

Personal Care Connections

A Quarterly Newsletter for GSIL's Attendant Care Programs

news you need

Badge Implementation

In this day and age of heightened awareness in regards to security, both for employees and the consumers they work for GSIL has implemented a best practice for attendant care workers to carry a GSIL identification badge while working for consumers of GSIL. GSIL will provide the badge for attendant care workers and it will be the responsibility of the worker to have their badge with them while on duty.

Although GSIL is recommending all attendant care workers obtain and have a badge with them while working for GSIL, we leave it up to each consumer as to whether or not their workers will be required to obtain and wear the badge while working for them. For safety purposes, GSIL recommends that consumers request to see the badge of a new attendant care worker. As well, a new worker should show the consumer their badge the first time they work for a consumer. All attendant care workers should keep their badge with them at all times when working for GSIL.

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Don't judge
my **path**
if you haven't walked my
journey.

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3 Steps to Setting Boundaries with Your Workers

Have you ever wondered why GSIL keeps reminding you to keep good boundaries with your workers?

Boundaries are a limit or a space between you and your worker, think of it as a clear place where you begin and your worker ends. The purpose for setting a healthy boundary is to protect and take good care of you. Here's how you can start setting boundaries with your workers:

Step 1: Communicate Effectively

The first step to learning how to set boundaries is effective communication between you and your worker. Focus on communicating without blaming. Using phrases like: “you hurt me”, “you make me so angry”, “after all I have done for you” are ineffective and come from our own emotional process. Instead try to use “I” statements, like: “I feel frustrated when you _____” or “I feel angry when _____ happens”. This is an honest way to communicate how you are feeling without placing blame.

Step 2: Set Consequences

The second step is setting consequences, remember consequences are not threats and they are not something that you won't follow through with. You are giving your worker a choice and consequence for the poor decision they may have made. We can't have healthy relationships without appropriate boundaries.

For example, if your worker comes to work and has a bad attitude about doing the dishes for you, you need to address the problem during that shift. This is the first time you have seen the attitude and negative behavior so address it with I statements and maybe say, “I need you to stay positive when you come to work for me, negative behavior makes me feel uncomfortable”.

Step 3: Follow Through

Follow up with your choice and consequence: “If you display that type of negative behavior the next time you work I will have to call my Coordinator so we can work this out in a more formalized setting”. This tells the worker you mean business and this type of behavior while they are working for you is not acceptable. This also still keeps your worker employed for you. Keep in mind that sometimes people don't realize they are acting a certain way and once the behavior is called to their attention, they make efforts to change their behavior.

Remember if you need help or feel uncomfortable setting boundaries your Coordinator is just a phone call away.



Addiction

It seems today you cannot turn on the TV without seeing a commercial or a news story regarding the Opioid epidemic. It is a growing national problem that affects not only adults, but children as young as 12 years old.

What is addiction?

Addiction is a complex disease, often chronic in nature, which affects the functioning of the brain and body. It also causes serious damage to families, relationships, schools, workplaces and neighborhoods.

Addiction is characterized by:

- Inability to abstain
- Loss of control
- Continued use despite serious consequences
- Cravings
- Preoccupation with using
- Abnormal emotional responses
- Tolerance and withdrawals
- Progression that can result in premature death

As the stage of tolerance, dependence and addiction increases the individual requires more and more to feel pleasure. Sometimes the individual will switch their drug of choice looking for that rush, or feeling of euphoria.



Here are just a few statistics from the National Addiction Center:

40 million Americans ages 12 and older
- more than 1 in 7 people - abuse or are addicted to nicotine, alcohol or other drugs. This is more than the number of Americans with heart conditions (27 million), diabetes (26 million) or cancer (19 million).

If you suspect a friend, loved one, co-worker or yourself as having a problem here are some questions you can ask:

- Do you take the drug more often or in larger amounts to get the reward?
- Do you spend excessive time seeking the drug?
- Have you given up other things for the drug?
- Do you continue to use the drug, despite knowing you're harming yourself and others?
- Are you experiencing tolerance, or a need to take more and more of the drug to satisfy you?
- Do you ever take the drug to relieve or avoid withdrawal?

