

# Personal Care Connections

A Quarterly Newsletter for GSIL's Attendant Care Programs

Spring 2016 Issue

## News You Need

In order to provide our ACWs with additional resources as well as to show them our appreciation for the good work they do, last fall, GSIL held its first ACW Appreciation Day, which was a huge success. As a matter of fact it was such a big success, GSIL has put in place plans to offer an ACW Appreciation Day twice a year, in the Spring and the Fall.



The ACW Appreciation Day offers our ACWs the opportunity to meet with the Long Term Support Coordinators in their area, as well as to offer several different one hour training sessions to increase their level of knowledge so they may provide superior care to you, our consumers. The topics range from pressure soars, nutrition and communication tips, to name a few. We also offer lunch and several raffle prizes. GSIL pays our ACWs to attend this four hour event.

ACWs are required to notify their consumers in a timely fashion to arrange for coverage if the event falls on a day/time the ACWs would normally work.

## In this Issue:

### In The Know

- News You Need 1
- Manage Your Health 1

### Learning Center

- Compliance Corner 2
- Skill Building 2

### Health & Safety

- Simple Tastes 3
- Health & Wellness 3

### Let's Celebrate

- Happy Anniversary 4
- New Employees 4

### What's on the Web

- Linkables 4

### GSIL Information

- HR/Payroll Corner 5
- HR - Who Does What 5
- Program Information 5

“

When you reach the end of your rope, tie a knot in it and hang on.

- Franklin D. Roosevelt

## Manage Your Health

**Diabetes Self Management Course**  
YMCA Allard Center of Goffstown  
May 9 - June 20 | 8:30 - 11:00 am



Join a FREE six week diabetes self management course every Monday from May 9 - June 20. Learn tips for making healthier nutrition and physical activity choices and other topics, including:

- Problem Solving
- Goal Setting
- Stress Management
- ...And more!

Pre-registration is required by Friday, May 6. For more information, contact Cheryl Pinheiro at (603) 410-6558 or Ellen Edge at (603) 410-6565.



www.gsil.org



facebook.com/GraniteStateIndependentLiving



603-228-9680

## Compliance Corner

A high percentage of internal investigations involve timesheet fraud with the Worker, Consumer or both. Most of the time, the result is termination. *Timesheet fraud is Medicaid Fraud and is considered a federal offense. It can result in criminal charges, jail time and heavy fines.*

In an effort to lower the risk of timesheet fraud occurring, the following are examples of timesheet fraud:

- Timesheets submitted early & pre-signed by the Worker or Consumer
- Submitting timesheets for time worked when the worker is out sick
- Submitting timesheets for services not provided

- Submitting timesheets for hours worked when the Consumer is in the hospital
- Submitting timesheets for hours worked when the worker is out sick, left early, or came in late.
- Submitting timesheets for services that are not on the Care Plan
- Signing the Consumers name or using their signature stamp without their permission
- Submitting a timesheet for transporting the Consumer

### For consumer-directed programs, it is your responsibility to make sure your worker:

- Does not submit a timesheet for over 40 hours a week.
- Does not work while you are in the hospital or rehabilitation facility.
- Writes in daily the hours and tasks they performed.
- Updates the timesheet hours if they leave early or come in late.

- Only performs tasks that are approved on your Care Plan.
- Does not bill for transportation.
- Understands how to properly bill and fill out a timesheet.
- Bills on the correct day they work (make up days for days that they are out sick need to be billed on the actual day worked).
- In addition, make sure if you have a signature stamp that it is kept in a secure location.
- Also be sure to review the timesheet with your Worker and sign it together.

*\*If you allow your Worker to submit hours that are not approved on your Care Plan for or for services not provided, you could be prosecuted for Medicaid Fraud by the Federal government and are at risk of losing your program with GSIL.*

**Any questions you or your Worker have regarding timesheets can be directed to your assigned Coordinator.**

## Skill Building

One of our most frequently asked questions is: *What do I do, what do they do, and what do you do?* Below is the breakdown of duties and responsibilities for the consumer, attendant care workers and GSIL.

### Consumer Responsibilities

- Screening, interviewing, and hiring attendant care workers
- Complete new hire paperwork with the attendant care worker
- Set work schedule for attendant care workers
- Train and supervise attendant care worker
- Develop a list of billable tasks that the attendant care worker is responsible for (with help from LTS Coordinator)
- Confirm hours worked and sign timesheet weekly
- Submit timesheets to GSIL in timely fashion according to policy (Every Tues by 5pm)
- Have bimonthly contact with LTS coordinator
- Abide by the policies and procedures of GSIL as noted in Skills training guidebook.
- Develop an emergency back-up plan
- Supply attendant care workers with gloves and other tools so they can be successful a completing tasks assigned.
- Ensure work environment is safe for Attendant care worker.

