

# Personal Care Connections

A quarterly newsletter for GSIL's Attendant Care Programs



## Mental Health Training

*Granite State Independent Living partners with community organizations to offer critical mental health needs trainings.*

In partnership with The Dartmouth Center for Health and Aging, GSIL sponsored three statewide trainings during the month of June for personal care staff and supervisors.

The trainings were conducted by Post-doctoral fellow Margaret Almeida, *PhD, RN, BC*. Designed for direct care staff and supervising staff, the trainings aimed to show staff how to identify and assist consumers with existing or new mental health or substance abuse needs, or those experiencing an acute mental health crisis. Additional information was offered to staff on personal mental health care, well-being and work-life balance.

"The June trainings were part of a continued commitment and effort by GSIL to offer our staff needed and important mental health training," states Joy Sabolevski, Vice President of GSIL's Long Term Care Supports & Services. "Our goal is that they feel confident in their work when faced with increased consumer mental health needs."

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# Injury Prevention

## *Proper Lifting Techniques for Home Healthcare Employees*

Sprains and strains, including to the back, neck, and shoulders, are among the most common lost-work-time injuries to any home care provider. These types of injuries, particularly regarding ACWs, frequently occur as a result of improper form and methods during work activities, such as lifting, rolling, pushing, pulling and moving consumers. However, there are certain precautions that you can take to ensure your safety and the safety of your ACWs.

### **How to Prevent, Minimize Injuries:**

To reduce the potential for injury, caregivers should be trained on proper lifting techniques. These guidelines will help improve safety on-the-job:

- Ensure feet are flat on the floor and as close as possible to the person being lifted.
- Face the person to be lifted, slightly bend the knees and squat in preparation to lift. Hold in the abdominals and keep the back straight. This will add lifting strength and recruit additional power from the legs and arms.
- Maintain a position as close to the person as possible so that excess strain is not placed on the back by leaning over.
- When turning over a consumer from back to side, make sure your weight is equally distributed between feet and try to avoid

extending forward-bending movements..

- Use gentle rocking motions and count to 3, informing consumer what you are doing. “I’m going to count to three and then we are going to stand... 1-2-3 and lift”.
- When pulling a consumer up from an adjustable bed, lower the head of the bed until it is flat or down. Raise the consumer’s knees and encourage the patient to push up from the bed. Or use

a draw sheet to pull up, make sure your using proper body mechanics

- Don’t stand in one place. Move around the consumer’s bed so you can position yourself in a safe posture rather than stretching, bending, and reaching.

- A Hoyer or other mechanical lift should be used for lifting consumers who don’t have enough

strength to stand/walk on their own.

- A rolling commode or showering chair can reduce six transfers (from bed to wheelchair to toilet to wheelchair to bathtub to wheelchair to bed) to two (from bed to chair and back to bed).
- Grab bars, adjustable beds, and raised toilet seats can improve leverage and prevent the need for awkward and unsafe postures.
- Slip sheets and other friction-reducing devices cut back on the effort needed to move a consumer.

### **Lifting DOs and DON'Ts:**

- ✗ **DON'T** lift from a standing position with your waist bent or knees locked.
- ✓ **DO** start in a safe position.
- ✓ **DO** maintain natural curve in your lower back.
- ✓ **DO** use your legs.
- ✓ **DO** squat instead of kneel.
- ✗ **DON'T** twist.
- ✓ **DO** let your legs do the work.

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## Mental Health Training *(Continued from Page 1)*

GSIL has increased its efforts over the past year to provide trainings on mental health. "Mental Health First Aid" is an 8-hour course that teaches ways to help someone who is developing a mental health problem or experiencing a mental health crisis. The training instructs on how to identify, understand and respond to signs of mental illnesses and substance use disorders. In addition, GSIL has worked with Dr. Almeida on a pilot project to train nurses and direct care staff to coach chronic illness self-management techniques to consumers receiving GSIL's home care services and experiencing a mental health disorder.

**Interested in Mental Health First Aide training?** Please dial 2-1-1 to connect with your local NH ServiceLink Aging and Disability Resource Center or visit [www.mentalhealthfirstaid.org](http://www.mentalhealthfirstaid.org). For questions regarding this article, please contact [margaret.almeida@dartmouth.edu](mailto:margaret.almeida@dartmouth.edu) or [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org).

