living would like to send out a

BIG THANK YOU

to **ALL** attendant care workers who went out & braved the weather to work during the blizzard of 2015.

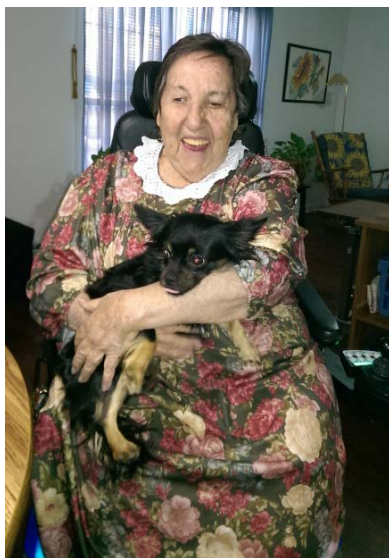
Although there was a State of Emergency issued by the Governor, you went out & made sure that our consumers were taken care of. Your dedication & commitment to the consumers goes above and beyond the call of duty.

We did not want this event to go by without acknowledging all your hard work & effort to promote consumer independence. You are the back bone of this great organization & we are happy that you chose to work for GSIL & make a difference in the lives of the consumers we serve. Thank You & keep up the good work.

*Your life is a timeline that is moving every second, two things are certain:
You can't revisit your past, and you can't foresee your future
So why not live in the moment!*

Steve Aitchison

In My Own Words by Cheryl Pinheiro



Carol has been a long term consumer of Granite State Independent Living and an active member in the community. Besides her community services, her love was spending time with Cha-Cha. Cha-Cha was Carol's Chihuahua and longtime companion.

In the spring of 2014 Cha-Cha passed away. Carol was devastated (like anyone who has ever owned a dog and lost them would be). For months she and friends and her LTS Program Coordinator began looking for another Chihuahua not to replace Cha-Cha but to fill that void, unfortunately this breed of dog are not ones that are given away. Carol just didn't have the financial ability to afford the high cost to purchase a new puppy nor the adoption fees charged at the local NH Humane Society.

It was thanks to some creativity and the Serendipity funds at GSIL that Carol was able to acquire the funds to adopt BEAR. Bear is a 2 year old male Chihuahua who was left on the doorstep of the Laconia Humane Society because his previous owners did not have time for him. Carol filled out the adoption paperwork and became Bear's new owner just in time for the New Year.

Bear and Carol immediately bonded and will have a long happy life together. Just look at the picture and decide for yourself. Thank you Carol for sharing your story and thanks GSIL for making wishes come true.



News You Need by Kathy Newcomb, RN Director South, Long Term Supports

In order to comply with our licensing requirements and as part of our ongoing effort to assure our consumer's needs are being met, we have re-assessed our process of documenting time and tasks performed by our Attendant Care Workers (ACW). We have kept your concerns and needs in mind and have made every effort to streamline the implementation of this new process.

In the past we have used one timesheet with a list of tasks on the bottom. In order to capture the tasks our ACW's are performing more accurately, in the near future we will be using three separate forms:

1. Timesheet

The timesheet will capture the start and ending of ACW shifts as well as the total number of hours worked.

2. Activity Note

The separate Activity Note will capture in detail the tasks an ACW has completed while working their scheduled shift. The tasks checked off on the Activity note should reflect the tasks identified in the consumer's care plan only.

3. Status Change Form

In order to assure your safety, your ACW is required to notify your coordinator if there has been a change in your physical or cognitive status (for example, but not limited to: pressure sores, shortness of breath, chest pain, confusion)

The ACW will be required to complete the timesheet and activity log on a daily basis, recording time worked and specific tasks performed as well as noting any changes in the consumer's status. The ACW and consumer (or their representative) will sign off daily on both the activity note and time sheet. The consumer (or their representative) will submit the activity note along with the timesheet as usual to our payroll department.

The ACW will be required to notify your coordinator and complete the Status Change form only if they have answered yes to any of the following questions on the Activity Note:

1. Did you observe a change in status?
2. Did you notify the coordinator?
3. Did you complete a Change in Status Form?

We do not currently have an effective date to begin using these new forms. But, you will be receiving notification shortly about these new forms and when to start using them.

Please note that the LTS Program Coordinators will be able to answer any questions you may have when we move forward with these new forms.

What is happiness and why is it important?

Happiness-"is a mental or emotional state of well-being characterized by positive or pleasant emotions ranging from contentment to intense joy".

Three questions to ask yourself: How do you feel right now? What is your satisfaction with life in relation to your personal goals and aspirations? Are there areas in your life that you have increased happiness compared to others?

How you answer these questions gages your level of happiness. There are no wrong answers. "The key is that the person himself/herself is making the evaluation of life- not experts, philosophers, or others. Thus, the person herself or himself is the expert here: Is my life going well, according to the standards that I choose to use."- Ed Diener.