### ACW Responsibilities

- Provide good quality care
- Be punctual for scheduled shifts (if you are going to be late call your consumer)
- Dress appropriately with proper shoes (No daisy dukes and flip flops)
- Fill out timesheets daily be truthful/ accurate when recording your time.
- Submit timesheets on time according to payroll schedule if consumer asks you to do so.
- Return Employee Badge to GSIL upon separation of employment
- Complete 2 step TB test
- Pass criminal/and BEAS background check
- Be sensitive to the needs and willingness to be oriented and trained by a consumer with a disability.
- Assist with tasks as directed by consumer and per consumer reference sheet
- Never borrow money from your consumer
- Never bring child/or other family member/ friend to your consumers home during work hours.

### GSIL Staff Responsibilities

- Processing all ACW new hire paperwork
- Processing employee criminal record
- Verifying timesheets/hours/and process payroll
- Ensure proper payment and payroll taxes, supply workers compensation and liability insurance
- Answering any employee related questions
- Monitor quality of care
- Record/report all worker injuries
- Responsible for fostering a healthy and safe work environment
- Mailing employee W-2 report at end of each year
- Ensuring compliance with all NH and federal labor laws
- Provides ACW Liaison Support
- Provides online support through the Attendant Care Worker portal
- Maintains the GSIL Registry for ACW looking for additional hours if ACW is looking or if Consumer needs additional worker to work uncovered shifts
- Provides hands on support through LTS coordinator relations
- Provide growth and professional development opportunities.

### Important Facts About Falls

Falls are not a normal part of aging. They are serious. Did you know that 20% of falls result in serious injury such as, head injuries and broken bones? After a person has fallen once, their risk of repeat falls increases significantly.

Almost 85% of falls occur in the home, usually in the afternoon or evening. Frequently they occur in the bedroom or bathroom and are related to going to or from the bathroom.

There are many conditions or illnesses increase a person's risk of falling. Risk factors include:

- Difficulties with walking
- Impaired memory and safety awareness
- A change in mental status
- Impaired Balance
- Not using a mobility aid (*i.e. a recommended cane or walker*)
- Improper footwear or foot pain
- Impaired vision
- Weakness of the lower body
- Neurological conditions (*i.e. Parkinson's Disease*)
- Weak bones due to Osteoporosis
- Postural changes resulting in a drop in blood pressure
- Hazards in the home (*i.e. throw rugs, cluttered pathways, lack of handrails*)
- Certain medications (*i.e. sleeping meds, tranquilizers, anti-depressants and even some over the counter medications*)

Most falls are caused by a combination of factors. The more risks identified, the greater likelihood of falling. Sadly, many people never tell their healthcare provider that they have fallen. They worry about their future and ability to remain independent. However, it is vital that your consumer inform their doctor or healthcare provider. As an attendant care worker, you should report falls to your Long Term Support Coordinator.

#### Focus on Prevention

- Have a doctor assess the risk of falling
- Ask the doctor to evaluate medications. *It is important for the consumer to keep an accurate list of all medications.*

- The physician may order a Physical Therapy evaluation and treatment, aimed at improving balance and assuring that the home is free of hazards that could increase fall risk.
- Have regular eye examinations and update eyeglass prescription as needed.
- Have handrails installed on both sides of stairs.
- Add grab bars inside and outside of your tub or shower.
- Remove environmental factors - objects or barriers in the person's surroundings (*i.e. electrical cords, throw rugs, loose carpeting, pets, stool*)
- Wear appropriate footwear.
- Use caution on wet floors, bathtubs and showers.
- Assure that there is adequate lighting.
- Keep the consumer's mobility device, TV remote, telephone and eyeglasses within reach. If the consumer has Lifeline, make sure that he/she is wearing it.
- **Your consumer's LTS coordinator can perform routine home safety checks as a regular part of the home visit.**

### Simple Tastes

#### Chicken Penne with Asparagus

- 1-2 Boneless Chicken Breasts
- 1 box Penne Pasta  
(or pasta of choice)
- 2 tablespoons butter
- 1 lb asparagus
- ¼ cup parmesan Cheese



1. Preheat oven to 375 degrees
2. Cover a baking sheet with aluminum foil.
3. Spread the chicken breast on the baking sheet and sprinkle with garlic salt and seasoned salt/pepper.
4. Bake chicken in the preheated oven about 25 minutes. Set aside; when cool enough to handle, cut into bite-size pieces.
5. Fill a large pot with lightly salted water, bring to a boil, and stir in penne. Cook pasta at a boil, about 11 minutes; drain.
6. Transfer penne back to cooking pot and stir in butter and Parmesan cheese until pasta is coated.
7. Fill shallow pan with water and garlic salt, Add asparagus. Cook and stir until asparagus are tender, about 7 minutes.
8. Transfer penne pasta into a large serving bowl and top with asparagus and chicken pieces. Lightly mix asparagus and chicken into the pasta to serve.