If you or someone you know wants/needs help, contact the Substance Abuse and Mental Health Services Administration (SAMHSA) at 1-800-662-HELP or visit their website at <http://www.samhsa.gov/find-help>.

In My Own Words

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One of my ACW is more than just someone who comes in and helps me with my activities of daily living, but she has gone above and beyond to advocate and assist me move out of my comfort zone.

I have for years had my own business of selling scented candles. I've tried to do on line and by word of mouth. Recently, there was a new store that opened up down the street from my home.

We attended the grand opening and it was then that my ACW (Ava) said,

“Picture a table here with your candles displayed for people to see as they come in.”

She asked me what I thought of the idea and I felt nothing but joy and excitement. We sought out the store manager and discussed the possibility. The store manager was all for the idea. He requested a few candles to display with my business cards and agreed to display the cards and candles.

This is just another example of how important and how special the job of an attendant care worker is. Ava is a special caring person who empowered my vocational goals.

”

Turkey Albondigas Soup



Ingredients:

- 1/2 pound ground turkey
- 1 teaspoon chili powder
- 4 cups chicken stock
- 2 cups canned hominy, drained
- 1 ear corn, cut into round pieces
- 1 large carrot, peeled and chopped
- 2 tablespoons olive oil
- 2 teaspoons oregano
- 3 scallions, chopped
- 1/3 cup chopped cilantro (optional)
- 4 Lime wedges (optional)

Directions:

1. Mix turkey, chili powder, salt and pepper.
2. Make 10-12 1-inch meatballs and put aside.
3. In a large pot combine chicken stock, hominy, corn, carrot, oil and oregano. Bring to a boil, then lower heat to medium and simmer 15 minutes.
4. Add meatballs and cook 15 minutes.
5. Remove from heat. Add scallion and cilantro and let sit for 10 minutes.
6. Serve with lime wedge on side.

Badge Implementation *(Continued from Page 1)*

Although obtaining a badge is a best practice, it is not a mandatory requirement, therefore no disciplinary action will be taken if a badge is not obtained. When making a determination if you will require your workers to have a GSIL identification badge, keep in mind the benefits a badge may have including:

- They may feel an increased sense of importance for their position as an attendant care worker.
- They may feel more secure that consumers will know who they are.
- They may feel a stronger show of support from GSIL.
- They may feel more a part of the company they work for, which can lend to better retention.

GSIL encourages all our consumers to discuss this matter with your current attendant care workers and encourage them to contact GSIL's Human Resource Department at 603-228-9680 to obtain a badge, if they have not already done so. Prior to receiving a badge, an attendant care worker must read, understand and complete the Photo Release form. Photo release forms have been added to the New Hire Packet and are available on MY GSIL and through the HR department.

Should an attendant care worker leave the employment of GSIL, they are required to return their badge to GSIL, either by giving their badge to the consumer or coordinator or by mailing the badge to our main office at GSIL, Human Resources, 21 Chenell Drive, Concord, NH 03301.

Skills Training

Completion of time sheets are the responsibilities of both the consumer (PCR) and attendant care worker. The ACW is responsible for completing daily the time in, time out and tasks completed during the shift. ACW is also responsible for ensuring tasks being performed are billable tasks and are tasks included on care plan. When signing the time sheet at the end of the week, you are certifying that the time sheet is true and accurate.

The consumer's (or PCR's) responsibility is to check the time sheets weekly of all ACW's and make sure there is no over lapping, hours are within the authorized hours, and that the tasks filled in were in fact completed and are part of care plan. Once this check is completed the consumer (or PCR) sign the time sheet also certifying all is true and accurate. This check should be done at the time of the last shift on Fridays so that then the time sheets can be faxed, scanned, or mailed to GSIL for processing.

The deadline for timesheets is Tues by 5pm, however, best practice would be Friday to avoid risk of late time sheets. **Any issues with getting time sheets in on time, please contact your LTS coordinator for assistance.**

who does what in human resources?

