

# Personal Care Connections

A quarterly newsletter of GSIL's Attendant Care programs



JULY 2014

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My pain may be the  
reason for somebody's  
laugh  
but my laugh must  
never be the reason for  
somebody's pain.

Charlie Chaplin



For email delivery just send  
your email address  
to Ann Graf  
[ann.graf@gsil.org](mailto:ann.graf@gsil.org)



## News You Need

by Kathy Newcomb, RN

Director South, Long Term Supports

### Update/clarification on Transportation to non-medical and community services

Happy Summer! I hope this finds all of you enjoying the summer months and able to stay cool on the very humid days!

In our last issue (April 2014) there was a front page article regarding the update on Transportation to non-medical and community services. I just want to clarify a few things from that issue.

In the beginning of the article, it stated that "we continued not allowing our staff to "accompany" our Medicaid consumers to essential services such as grocery shopping, banking, and other necessary shopping because the State of New Hampshire still doesn't allow home care providers to bill for the "transportation" time to non-medical services as part of personal care services". To clarify, the word "accompany" should have said transport. We are not allowed to bill for the transportation of our consumers. I hope that clears up any confusion this may have caused some of you. My apologies.

But, the good news is that the workgroup made up of some GSIL staff along with other key players from the other organizations providing personal care services is FINALLY making some progress. After the last 2 years and not giving up on this issue the group has been working closely with representatives at the state and are hopeful they are being heard at the state level. The workgroup hopes the state will be sending out a memo soon with details around how to better address this issue. So many of our consumers deal with the issue of transportation every day.

We again encourage any Medicaid consumers who are still not able to access the stores, pharmacies, banks, etc. and who have had their lives impacted by this decision to write letters to your state senator.

To find out who your state senator is you can go to [www.gencourt.state.nh.us/senate/](http://www.gencourt.state.nh.us/senate/) or call the New Hampshire State House at 603-271-1110 and tell them where you live and they can give you the correct senator's name.

Again, if you have questions about this process or any other questions regarding this issue please contact your Service Coordinator at GSIL or myself and I can direct you to the appropriate staff person who can assist you with this process.

Let's keep our fingers crossed that we will have good news to share regarding this issue sooner than later!

# In-Person ACE (Attendant Care Education) Training Class

As part of your employment with GSIL, the Department of Health & Human Services mandates that you participate in an orientation/training program. Effective June 1, 2014, GSIL is requiring all newly hired attendant care workers to attend a 2 hour In-Person ACE (Attendant Care Education) Training Class. A 30 day completion timeframe has been allotted to ensure that you are able to complete the In-Person ACE Training Class in a fair amount of time. Failure to do so could result in suspension of work or possible dismissal.

The GSIL In-Person ACE Training Class provides insight and information about our organization, the independent living philosophy, consumer directed personal care services and your role as an attendant care worker. We educate you on types of disabilities and adaptive equipment. You will learn about communication skills and self-care tips. The orientation/training program discusses fraud and how to avoid it, blood borne pathogens and how to protect yourself and other information that might be necessary and helpful knowledge in your new position.

The In-Person ACE Training Class is two hours long. You will be paid 2 hours to complete the class and testing. You will get paid whether you pass or fail the class, but will not be able to continue your employment with GSIL if you fail the class until further actions are taken as determined by the instructor of your In-Person ACE Training Class.

You must pre-register for the class you will be attending. We request that you register at least 3 days prior to class to assure that there is ample space. The schedule of classes can be found on our website at [www.gsil.org](http://www.gsil.org) in the Home Care section – Home Care Attendant Hub - Home Care Attendant Training link. To register for an In-Person ACE Training Class, click on the link provided next to the class schedule. If you do not have internet access, please call Melissa Geschwindner at 603-410-6500 for classes scheduled and registration. GSIL reserves the right to change date, time and location of any class and you will be notified in a reasonable timeframe should any changes occur.

At GSIL we take our educational/training commitment to our attendant care workers seriously. We now provide ongoing training materials (online videos) each with a different subject line and testing. These training materials are free to all GSIL employees and easy to access, but are strictly optional and provided for your benefit. Education is a powerful tool. We hope you take advantage of these training videos.