## Let's Celebrate!



### Meet our new Long Term Support Employees:

**Jennifer Gagne** - LTS Program Administrator (*Started 3/1/2016*)

**Tammy Lloyd** - LTS Services Coordinator (*Started 2/22/2016*)

## Spring 2016 Anniversary Celebrations

*for the months of February, March and April*

### 5 Years

Justina Aldrich	4/9/2011
Carissa Rogers	4/6/2011
Amy Farrow	3/23/2011
Cynthia Richardson	2/24/2011
Damien Paquette	2/23/2011
Kathleen Fangmeyer	2/13/2011
Michael Boucher	2/11/2011
Andrea Bishop	2/3/2011

### 10 Years

M Kathleen Ranguette	3/14/2006
Michael McCormack	2/3/2006

### 15 Years

Mary Barlow	4/23/2001
-------------	-----------

### 25 Years

Debra Goddard	3/4/1991
---------------	----------

***Congratulations & Thank You for Your Years of Service with GSIL!***



## Locations for Hiring Process Appointment

Concord Area

*Hours: 9am-12:30 p.m. and 1:00pm-4pm*

Manchester Area

*By appointment only. Call Stephanie at 603-410-6576*

## Gift Card Winners!

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

*Do you want a chance to win? Don't forget to fill out and mail in your quiz answers on the back to be entered for a chance to win this quarter's newsletter quiz!*

# HR / Payroll Corner

## Timely Submission of Timesheets

Happy Spring Everyone! With a new season upon us, it feels like an appropriate time to share some reminders regarding timesheets and their submission.

Timesheets are due to the Payroll Office **Tuesday at 5 pm.** Just because they are due on Tuesday at 5pm, does not mean that submitting them has to wait till that day. Once your work week has ended, please do not hesitate to submit your timesheet. In the event additional hours are worked once a timesheet has been submitted, either the original timesheet can be updated to reflect the additional time or a second timesheet can be submitted for the additional hours.

Timesheets can be submitted the following ways:

**Mail:** GSIL  
21 Chenell Drive  
Concord, NH 03301  
**E-mail:** payroll@gsil.org  
**Fax:** 603-228-1673

When faxing, please call to confirm that the timesheet was received, (603) 228-9680 or (800) 826-3700. Occasionally, blank faxes are received when it was intended for a timesheet to be submitted. If emailing timesheets, the Payroll Staff will respond that your timesheet(s) has been received. If a timely response is not received, please call to inquire about the status of the emailed timesheet(s). As with faxing, glitches can occur with emailing as well.

Please keep in mind when submitting Home Care timesheets that the deadline is Monday @ 5pm. This allows the Home Care staff to complete their process before Payroll can process for payment.

Submitting timesheets to Payroll by the Tuesday deadline gives them the appropriate amount of time to process them for timely payment and to address any issues that may arise. Thank you to all for keeping this deadline in mind.

## 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

**Recruitment Coordinator**  
Vickie Trudelle - ext. 1162 or vtrudelle@gsil.org

**ACW Liaison/Registry**  
Maureen Whittemore - ext. 1112 or mwhittemore@gsil.org

## Who Does What in HR?

- 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**  
Vickie Trudelle
- **Voluntary Short Term Disability**  
Cindy Walsh
- **Wage Adjustments**  
Cynthia/Cindy
- **Work Related Injuries (must notify GSIL within 24 hours)**  
Cindy Walsh

## HR Contact List

(603) 228-9680

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

**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 by email to Cheryl Pinheiro at [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org) no later than June 30th. Your name will be entered and one lucky person's name will be drawn to win a \$25 Award (taxes applicable).

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

- 1. What are 2 conditions that increase a consumer's risk for falls?**
- 2. When (time frame) should a worker call GSIL if they get hurt on the job? Who do they call?**
- 3. What are 2 examples of timesheet fraud?**
- 4. Who is responsible for submitting timesheets?**
- 5. Where is the next Diabetes self-management group?**