

Personal Care Connections

A quarterly newsletter for GSIL's Attendant Care Programs



Being Prepared for Winter in Your Home



Winter is a beautiful time of year, with the glistening snow and a magical view outside. We also need to be prepared for the inevitable snow storm and times for when the power may go out.

Here are some quick tips and reminders for a safe winter:

- **Water** – Keep an extra supply of water on hand in the winter. General guidelines recommend one gallon per person per day.
- **Food** – You should always have three days of non-perishable food on hand. It doesn't do any good if it needs to be refrigerated, so make sure to have crackers, cereal, cans of food, shelf-stable juice or milk. Don't forget a non-electric can opener!
- **Pet Food** - Do you have animals in the home? Make sure they're taken care of, too! Be sure to have food and water on hand for them.
- **Flashlights** – Try to keep more than one on hand and have plenty of replacement batteries. There are many new lanterns on the market that are battery-powered and emit a brighter light!
- **Medical** – Refill your prescriptions before they run out!

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Being Prepared for Winter in your Home *(Continued from Page 1)*

Always have enough on hand to last in case of prolonged outages. Also, keep a first aid kit in the house stocked with bandaids, aspirin, other OTC medications, antihistamines & alcohol pads.

- **Oxygen** - If you use oxygen, make sure you have a generator or tank with enough oxygen readily available.
- **Charge Up!** Try and plan ahead with cell phones and ipads – plug them in and make sure they are charged before the storm.

Make sure to have a safety plan in place before an emergency hits!

In My Own Words

“Taking control of my life made a world of difference to me. When I first became a client of GSIL in 2014, my workers, scheduled hours and care plan were agency directed. It was difficult to work around these plans, to schedule appointments, make plans to go out or just be me. I must say that my saving grace was my coordinator, Jodie, who kept me focused and was there when I needed her. I wasn’t given any other options until Jodie brought to my attention the consumer directed program offered by GSIL. Why was this kept from me? Such a benefit to share this program with those of us who are in a position to take control of our own lives.

What a fantastic idea! I now am in control of hiring my workers, scheduling hours to meet my needs, and support from both Jodie and my case manager, Pat, when and if my needs change. Being able to hire my own personal care attendants gives me the ability to feel comfortable and safe when they are in my home. They learn what works for me but are not hesitant to make suggestions to make things go even easier. Changing plans is also very easy. Sometimes my workers need personal time and after talking with me, they meet with the other workers and are able to change their schedules so that I do not go unattended.

I am so very grateful for this program. I feel more independent and less dependent on others.”

- Mitzi Moran

Consumer Advisory Committee

Greetings from the Committee!

This group of consumers is working to bring together the voices of the community and GSIL on issues related to your care.

Current items on our agenda include the care attendant shortage, CFI waiver changes including personal care budgets, and changes to the timesheets (it will become a phone-based attendance program).

To learn more:

Email Dan Hebert at [dannh1776@gmail.com](mailto:dannah1776@gmail.com).

Hoarding

Understanding the complexity behind the disorder.

The word “hoard” means to accumulate for future use or to stockpile. “Hoarder” - This term was typically used to describe survivalists, storing food and other items in a secret place in case of a disaster.

Now imagine walking into a consumer’s home and seeing piles of various items stacked to the ceiling. There is barely a path to walk from room to room. And the odor? Offensive, to say the least. There are so many different items that you can’t even call it a “collection gone wild”.

Did you know... 2-5% of Americans may meet the criteria for being hoarders. Effects can extend beyond an overstuffed home. It can put their health at risk. It can damage relationships. If individuals are no longer able to cook meals in their home, if they can’t live safely in their homes, if they’re a threat to others...that’s where it crosses the line from messiness to hoarding.

Many people would naturally try to talk to the individual about possibly weeding out what is necessary and what is not. However, that doesn’t typically work.

People who hoard have an intense emotional attachment to the objects that others see as trivial or trash. They feel a sense of loss if they have to throw away this stuff. They believe they might need these items someday, that there is a “true value” to the items or it may give them emotional security.

Do not try to change your consumer’s mindset about these items. It is their belief that they need these items in their life. Don’t have expectations of them that they can’t live up to. Accept them as they are. **If you believe they may be in danger due to hoarding, please report it to your supervisor immediately.**

Developing a Backup Plan

Backup plans are consumer’s responsibility to have and develop with their coordinators. **All consumers enrolled in any ACW program must have a current back up plan.** This plan spells out how you would receive your services if your ACW calls out or was absent for any reason.