## Health and Wellness by Kim Dumont

### Simple Diabetic & Hypertension Meal Plan

Diabetes can increase your risk of heart disease and stroke. It's crucial to control risk factors such as obesity, elevated cholesterol levels and hypertension (high blood pressure). The American Diabetes Association (ADA) says that as many as two out of three diabetics have hypertension and that because of the increased risk of heart disease, people with diabetes should work to keep blood pressure levels below 130/80 mmHG.

**Hypertension and Diabetes** High blood pressure, or hypertension, forces your heart to work harder to pump blood throughout your body. According to the ADA, when your heart works harder, your risk for diabetic complications increases. Although there are many causes of hypertension, a high-sodium (salt) diet is most often to blame. Sodium attracts water and excess sodium increases blood volume -- that's what increases the pressure in your circulatory system. Following a low-sodium diet can lower blood pressure in as little as 14 days.

**Dietary Approaches to Stop Hypertension** The U.S. Department of Health and Human Services developed the Dietary Approaches to Stop Hypertension, or "DASH", diet to lower blood pressure with a well-balanced nutrient-dense eating plan. Sodium intake is limited to 1,500 mg per day; carbohydrates make up 55 percent of calories, 18 percent come from protein and 27 percent from fat. Saturated fat and dietary cholesterol are very limited, which helps control "bad" LDL cholesterol levels, another risk factor for cardiovascular disease. In essence, people following

this diet should be consuming between 44 and 65 percent of calories from carbohydrates, between 12 and 20 percent from protein and between 25 and 35 percent from fat.

**DASH and Diabetes** The DASH diet is a high-fiber diet that recommends a minimum intake of 30g of fiber daily. Fiber helps slow digestion, regulating glucose and insulin production and providing satiety. Fiber is an excellent weight-loss tool and also helps you feel full faster and longer, which may lead to a reduced caloric intake. Foods high in fiber include whole grains, legumes (beans), vegetables and fruits. It's a low-sugar diet that limits added sugar to less than five per week.

**What to Eat** If you're following a 2,000-calorie diet, the DASH plan allows between six and eight servings of whole grains, four to five servings each of fruits and vegetables, three servings each of fat and dairy and 6 oz. of lean protein every day. Servings of nuts, legumes and sweets are limited to less than five servings weekly. Divide your foods evenly through the day to regulate blood sugar. Maintaining a healthy body weight will lower blood pressure and help your body use insulin more effectively. The DASH plan comes with different eating plans based on caloric needs. Always talk to your doctor or dietitian before making any changes to your diet.

Making other heart healthy lifestyle changes while following the DASH eating plan is the best way to prevent or control high blood pressure. For example, try to maintain a healthy weight, be physically active, make healthy eating choices, and don't smoke.

The DASH eating plan is easy to follow using common foods available in your grocery store. The plan includes daily servings from different food groups. The number of servings you should have depends on your daily calorie (energy) needs.

**One important note: If you take medicine to control high blood pressure, you should keep taking it. However, you should tell your doctor that you're now following the DASH eating plan.**

To find out more information visit: [www.dashdiet.org/](http://www.dashdiet.org/)



## In My Own Words by Hilda

Hi my name is Hilda. I am an 86 year old woman who for the past year has been living in an accessible apartment with my live in Aid. Prior to this I spent 10 years in a nursing home. With the help from my daughter, the Disability Rights Center and GSIL I was able to leave long term care and be back in community.

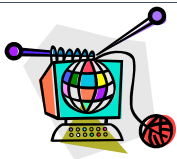
Of course this didn't come without bumps in the road. I am disabled and need assistance with all my care. I have two very dedicated and loving PCSP workers who come to my place and get me out of bed, washed, dressed, toileted and ready to face what the day has to throw at me.

They cook for me, do my laundry, they keep my mind going with TV, music, walks outside in my wheelchair, we play bingo and laugh. I even danced the Polka one day when my worker helped me to stand and held on as we moved to the music. I don't know what I would do without the help of my two girls and the loving support of my daughter. I even attend church services on Sundays through GSIL transportation and the assistance of my worker.

