

Personal Care Connections

A quarterly newsletter for GSIL's Attendant Care Programs



Winter Safety and Preventing Falls



It's the most wonderful time of the year... still! As winter continues to bring new fallen snow to New Hampshire's trees, buildings and roads, it's important to keep taking those winter safety measures.

Sneak Peak

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Here are a few common hazards and ways you can protect yourself over the next few months:

Slipping on Ice

New Hampshire winter temperatures fluctuate around freezing levels, causing trouble for roads and walkways. Rain in the morning can create slick conditions as temperatures drop. Ice and snow that

melted during the day will freeze again once the sun sets. Some ice patches are easy to spot, but black ice can be harder to distinguish against wet surfaces.

To help prevent falls this winter, wear shoes with good traction whenever you venture outside. For enhanced safety, consider purchasing ice cleats or snow chains. Spread ice melt along walkways

and driveways to speed up the melting process and slow down the rate of refreezing. For those who use canes and walkers, replace worn out tips to make walking easier. Take off your wet shoes as soon as you get inside to avoid creating slippery puddles on your floor.

If you do happen to slip this winter...
(continued on Page 2)



Winter Safety and Preventing Falls *(continued from Page 1)*

it's important to know how to care for your injury to prevent further damage. For minor injuries, follow R.I.C.E. guidelines: Rest, ice, compress and elevate. Sprains can take days-months to recover. As the pain and swelling improves, gently begin using the injured area. You should feel a gradual, progressive improvement.



Follow-up with your doctor if:

- Unable to bear weight on the injured leg, the joint feels unstable/numb or unusable.
- Redness or red streaks develop and spread out from the injured area.
- Pain directly over the bones of the hurt joint.
- Injury is in an area that has been injured a number of times in the past.
- Injury isn't improving after 2-3 days.
- Call for emergency help if someone is unresponsive or heavily bleeding.

Frostbite and Hypothermia

Hypothermia ensues when your body temperature dips too low. Most hypothermia-related deaths occur in seniors. Another danger is frostbite, which occurs when parts of the body are exposed to the cold for a sustained length of time. Areas that are usually affected include cheeks, ears, nose, fingers and toes. Dressing warmly is the best form of protection against cold temperatures. Cover all exposed skin.

We also recommend making sure that your home heating system is working properly and efficiently to keep your house at a comfortable temperature. Do not overwork yourself, take frequent breaks and eat high-calorie, hot foods to keep your energy high and muscles warm.

Corrections to Skills Manual

Page 10 - An Authorized Representative: 3rd paragraph reads, “or his/her legal guardian or by the person granted Power of Attorney.” Eligibility for the PCA program requires a consumer is his/her own legal guardian.

Page 15 - Non-Covered Tasks: To clarify #4, a consumer can have a worker who may be named as a DPOA. The worker can only bill for services provided if it is not activated. Once a DPOA is activated the worker can no longer be an ACW for that consumer.

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You found a new ACW... Now what?

Understanding the hiring process to make sure you and your attendant care worker are ready.

When you are looking to take on a new ACW you must follow up with Human Resources to make sure ACW is all set to start BEFORE they start working.

What does the “all set” mean?

- Human Resources has all the applicants paperwork completed;
- The criminal background (both State and BEAS) has come back without issues;
- Depending on the program the applicant will be working for, they have had at least 1 TB test completed.

In recent months, some ACWs have started working before receiving GSIL's official go-ahead. When this occurs, GSIL cannot bill Medicaid for those hours worked, BUT is still required to pay the ACW. This results in having to bill consumers for the non-billable time, according to the “GSIL No Bill Policy” as referenced in Skills Manual.

When you are bringing on a new employee and you know they have completed the paperwork, **please check-in with HR to make sure they are all set to begin working.**

Working together as co-employers will help make the process smoother and less cumbersome for all.

Save the Dates!