## We Need You!

*Wonder what the future holds regarding your Medicaid benefits? Want to have your voice heard? Would you like to make a difference? **Your voice and your advocacy efforts are needed.***

**Granite State PCA Advisory Committee is recruiting new members.** It's time to come together and make change happen. The advisory committee meets quarterly (1-3pm at Concord office) with transportation available. If you cannot attend in person, but are interesting in participating, we can provide online or teleconference opportunities. **Interested in joining?** Contact either of the following: Dan Hebert, Chairperson, at [dannah1776@gmail.com](mailto:dannah1776@gmail.com) or Cheryl Pinheiro at [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org).

## ADVANCE

*As the roll-out date for ADVANCE approaches (September 15th), here are a few final pointers to ensure a smooth transition.*

1. Hang a sign on your front door for a month to remind your ACW to clock in and out.
2. Put your phone on "speaker", so you hear the message and can help guide your ACW.
3. Provide refresher training for ACWs. Be sure to include the following:
  - Have the numbers in front of the ACW before clocking in and out
  - Proper Employee PIN number
  - Proper Consumer ID number

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## ADVANCE *(Continued from Page 3)*

- Proper Program to be billed
  - Entering Both in and out times
  - Entering proper task codes - *Must enter zeros before a one-digit task code (i.e. task number "7" would be entered as "07")*
  - Refer to the cheat sheet found in your consumer binder. Move it to the front of the binder.
  - Have your ACW refer to the cheat sheet for the proper codes.
4. Instruct ACW to take the time to **listen** to the repeated information to ensure the Employee PIN, Consumer ID number and Program Codes were entered properly. This information is repeated after each punch so the ACW can confirm the information is correct.
  5. When the ACW is clocking out, ensure the ACW is entering the same program code as when they first punched in.
  6. Remind the ACW the number of tasks and each task performed must be entered when clocking out. **We cannot bill without this documentation that tasks were done.**
  7. If you terminate a ACW, please contact HR immediately.
    - If any employee is fired and no longer works for GSIL, we must pay the worker within 72 hours. We also stop direct deposit and any benefits that previously may automatically accrue to the worker
    - If you or your ACW changes phone numbers or your email, contact HR immediately with the new info.
  8. Payroll sends a weekly "Timesheet Approval" letter to you. The envelope is marked "ACTION REQUIRED". **This means you must review and approved the employee's time submitted and compare it to their authorized hours.** Please ensure your worker(s) names are listed on the summary sheet, along with all the shifts they worked. If anything is missing or is incorrect, contact Payroll immediately. *It can happen that a worker entered the wrong Consumer ID number and thus was paid erroneously and the wrong program was billed for Medicaid purposes. A quick review and phone call to the Payroll staff would have avoided this error.*

### Helpful suggestions that have worked for some consumers:

- Save the GSIL payroll phone number to speed dial.
- Sit with the worker so you can see that proper codes are being entered by the employee.
- Save the missed punch form as a "favorite" on your desktop for quick and easy access.

***The ACW must go online and fill out a Missed Punch Form as soon as they realize they missed a punch.*** This is the preferred method before calling Payroll with the missed punch information. Remind the ACW if they call in the missed punch information they must leave the following info: Employee name, consumer name, program, dates worked, in and out times, plus the tasks performed.

## Accessing the Missed Punch Form

Visit [www.gsil.org](http://www.gsil.org) >> "Become a Care Attendant" >> "Attendant Hub" >> "ACW Missed Punch Form".

You can also access the page directly at <https://bit.ly/2xsKuXi> (this link can be saved to your computer or cellphone). The ACW must sign the missed punch form, even if it's only because they forgot to enter tasks when clocking out.

Thank you for all the support and supervision that you are providing to help ACWs learn this new system. For assistance regarding Advance, please contact your Service Coordinator or Payroll at 1-855-552-8463 or HR at 1-800-826-3700.

## Test Your Brain!

*Can you find the following words in the wordsearch puzzle?*

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

- Safety
- ADVANCE
- Recipes
- Dedication
- Relaxing
- Stories
- Survey
- Monkey
- Fun
- Training
- Summer
- Family
- Recruitment

## Buffalo Chicken Meatballs



### Ingredients:

- 3/4 cup panko breadcrumbs
- 3 scallions, sliced thin
- 1 celery stalk, minced
- 1 tsp. onion powder
- 1 tsp. garlic powder
- 1 tsp. salt
- 1 tsp. pepper
- 1 lb. ground chicken
- 1/4 cup + 3 Tbsp. Buffalo sauce
- 1 large egg, beaten
- Ranch dressing, for drizzling

### Instructions:

- Preheat oven to 425 degrees. Line baking sheet with foil and grease.
- Combine panko, scallions, celery, onion powder, garlic powder, salt, and pepper in a large bowl. Fold in chicken, 1/4 cup Buffalo sauce and egg until combined. Roll heaping tablespoons of mixture into balls and arrange on prepared baking sheet.
- Bake meatballs on center rack for 10 minutes, then remove from oven and brush with hot sauce. Broil on top rack until glazed and cooked through, 3-5 more minutes.
- Transfer meatballs to a platter, drizzle with ranch dressing and top with scallions. Serve with more dressing for dipping.