It is always good to cross-train all your ACWs so that if one has to cover for another, they know what needs to be done and how to do it. A backup plan doesn’t always need to have a person who will provide service, but can be a non-person assistance, like Lifeline, accessible phone or access to nourishment and fluids. It may also include laundry/cleaning services or Meals on Wheels. There is also access to traditional home health services in your area. Please make sure to review and update your backup plan as necessary and inform GSIL.

With today’s widespread ACW shortage crisis, it is even more important to have a backup plan in place to prevent a crisis, where you have no backup, no worker, you’re not able to get out of bed, not able to have access to breakfast or your pills, nor are you able to transfer to toilet.

Don’t have a current backup plan? Contact your LTS Coordinator and develop one today.

Your Help is Wanted/Needed!

ACE training is a requirement by Department of Health and Human Services (DHHS). ACWs are required to attend the ACE training within 30 days of being hired. Although we encourage new hires to sign up for one of the classes offered statewide, there are still individuals whom for whatever reason cannot attend or do not sign up. **Please help us make sure new workers attend a class.**

This training covers a range of critical topics from blood borne pathogens to universal precautions to timesheets (and now Advance), plus other valuable topics. ACE training benefits both the worker and their consumer. **If an ACW does not complete the training, they will have to be pulled from working**, which can be a hardship for both the consumer and a financial hardship for the ACW. If you are having trouble getting someone into a class, please contact your LTS Coordinator and let them know. We will work with that worker to get them properly trained as soon as possible.

Reporting Out on Recruitment & Retention

It's not your imagination... The lack of qualified caregiving applicants is a national crisis. According to Kaiser Health News, "The emerging crisis is driven by low wages - mostly funded by state Medicaid programs - and a shrinking pool of workers willing to perform this physically and emotionally demanding work..."

At GSIL, we are committed to addressing this issue through continuing to advocate for raising the ACW hourly rate through a Medicaid rate reimbursement increase, adjusting service support models for critical coverage needs, and implementing effective recruitment and retention strategies.

To strengthen the support available to consumers and ACWs, GSIL is hiring another Recruitment & Retention Coordinator and organizing our Recruitment and Retention Team to cover designated geographic areas. By redesigning this staff structure, you will have an increase in local support to assist with onboarding. This will also allow our staff to nurture deeper relationships with your community, our partners, ACWs and consumers to better inform recruitment strategies.

NEW BENEFIT - Effective October 1st, GSIL has partnered with Anthem BlueCross BlueShield, to offer ALL employees and their household members access to their **Employee Assistance Program (EAP)**. This program can help ACWs and their household members with life management problems for issues at home and at work. This resource is FREE for GSIL employees, confidential and user-friendly. (See Page 7 for more information on the new EAP)

Online ACW Hire Packet - Online access speeds up the onboarding process for new applicants, ensures packet completion and immediate routing to HR team for processing.

**The quarterly Recruitment & Retention Report can be viewed in full through the online MyGSIL portal.*

Recipe for Success

Thank you to those who completing the annual surveys. GSIL takes these survey results seriously and value your opinions and feedback. We use information to see where we are doing well and areas where we can improve our services.

Test Your Brain!

Can you find the following words in the wordsearch puzzle?

A	D	V	A	N	C	E	T	M	P
D	R	B	P	E	L	L	I	H	N
G	U	I	D	E	L	I	N	E	S
B	T	C	L	N	A	W	I	T	U
P	A	P	E	R	L	E	S	S	P
I	S	S	G	E	X	C	E	L	P
E	K	R	N	I	T	A	H	Y	O
A	C	O	L	P	O	L	N	U	R
E	H	N	K	X	W	L	O	P	T
P	C	A	C	C	U	R	A	T	E

- Advance
- Phone
- Accurate
- Excel
- Call
- Paperless
- Support
- Task

Quote of the Quarter:

“ in a world where you can be anything:

Be Kind ”

Homemade Mac & Cheese



Ingredients:

- 1 ½ cups uncooked elbow macaroni
- 2 cups milk
- ¼ cup butter
- 8 oz. American cheese
- 8 oz. Velveeta, cubed
- 2 Tablespoons flour
- 1 tsp mustard powder (optional)
- ¼ cup dry bread crumbs
- 1 tsp black pepper

Directions:

- Preheat oven to 400°F. Butter a 11/4 qt. casserole dish. Bring a saucepan of lightly salted water to a boil. Add macaroni, and cook until not quite done, about 6 minutes. Drain.
- In a separate saucepan, melt the butter over medium heat. Blend in the flour, mustard powder, and pepper until smooth. Slowly stir in the milk, beating out any lumps. Add the American and Velveeta, and stir constantly until the sauce is thick and smooth.
- Stir noodles into the cheese sauce. Transfer the mixture to the prepared casserole dish. Sprinkle breadcrumbs over the top.
- Cover the dish and bake for 20-25 min, or until the sauce is thick and bubbly.

