

Personal Care Connections

A quarterly newsletter for GSIL's Attendant Care Programs



3 Ways to Manage Stress this Spring

Effective stress management leads to better health and well-being. This is especially important once people retire from their careers. Here are some stress reducing techniques you can utilize to remain healthy and well.



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Meditation

While stress triggers a fight or flight response, meditation affects the body in the exact opposite way by triggering its relaxation response. Meditation restores the body to a calm state and helps prevent new damage from the physical effects of stress. Anyone can meditate! Plus, no special equipment is required.

Cognitive Puzzles

It's true! Working on crossword puzzles (*see page 5*), Sudoku or Jumbles provide mental stimulation. By giving your brain regular exercise, you keep your cognitive functions sharp and focused while building creativity skills. These games also provide helpful distraction for when you are dealing with a particularly stressful situation.

Yoga

Yoga combines many popular stress reducing techniques including exercise, learning to control your breathing, and relaxing your body. Yoga is an excellent choice for exercise due to its compatibility with all skill levels and fitness goals.

Try these 3 practices this spring to create a happier, healthier you!



Creating a Happy, Healthy and Safe Work Environment

In today's economy with plenty of jobs available and competition from other companies greater than ever, the field of good (attendant care) workers is shrinking quickly. Retention of good workers is key.

Successful companies strive to provide their employees with a work environment that is healthy, safe and happy, because they know that there are two major factors that play a role in their company's success – the work environment and employee management. That focus is more important now than ever before.

Employees who are happy and content in their positions stay in those positions much longer than employees who are not happy in their positions. Stressful, negative work environments decrease productivity and increase employee turnover.

In the business of a consumer directed program, the consumer's home is the workplace, and the consumer is the manager, and both play a vital role in determining the success of their employee's retention. Many forget to think of their home as a work environment because it is also their personal living space. The thought of their home as a workplace for someone else becomes overlooked.

If you have paid employees (attendant care workers) coming into your home to provide you with services, your home is their workplace. Making your home a safe, healthy, happy workplace will benefit everyone involved in your care.

So how does someone create a happy, healthy and safe work environment?

Providing a *Safe* Work Environment

You are most likely well-versed in what safety entails, but here are a few reminders:

- Fire extinguishers should be current (not expired) and easy to locate;
- Exit plans should be reviewed on a regular bases and all exits should be free and clear;
- Your address should be posted next to the phone or in a highly visible place should 911 need to be called;
- Do not overload outlets. Electrical cords should not be frayed. Keep electric heaters free of clutter;
- In the winter, pathways leading to your home should be shoveled, salted/sanded;
- Gloves must be provided to your workers;
- Let your workers know where working flashlights, first aid kits, fire extinguishers, matches, candles or any other items needed in an emergent situation might be located.

Cleanliness and Clutter Matter:

The benefits of a clean and clutter-free workplace are good for both the employee and the consumer. A dirty, cluttered environment can attract mold, mildew and a number of undesirable creatures, like mice, cockroaches, bed bugs and more. A clean and clutter free home also allows for more room/space to utilize in a productive manner as well as making it easier to get around with wheelchair or walker.

Providing a *Happy* Work Environment

Providing a positive, happy work environment is the easiest way to retain your employees. In today's economy, people have many employment choices. What person would want to stay at a stressful, depressing workplace? This does not mean that every day has got to be perfect, but if you can provide an atmosphere that is positive, rewarding and enjoyable most of the time, you will be one step ahead in retaining good workers.

- Keep communication open and positive. Avoid regular use of negative words (or tone). Some people speak with a negative tone and negative words on a regular basis without even realizing it because it is natural for them to do so. Listen to yourself when you communicate and try to use positive words, phrases and tones.
- Be kind. Use please and thank you as often as you can. But don't just say them...say them and mean them!
- Be understanding. Everyone has their share of issues and troubles, so be understanding and patient, but do not get taken advantage of. Set limits and communicate those limits so they know.
- Ask nicely instead of demanding something. Again, there are some folks who do not even realize they are demanding. Asking someone nicely to do something instead of barking out orders will always produce better results.
- At the end of the day... Be the manager you would want to work for.

Keeping good workers safe, healthy and happy will not only help your workers, it will help you, as well.

In My Own Words

Submitted by LuAnn Ezzideen

GSIL has made a big difference in my life. Before I had regular help, I was in the hospital at least twice a year. Because one of my legs is amputated, I cannot get around and get my own meals. It is important for me to eat regularly because I am a diabetic.