Increased happiness can influence all aspects of one's life including:

- Better physical health: faster healing, fewer doctors' visits
- Longer life
- Increased creativity
- Success at work/education
- High quality relationships: happier marriages, friendships
- Greater resilience and use of coping skills

It is normal to not feel happy all the time. In fact sadness, anger and other emotions play important roles in our daily function as well. Science tells us that about 50% of our happiness level is genetic, meaning we have no control of it. Another 10% is based on circumstances such as age, sex, race, financial etc. Lastly you have 40% left that you can impact with various activities. It is important not to strive for perfection with happiness but a manageable balance.

"Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, vision cleared, ambition inspired and success achieved"- Helen Keller

Ideas to try to increase happiness in one's life:

Express gratitude- This can be as simple as writing down three things that went well today, or three things you are grateful for. Nothing is too small to be grateful for. Examples: Sunshine, a pet, friends etc.

Random acts of kindness- Do something nice for someone. Performing acts of kindness for others will promote positive self-image, strengthen relationships with others, and make you feel good. Some ideas to get you started: giving a complement, donating your time to a friend/neighbor/family or an organization, giving a small gift or donation to someone who doesn't expect it. Also don't forget that this is not limited to just people, animals and the environment enjoy kindness as well.

Savor the moment- Look around your environment and look for the things you don't necessarily notice in your daily activities. Listen for the birds singing, the view out your window, how your tea or coffee taste. Try to incorporate all of your senses. Doing this slows down our thinking and helps increase focus and awareness. This also helps give our

minds a break from anything that maybe causing discomfort or unhappiness.

Self-Care- Participate in activities that promote physical and emotional well- being such as: getting enough rest/sleep, eating healthy foods and getting enough to drink, socializing with others, having hobbies you enjoy for all seasons, exercise etc.

Examine your coping strategies- Take an inventory of the coping skills that you may have used in the past to deal with anger, sadness, loss of someone, stress etc. Did you resort to using negative or positive coping strategies? Depending on your choice may impact your happiness. Think about trying a few of these coping skills, humor, acceptance, supports (church, family, friends, and therapist), journaling, and distraction.

Try to remember that nothing changes overnight, including emotions. Trying one or more of these tips may help after doing them for a period of time. Do what works for you, there isn't a one size fits all for happiness. Also keep it fresh by varying the activities you participate in so that it doesn't become boring. Also don't feel pressured to do it every day, you may get a greater benefit by doing these things a couple times per week.

Skill Building by Cheryl Pinheiro

Social Media

What is Social media? **Social media** consists of computer-mediated tools that allow people to create, share or exchange information, ideas, and pictures/videos in virtual communities. It has names like Facebook, Twitter, LinkedIn, and Instagram to name a few. It has become such a part of today's society that anyone can pretty much look up another and find out information, see pictures, read almost anything. Social media has always had its pros and cons since the beginning.

Proponents of social networking sites say that the online communities promote increased interaction with friends and family; offer teachers, librarians, and students valuable access to educational support and materials; facilitate social and political change; and spread useful information rapidly. Opponents of social networking say that the sites prevent face-to-face communication; wastes time on frivolous activity; exposes users to predators like pedophiles and burglars; some identity theft and the spread of false and potentially dangerous information.

What people need to be aware of is the appropriateness of what they choose to post on these networks. Some pictures of a wild night out or a provocative picture of one's self, posting opinions or venting anger towards an employer, family member or friend, although it may seem like a good idea at the time, please be careful. All these things are out there for other people (friends, co-workers, employers, colleges and future employers) to see. If there is something that may not be appropriate then rethink posting it on social media for all to see.

GSIL has a strong social media policy prohibiting any employee from discussing consumers or other GSIL business. All violations of social networking policy are investigated and violators could face disciplinary actions. Always be mindful and respectful and if you have any questions you can always talk to an LTS Program Coordinator, or Human Resources.



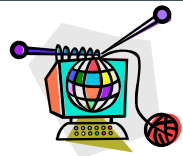
Compliance Corner by Carrie Hanser

Communication is something we do every day reflexively like breathing, it may seem easy but communicating effectively takes effort and practice. Miscommunication can lead to poor productivity, lack of motivation, stress and even repercussions in the workplace. An age old saying goes "It's not what you say, but how you say it", when you communicate effectively it promotes a healthy and peaceful work environment.

Follow these tips to practice effective communication:

1. Use positive body language when speaking to the other person, stand/sit up, straight, smile and use eye contact.
2. Remember to listen to the tone of your voice, one tone can mean something different than another, even though you are saying the same thing.
3. Speak clearly using simple words that can be easily understood and keep your message well focused, not speaking too quickly.
4. Engage the other person you are communicating with to make sure they understand what you are saying and keep them interested by engaging them with their interests.