HR Contact List
(603) 228-9680

Stephanie Janes ext. 1156
 Cynthia Paris ext. 1139
 Vickie Trudelle ext. 1162
 Cindy Walsh ext. 1166

Who Does What?

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

For the above categories, please contact Vickie.

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

Advance Systems

Direct telephone number for the payroll department.

With the start of Advance Systems upon us, the Payroll Department would like to extend a reminder of their Direct Telephone number.

By dialing (603) 717-0893 during GSIL's regular business hours of Monday through Friday, 8am – 5pm, you will be directly connected to the Payroll Department. One of GSIL's Payroll Associates will be able to assist with your Advance timekeeping questions. **Please use this number if there are issues with clocking in or out, reporting a missed punch or other system issues.**

In addition to the Payroll Department's direct number, they can also be reached by pressing "4" when calling into Advance Systems at 1-855-552-TIME (1-855-552-8463). The Payroll Department can also be reached by dialing toll-free, 1-800-826-3700 or 603-228-9680 and speaking with one of GSIL's receptionists.

If contacting the Payroll Department directly, outside of GSIL's regular business hours, you will be able to leave a message on the centralized voicemail box and a Payroll Associate will contact you during GSIL's regular business hours.

A Special Thank You

To the consumers who have agreed to participate in the Advance pilot program, the new time and attendance program. This is exciting for GSIL and consumers... The time saved using Advance will be beneficial to all.

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Linkables

An assistance program (LIHEAP) helping low income households, primarily in meeting their immediate home energy needs. www.acf.hhs.gov/programs.ocs/liheap

FREE Government Cell Phone Service for Medicaid Recipients. <https://www.safelinkwireless.com/>

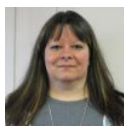
Rule Changes for the Choices for Independence Waiver Services
<https://www.dhhs.nh.gov/dcbcs/bds/documents/cfiwaiver2017.pdf>

Welcome to our New LTS Employees!



Diana Bailey

*LTS Program Coordinator, Dover region
Joined GSIL on August 14th.*



Lorraine Gray

*LTS Service Coordinator, Littleton region
Joined GSIL on October 2nd.*



Julia Olson

*Recruitment Coordinator, Dover region
Joined GSIL on October 19th.*

Employee Assistance Program (EAP)

We are happy to offer our employees, including our Attendant Care Workers and their household members, an Employee Assistance Program as a benefit to their employment with GSIL.

This program provides confidential assistance to employees and household members in managing problems/issues at work and at home. **EAP is available 24 hours a day, 7 days a week and is 100% private.**

Services include:

- Up to 3 counseling sessions per problem per year – a few examples include: Substance abuse addiction/recovery, stress at home/work, grief counseling, meeting the needs of work/family
- Legal/Financial consultation
- Identity Theft Recovery
- Child/Elder care resources and referrals
- Tobacco cessation service

How do you access the EAP?

Call 800-865-1044 toll free 24/7

www.anthemeap.com

**Reply to the company name with Granite State Independent Living*

Program Info

Personal Care Attendant (PCA) Program & Personal Care Services Program (PCSP)

x1153 or contact us at LTSinformation@gsil.org

Agency Directed Home Care Services

(North) Donna Potter
x1609 or dpotter@gsil.org
(South) Victoria Chapman
x1115 or vchapman@gsil.org

Recruiter

JoAnn Brown - ext. 1168
or jbrown@gsil.org

Leadership

Cheryl Pinheiro, RN, CCM
Director of PCA Services
x1158 or cpinheiro@gsil.org

Joy Sabolevski, MBA
VP of Long Term Supports
jsabolevski@gsil.org

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 to 21 Chenell Drive, Concord, NH 03301 or via email to cpinheiro@gsil.org **no later than February 1st.**

Submit your answers and be entered to win a \$25 Award (taxes applicable).

Last issue, no submissions were received, so be sure to participate this time for a chance to win!

Your Name: _____

1. How does a consumer find out more information on Consumer Advisory?
2. What training is required to be completed within 30 days of hire for PCA/PCSP?
3. “To accumulate for future or stockpile” is the definition of _____?
4. What are 3 tips for winter safety?
5. Where could one find the quarterly Recruitment and Retention report if they wanted to see progress of efforts?