Our next Professional Development Day is noted below. Let your ACWs know and encourage them to attend. **It is a paid training.** This month's topic will be Consumer Direction and empowerment.

| | | |
|-----------------|------------|----------|
| Keene | April 5th | 1-2:30pm |
| Claremont | April 10th | 1-2:30pm |
| Nashua | April 5th | 1-2:30pm |
| Manchester | April 10th | 1-2:30pm |
| Dover | April 5th | 1-2:30pm |
| Berlin | April 5th | 1-2:30pm |
| Littleton | April 10th | 1-2:30pm |
| Concord (annex) | April 10th | 1-2:30pm |
| Conway* | April 10th | 1-4:00pm |

Please note - there is a social segment to chat over snacks. This ½ hour is not paid.



Previously, these Professional Development & Appreciation Days were only offered twice a year for 4 hours in two locations. We are excited to announce that these days will now be offered more frequently and in more locations so everyone has the opportunity to attend! Plus, each day is now only 1.5 hours to avoid taking away from hours with consumers. These days are a great opportunity for ACWs to learn and to socialize with their peers.

2018 Event Details

Hoops on Wheels is an all day basketball tournament where players maneuver the court using wheelchairs - whether you have a disability or not!

Grab 8+ of your friends, family and/or colleagues to compete in this year's wheelchair basketball tournament. You choose your league - go for the gold in the competitive bracket or keep it recreational with round

robin. Games start at 8:00am with the championship game starting around 5:00pm. Games begin every 35 minutes at Rundlett Middle School in Concord, NH. Each team is responsible for fundraising \$1000 (~\$120/player). All are welcome!

If you have a disability and need transportation to the event or accommodations on site, please contact us at 603-410-6503.

Can't make it to the games?

You can still participate! This year, we are excited to offer a new option to support GSIL and the programs you love.

To start fundraising, visit www.everydayhero.com and search for "Granite State Independent Living". This easy-to-use crowdfunding platform will walk you through every step of the way!

*All proceeds
support
**GSIL and
its programs**
designed to
help keep you
living life
independently.*

Learn More:
www.gsil.org/hoops



development@gsil.org | www.gsil.org/hoops | 603-410-6503

Note of Recognition

A HUGE thank you to Robert Tolstuk and his ACW Leticia Costa for participating in many meetings and providing feedback for the new ADVANCE Telephone Time & Attendance Program. Your time and ideas are valuable and much appreciated.

Test Your Brain!

Can you find the following words in the wordsearch puzzle?

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

- Cheerleader
- Hoops
- Run
- Wheelchair
- Teammate
- Basketball
- Dunk
- PomPom
- Ball
- Shoot

Quote of the Quarter:

“ People will forget what you said, people will forget what you did, but people will never forget how you made them feel. ”

- Maya Angelou

Baked Garlic Parmesan Chicken Tenders



Recipe retrieved from allrecipes.com

Ingredients:

- 2 tablespoons olive oil
- Pepper
- 1 clove garlic, minced
- 1 cup dry breadcrumbs
- 2/3 cup Parmesan cheese (grated)
- 6 fresh chicken breasts

Directions:

1. Preheat oven to 350 degrees. Lightly grease a 9 x 13 inch baking dish.
2. In a bowl, blend the olive oil and garlic. In a separate bowl, mix the breadcrumbs, parmesan, and pepper.
3. Dip each chicken breast in the oil mixture, then in the bread crumb mixture. Arrange the coated chicken breasts in the prepared baking dish, and top with any remaining bread crumb mixture.
4. Bake 30 minutes in the preheated oven, or until chicken is no longer pink and juices run clear.

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?

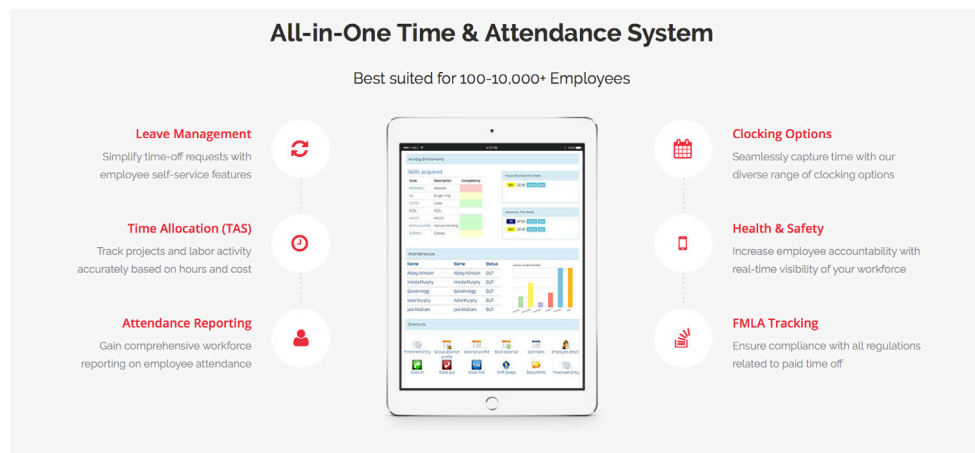
- All New Hire
- Paperwork, I-9s, BEAS
- Change of Address/Name
- Criminal Records Check
- Change in Employment Status/Terminations
- TB Tests
- Driver/Vehicle Releases
- Motor Vehicle Insurance