Also, in the shower. I have no balance, so it made me nervous to be in the shower by myself, so I did not shower as much as I would have liked. Since GSIL has been here, I have regular meals and showers, and I have not been in the hospital for over a year.

Even when I went in the hospital before, a part of me liked it because there were people around. When I was home by myself all of the time, I was very lonely. Also, my worker goes to medical appointments with me, she helps me get around and helps me to remember what is being said as I sometimes miss something.

I am very happy that GSIL is able to help me.

Quote of the Quarter

*"Try to be a **rainbow** in someone's cloud"*

- Maya Angelou

A Nationwide Shortage of ACWS

As you may already have discovered, there is a shortage of Attendant Care Workers (ACWs) in New Hampshire, however, we are not unique. There is a shortage of ACWs nationwide that is predicted to get worse. So, what is driving the shortage and what can we as consumers do to help?

Forces Driving the Shortage

According to the Census bureau, 1 in 10 Americans have a disability that requires personal assistance with daily tasks. This number is only expected to increase. Add that to the prediction that another population that may require personal assistance, those over 65 years of age, is predicted to *almost double* by 2050, from 47.8 million to 88 million.

In addition to the increased need, we must also address the fact that there are many barriers to the workforce wanting to enter the ACW field. For example:

1. Wages are low - ACW wages have not kept up with inflation over the past 10 years, decreasing from \$10.21 in 2005 to \$10.11 in 2015. As a result, 1 in 4 ACWs live in households under the poverty level. Two-thirds of ACWs work part time due to the varying needs of consumers.
2. Access to employer provided benefits rare.
3. 89% of ACWS are female.
4. There is no nationally recognized licensing program for ACWs.

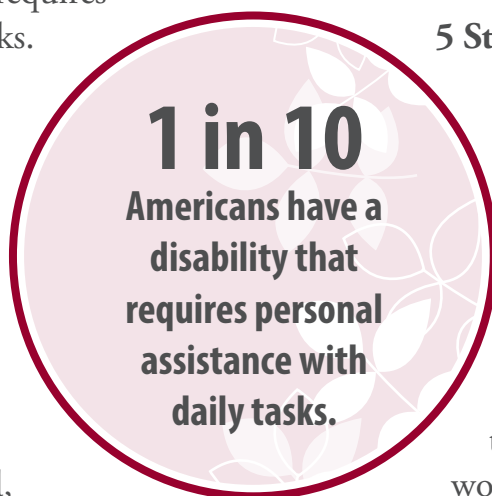
Steps GSIL is Taking to Aid Recruitment

GSIL is working with other stakeholders to address the low wages, lack of benefits and the need for increased education for our ACWS. GSIL is also working on providing additional educational opportunities for our ACWS, via the web, employee newsletter and periodic ACW Training events. GSIL has also created a Recruitment and Retention Department with regional staff assisting consumers.

5 Steps YOU Can Take

Many of our ACWs come to GSIL with a background in the home care field, however, as we offer a consumer directed program, many come to us with little or no background. Below are some tips in providing training to your workers and how to retain your workers:

1. When interviewing a new ACW candidate, please take the time to assess whether or not the candidate is a good fit. If you need assistance with the interviewing process, your Long Term Support Coordinator is available to help.
2. Remember, everyone has a different way of learning and retaining new knowledge. Some require hands-on training, others require more observation. It is important that you find out what method works best with your ACW and be patient with them during the training period.



3. Communication between consumer and ACW is critical, it is important to treat each other with respect and courtesy.
4. If you find that you need additional assistance in training your ACW, please remember to reach out to your Long Term Support Coordinator. Your coordinator is there to assist you as much and as little as you need.
5. Encourage your ACW to take advantage of the training opportunities GSIL provides, via our internet, GSIL.org, our newsletters and our periodic ACW training opportunities throughout the state.

Test Your Brain!

Can you find the following words in the wordsearch puzzle?