Effective communication helps build relationships, develops bonds with people we work with and keeps everyone happy. By communicating effectively you will know what your consumer needs and the consumer will know what you need in return, when lines of communication are broken, problems arise that affect people on all different levels: theft, exploitation, neglect, abuse, safety, tardiness, etc. By working to strengthen your communication skills you can promote a positive and healthy working relationship with everyone you work with and stay in compliance.



LINK-ABLES

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

Center of Disease Control Report: Flu Vaccine only 50% efficient

<http://www.cdc.gov/flu/>

What's New for Your 2014 Tax Return

<http://www.aarp.org/money/taxes/info-2015/aca-2014-taxes.html>

Personal Care Attendant Program (PCA) Rule Changes

http://www.gencourt.state.nh.us/rules/state_agencies/he-w500.html

Have an idea for a Link-Ables, contact Jodie.pemberton@gsil.org

Gift Card Winners!!!!

Newsletter Quiz - Congratulations to Reinhart Maltby 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

Simple Tastes – Quick and Easy Recipes by Cheryl Pinheiro

Recipe for: Heavenly filled Strawberries



Ingredients :

- 2 dozen strawberries
- 2 packages cream cheese (1 8oz and 1 3oz)
- ½ cup of confectionary sugar
- 1 teaspoon almond or vanilla extract
- Grated or melted chocolate

Directions:

1. Remove stems from strawberries; cut a deep "X" in the tip of each strawberry and gently spread the berries open.
2. In a small bowl, beat the cream cheese, confectioners' sugar and extract until light and fluffy. Pipe or spoon about 2 teaspoons into each berry; sprinkle with grated chocolate or drizzle with melted chocolate.
3. Chill until ready to serve.



HR/Payroll Corner by Kathryn Semonelli and Cindy Walsh



Theresa Rivet
LTS Administrative
Assistant



Carin Philbrick
LTS Service Coordinator



Amy Pinette
LTS Service Coordinator

Medicaid Eligibility

For consumers maintaining your Medicaid Eligibility is a very important responsibility. Please be mindful of any notifications or paperwork you may receive from the State of New Hampshire. The loss of your Medicaid eligibility means that Medicaid will not reimburse GSIL for your attendant care services. You could risk losing your services and would be held responsible for the outstanding balance due to GSIL.

If at any time you have question or may need assistance regarding eligibility paperwork, you can contact your assigned LTS Program Coordinator or the Director of Compliance, Quality and Managed Care, as well as your State Case Manager/Case Coordinator.

W2 Forms

In accordance with IRS guidelines, W-2s were mailed prior to January 31, 2015. If an employee has not received their W-2, please contact our Human Resources Department. Please notify HR of any address changes; this may have caused the delay in W-2 delivery.

Happy Anniversary!!!!

November, December and January Congratulations!!!

Celebrating 5 years of service!!

Daniel Chase 1/30/2010
 Deborah Dickman 1/20/2010
 Sugar Patten 1/19/2010
 Christina Callaghan 1/11/2010
 Rachel French 12/23/2009
 Michelle Delafonatine 12/22/2009

Celebrating 10 years of service!!

Theresa Tyler 1/27/2005
 Theresa McNeil 1/22/2005
 Fay Houde 1/19/2005
 Christina Walker 12/5/2004
 Kathleen Clark 11/27/2004

Celebrating 15 years of service!!

Wayne Newman 12/4/1999
 Theresa Chase 11/29/1999

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 Stephanie ext 1156	
Change of Address/Name				
Criminal Records Checks				
Change in Employment Status/Terminations				
TB Tests				
Driver/Vehicle Releases			Workers with Last Name N - Z Cynthia ext 1139	
Welcome Packets				
Motor Vehicle Insurance				
Verification of Employment			Vickie	
Voluntary Short Term Disability			Vickie	
Wage Adjustments			Vickie / Cindy	
Work Related Injuries (must notify GSIL within 24 hrs)			Cindy / Mara	

Information on specific programs

Personal Care Attendant (PCA) Program and Personal Care Services (PCSP) Program
 Call ext. 1153 or LTSinformation@gsil.org

Independent Care Options (ICO) Program and Home Care Services

North - Donna Potter ext. 1609 dpotter@gsil.org

South - Samantha Bacon ext. 1308 sbacon@gsil.org

Recruitment Coordinator Maureen Whittemore ext. 1112 mwhittemore@gsil.org

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 no later than April 1, 2015 Your name will be entered and one lucky person's name will be drawn to win a \$25 Award (taxes applicable).

Your Name: _____

1. If a consumer of a worker wishes to share their experiences/stories/knowledge how would one go about doing so?

2. What are some steps to practice effective communication?

3. What are some aspects of one's life that can be influenced by happiness?

4. What are some items that one should not post on Social Media?

5. What will be the upcoming change regarding time sheets?