*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 - Coming Soon!

At this point, you have probably heard about the ADVANCE Time and Attendance program for quite a while now. There are still some items that need to be verified, including accurate consumer phone numbers, skills training and coaching with consumers, making sure all consumer Care Plans are up to date and that ACWs are properly trained on how to clock in/out accurately.



What to Expect

The pilot launched on January 27th, with the assistance of 5 consumers and 13 ACWs, and feedback has been favorable. Additional consumers and ACWs will be asked to help roll-out the system in coming weeks until everyone has made the transition. This is a huge undertaking for GSIL to make sure that it is easy-to-use and makes everyone's life a little bit easier.

Until Then... Paper timesheets are still being processed. Recently, many timesheets have included blank pages or the back side was faxed and the sender is unknown. This can happen even if you or your employee receive a fax confirmation. **Please follow-up shortly after you send your fax.**

Your message should tell us who you are, how many timesheets you faxed in and a phone number where you can be reached. This will help make sure your ACWs are paid on time!



Linkables

Old/current rules for the "Choices for Independence Program."
http://www.gencourt.state.nh.us/rules/state_agencies/he-e800.html

New rules for Home and Community-Based Services Waiver:
<https://www.dhhs.nh.gov/dcbcs/bds/documents/cfiwaiver2017.pdf>

Dental Info: <http://www.nhds.org>

Welcome New LTS Staff!



Kyle Baldridge

*LTS Service Coordinator (PT), Berlin region
Joined GSIL on 11/27/17*



Deborah March

*Recruitment & Retention Coordinator, Manchester/Keene region
Joined GSIL on 12/27/17*



Jesstina Murphy, RN

*LTS Program Coordinator, Berlin region
Joined GSIL on 12/11/17*

Termination/Change in Employment

GSIL must maintain an accurate accounting of the status of all employees to comply with state and federal laws. (*e.g. D.O.L. laws require employers to generate a final pay check within 72 hours of employment release or subject to fine*)

Immediately upon resignation notice/termination of an employee, please contact Stephanie or submit a change of employment status form (410-6576 or sjanes@gsil.org). Final timesheet submission is required immediately. *Please do not wait to submit the timesheet until the end of the week or to combine with other timesheets.* Voluntary employee termination notices require the same process of immediate notification with timesheet submission due after their last day.

Additional Considerations:

- **Benefits** - If the employee is enrolled in any benefits through GSIL, the benefit cancellation process must be initiated and the appropriate premium payments/credits applied.
- **Employment Verifications** - GSIL completes employment verification forms from various agencies and state departments.
- **Analysis** - GSIL analyzes figures and statistics to constantly evaluate, adjust, alter and/or respond to the needs of the organization. This can only be accomplished with accurate employee status figures.

Thank you for keeping us informed!

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*



Nonprofit
Organization
US Postage
PAID
Concord, NH
Permit #1426

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 **no later than April 1st**.
Submit your answers and be entered to win a \$25 Award (taxes applicable).

Your Name: _____

1. What does R.I.C.E. stand for?
2. What does "all set" mean?
3. When is the Professional Development Day in Manchester?
4. If someone cannot make the Hoops event, how can they still participate?
5. According DOL, how long does a consumer and GSIL have to get an ACW's final timesheet in and cut the final paycheck?

Congratulations to Annette Grover, the winner of last issue's quiz!