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

- Memorial Day
- Turnover
- Compliance
- Firepit
- Services
- Care Plan
- Respect
- Together
- BBQ
- Swimming
- Accurate
- Tasks
- Tick
- Care Plan

Memorial Day BBQ Antipasto Salad



Ingredients:

- 1/3 cup diced red onion
- 3 Tablespoons red wine vinegar
- 1/2 tsp dried oregano
- Salt and pepper
- 1lb pasta (elbow, fusilli, etc.)
- 1 cup marinated artichoke hearts, chopped up
- 1 1/2 cups diced provolone cheese
- 1 cup diced Italian salami
- 1/3 cup finely chopped, oil-packed sundried tomatoes
- 1/4 cup finely chopped fresh parsley

Instructions:

- Place the onion, vinegar, and oregano in a large plastic bowl and stir to combine. Set aside.
- Cook pasta according to package instructions. Drain and rinse until cool. Place pasta in with onion-vinegar mixture.
- Add remaining ingredients and toss until evenly combined. Taste and season with salt and pepper as needed.

**Can be prepared a day ahead of time and refrigerated until ready to serve.*

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

Pins for Advance Time & Attendance

We are all very excited about our new time & attendance system, also known as “Advance”. We anticipate quicker payroll processing due to the increased efficiency and accuracy of your hours being reported through this new system.

As with most automated systems, the use of a PIN is required. Advance is no different. The PINs given to ACWs are **their own, unique access code** to be used when calling in their hours. This number should be treated as any other password or PIN you may currently be using. **This number should not be shared with anyone.**

Also, for security purposes, HR cannot give PINs to anyone but the ACW. If an ACW has forgotten their PIN, they would need to call HR, who will verify their identity before releasing the PIN.

The NH Dept. of Labor states that in order for an electronic timekeeping system to be compliant, managers and supervisors cannot have access to an employee’s timesheet (see below). By having the employee’s PIN, the supervisor now has access and the ability to make changes, putting us out of compliance

(f) Pursuant to RSA 279:27 and RSA 275:49, VI, relative to record keeping requirements, every employer shall: (3) Not make use of automated time keeping devices or software programs that can be altered by an employer without the knowledge of the employee, or that do not clearly indicate that a change was made to the record;

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Linkables

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Tick Season is Upon Us: https://extension.unh.edu/resources/files/Resource000528_Rep1451.pdf

Healthy Eating Tips: <https://www.betterhealth.vic.gov.au/health/healthyliving/healthy-eating-tips>

NH Legislative and Rulemaking Center: <http://www.drcnh.org/>

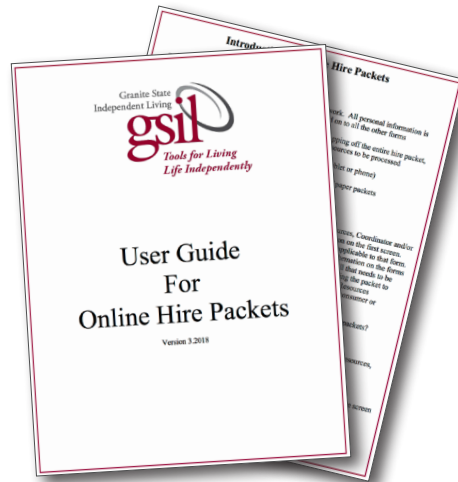
Welcome New LTS Staff!



Blair Young
Attendant Care Specialist, Laconia Region
Joined GSIL on 2/20/18

User Guide – Online Hire Packets

New information will be made available to all consumers in the form of a User Guide on the new Online Hiring process. This new advance in the new hire paperwork completion process is a major breakthrough allowing GSIL to transition to an environmentally friendly paperless file system, increase the speed of paperwork receipt, and minimize the legibility issues with written paper forms.



Please place this guide in a handy, safe location for easy reference.
Remember that the HR is available for questions and general guidance.

Payroll Summary Report

The payroll summary report is one way consumers are able to double check their hours reported and billed. With the new time and attendance program (Advance) where an ACW calls from designated phone line enters the information and hangs up, consumers are concerned they do not know what is being recorded. The fact that consumers don't see an actual timesheet that they can visually see and sign off on has some feeling less in control.

This really isn't true, in fact, it is just the opposite!

Now timesheets, cannot be tampered with after the fact, time will be in real time every day, and the billing sheets will be the consumer's way of confirming that the hours reported are accurate before GSIL bills Medicaid for the services. It is a win-win situation all around.

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!

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 July 31st**.
Submit your answers and be entered to win a \$25 Award (taxes applicable).

Your Name: _____

1. What is the easiest way to retain your workers?
2. What is the name of GSIL's new time and attendance program?
3. How can a consumer check the hours reported and billed each week?
4. What are three ways to manage stress?
5. Who in HR would a consumer/ACW report a work related injury?

Congratulations to Kelly Goddu, the winner of last issue's quiz!