- All New Hire Paperwork, I-9s, BEAS
- Change of Address/ Name
- Criminal Records Check
- Change in Employment Status/Terminations
- TB Tests
- Driver/Vehicle Releases
- Welcome Packets
- Motor Vehicle Insurance

For above categories:

Last names A - M:

Contact Stephanie Janes

Last names N - Z:

Contact Cynthia Paris

- Verification of Employment
Cynthia Paris
- Voluntary Short Term Disability
Cindy Walsh
- Wage Adjustments
Cynthia/Cindy
- Work Related Injuries
(must notify GSIL within 24 hours)
Cindy Walsh

hr/payroll corner

Department of Labor Audit Completion

During the month of September a memo went out to Attendant Care Workers and Consumers regarding the recent N.H. Department of Labor audit GSIL completed. GSIL was found to be out of compliance with D.O.L.'s RSA 275:43 as a result of late timesheet submission. RSA 275:43 requires that GSIL is to 'pay all wages due to employees on regular paydays designated in advance by the employer.' In order for GSIL to comply with this rule, timesheets must be submitted weekly and by the deadline.

We ask that consumers who are submitting their employee's timesheets to do so by the Tuesday at 5 pm deadline for the prior week worked. Submission information can be found at the bottom of the timesheet. Timesheets being submitted to the Home Care Department are due by Monday at 5pm.

For those consumers who request their employees submit their timesheets, please feel free to contact the Payroll Department to confirm timesheets were received on time. In the event the timesheets have not been received by the Payroll Dept., please follow up with your employees as to the status of their timesheet.

Please support GSIL and our ability to comply with the D.O.L. and confirm your employee's timesheets are submitted by the deadline each week. We appreciate your cooperation in ensuring that all Labor Laws are upheld.



HR Contact List	
(603) 228-9680	
Stephanie Janes	ext. 1156
Cynthia Paris	ext. 1139
Vickie Trudelle	ext. 1162
Cindy Walsh	ext. 1166

Questions about the D.O.L. rules? Please do not hesitate to contact the Payroll staff at 603-228-9680 or your GSIL LTS Coordinator.



Information on Specific Programs

Personal Care Attendant (PCA) Program & Personal Care Services Program (PCSP) Extension 1153 or LTSinformation@gsil.org

Agency Directed Home Care Services

(North) Donna Potter ext. 1609 or dpotter@gsil.org

(South) Victoria Chapman ext. 1115 or vchapman@gsil.org

Recruiter

Vickie Trudelle - ext. 1162 or vtrudelle@gsil.org

ACW Liaison/Registry

Maureen Whittemore - ext. 1112 or mwhittemore@gsil.org

Linkables

Seasonal Influenza (Flu) Vaccinations

<http://www.cdc.gov/vaccines/vpd-vac/flu/>

Guide to Voting in the 2016 Election

<http://www.aarp.org/politics-society/government-elections/info-2016/are-you-ready-to-vote-guide-to-election-2016.html>

Medicare Open Enrollment and You

http://www.aarp.org/health/medicare-insurance/info-10-2010/medicare_open_enrollment_tips.html

Locations for Hiring Process Appointments

Concord Area

Hours: 9am-12:30 p.m. & 1pm-4pm

Manchester Area

By appointment only.

Call Stephanie at 603-410-6576

Granite State Independent Living
21 Chenell Drive
Concord, NH 03301

CHANGE SERVICE REQUESTED



You Could Win A \$25 Award!

How??? Just answer these 5 questions correctly, then send your completed quiz to GSIL by mail:
21 Chenell Drive | Concord, NH 03301

You may also fax your answers to 228-1673 or send them to cpinheiro@gsil.org **no later than January 5th**.
Your name will be entered to win a \$25 Award (taxes applicable).

Your Name: _____

1. What are some benefits of obtaining a GSIL ID Badge?
2. What is addiction?
3. Who would you contact if you have questions regarding DOL (Department of Labor) laws?
4. What are some signs of addiction?
5. What are three effective ways to maintain boundaries with your attendant care workers?

Congratulations Iris Polley, whose entry was drawn as the lucky winner of a \$25.00 award for submitting the correct answers for the last quarterly newsletter quiz.