## HR Contact List

(603) 228-9680

Stephanie Janes ext. 1156  
 Cynthia Paris ext. 1139  
 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 Stephanie.*

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



## Recruitment and Retention

*We've got a strong team to assist in helping you with your recruiting needs!*

**Ashley Truong** covers Belknap, Merrimack, Rockingham, and Strafford County, as well as parts of Carroll and Hillsborough County. Ashley works out of our Dover office can be reached at 603-717-0881. Call Ashley if you need any assistance with placing an ad.

**Valerie Kidder** covers Carroll, Coos, Cheshire, Hillsborough, Grafton and Sullivan County. Valerie works out of our Concord office and can be reached at 603-410-6505.

**Remember to also check out the GSIL Registry.** Names are added regularly... it's growing! A sample registry listing can be seen below.

Current GSIL Worker	Not a GSIL Worker	Name	Email	Phone Number	Regular Availability Days & Hours	Live -In Y/N	Respite Y/N	Towns Available to Work In	Most Recent Update	Notes: PC=Personal Care HM=Homemaking INS=Insured for Transport LR=Lifting Restrictions
X		John Smith	<a href="mailto:email@aol.com">email@aol.com</a>	Phone number here	Mon thru Fri 6am to 3pm	N	N	Manchester and 30 minutes	4/2/2017	10 years PC exp., Hoyer exp., cath care, HM, INS, no restrictions

## Consumer Annual Survey

GSIL sends out surveys annually to request feedback from consumers about how things are going. We take all responses into consideration, whether positive or negative in nature. As an organization, we tailor our priorities and solutions to serve the community as best as possible - *and that can be shaped by you!*

The current response rate is only 20-30%. To gain more feedback to better represent the whole, this survey is now available through SurveyMonkey, an electronic and confidential method. Paper copies will still be available through mail and during LTS 60-day visits upon request. More information will follow.

**Please make every effort to complete this survey in the way that works best for you.** For questions, please contact your coordinator.

## Congratulations on ACW Anniversaries!

Name	Date	Years of Service
Joel Look	May 13th	20
Blaze Raber	July 28th	15
Colin Isotti	May 31st	10
Shirley Gorhan	June 9th	10
Giovanna Ross	May 1st	5
Angela Bain	June 28th	5
Amanda Pangelinan	June 15th	5
Peggy Smith	June 29th	5
Joanne Spencer	Jun 15th	5
Karen Carignan	July 24th	5
Gary Elliott	July 11th	5
Sandra Hutchinson	July 24th	5
Ray Jackson	July 3rd	5

## Notice of Termination

We would like to stress the importance of completing a "Change in Employment Status" form as soon as you become aware that one of your care attendants is leaving your service. If it is easier for you or you prefer, you can also call the information into the HR department. Simply call the main GSIL number, 603.228.9680, and request to speak to HR about a termination. This is critical knowledge for HR, as well as payroll. More and more attendant care workers are enrolling in medical, dental or voluntary short term disability benefits. Additional steps need to be taken to off-roll their benefits and provide them with Cobra enrollment paperwork, as they are eligible. GSIL's ability to fulfil a host of compliance requirements and reporting functions revolves around timely notification from you, our consumers, of any changes.

## Program Info

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

x1153 or contact us at  
LTSinformation@gsil.org

### Home Care Services

Donna Potter, *Director of Home Care*, x1609 or  
dpotter@gsil.org

Elizabeth Griswold,  
*Assistant Director of Home Care*, x1116 or  
ezaluki@gsil.org

### Recruiter

Valerie Kidder - ext. 1111  
or vkidder@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!

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](mailto:cpinheiro@gsil.org) **no later than September 31st**. Submit your answers and be entered to win a \$25 Award (taxes applicable).

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

1. What date is the roll out for Advance in southern New Hampshire?
2. What are 2 lifting "DON'Ts"?
3. How can consumers verify hours worked/reported?
4. What should an ACW do if they forget to call in or call out?
5. Who are the new recruitment contacts?

*\*Congratulations to Kathryn Peterssen, the winner of last issue's quiz!\**