The PCSP program has made a big difference in my life and without it I would probably still be in the nursing home.

Would you like to share your knowledge and experience?  
Consider writing an article for Personal Care Connections!

Contact Jodie Pemberton at 603-228-9680 or email at [jodie.pemberton@gsil.org](mailto:jodie.pemberton@gsil.org)




## LINK-ABLES

Websites to access information regarding benefits, healthcare and disability culture.

Medicaid Managed Care – Information regarding appeals and grievances  
<http://drcnh.org/MMCappealsgrievances.html>

Dealing with Diabetes  
<http://healthtools.aarp.org/learning-center/diabetes?intcmp=DSO-SEARCH-AARPSUGG>

Tick Attack: How to avoid Lyme disease this summer  
<http://blog.aarp.org/2011/05/25/tick-attack-how-to-avoid-lyme-disease-this-summer/>

 Have an idea for a Link-Ables, contact [Jodie.pemberton@gsil.org](mailto:Jodie.pemberton@gsil.org)

## Simple Tastes – Quick and Easy Recipes by Cheryl Pinheiro

Recipe for: Zucchini stuffed with minted rice and lamb



### Ingredients :

- |                                                                         |                                                                |
|-------------------------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> 2 fresh medium zucchini squash                 | <input type="checkbox"/> 6 oz. ground lamb, lean               |
| <input type="checkbox"/> 1 ½ tablespoon extra-virgin olive oil, divided | <input type="checkbox"/> ½ cup brown rice, dry                 |
| <input type="checkbox"/> 1 teaspoon black pepper, freshly ground        | <input type="checkbox"/> 1 medium tomatoes, seeded and chopped |
| <input type="checkbox"/> 1 large sweet onion, finely chopped            | <input type="checkbox"/> 2/3 cup water                         |
| <input type="checkbox"/> 4 garlic cloves, minced                        | <input type="checkbox"/> 1 tablespoon fresh lemon juice        |
| <input type="checkbox"/> ½ teaspoon ground cinnamon                     | <input type="checkbox"/> 2 tablespoons minced fresh mint       |
|                                                                         | <input type="checkbox"/> ½ cup chopped fresh parsley           |

### Directions:

1. Adjust oven rack to center position and preheat oven to 425° F. Spray a baking sheet with vegetable cooking spray.
2. Halve each zucchini lengthwise. Scoop out (and reserve) most of the flesh with a spoon, leaving sides of shells about 3.8 inch thick. Brush interiors of shells with 1 Tbsp. olive oil and sprinkle evenly with ½ tsp. of the pepper. Place zucchini shells cut side down on baking sheet and roast until they are slightly softened and have given up some of their moisture, about 10 minutes. Don't over-roast, or shells can get soggy. Turn zucchini shells over on baking sheet, and set aside.
3. Chop reserved zucchini flesh into roughly ½ -inch pieces. In a large nonstick skillet, heat oil on high. Add chopped zucchini and cook until it just begins to soften, about 3 minutes. Remove zucchini to a paper towel lined plate and set aside. Sauté onion and cook, stirring frequently, until soft and translucent, about 3 minutes. Add garlic and cinnamon and cook, stirring constantly, until fragrant, about 40 seconds.
4. Add lamb and cook, stirring and breaking up the clumps until the meat loses its raw color, about 4 minutes. Add rice and cook, stirring constantly, for about 1 minute. Add tomatoes, and water and bring to a simmer. Cover skillet and reduce heat to low. Simmer, stirring occasionally, until rice is fully cooked, about 20 minutes. Remove from heat.
5. Add cooked zucchini, lemon juice, mint, parsley, and remaining ½ tsp. pepper to lamb and stir to mix. Divide filling evenly among zucchini shells on baking sheet, mounding and packing it in lightly. Roast stuffed zucchini until heated through, about 7 minutes. Serve immediately.

## Skill Building by Cheryl Pinheiro

That time of year is here again when people spend many hours outdoors doing their favorite things soaking up sun and exposing themselves to harmful little critters that can cause harm (mosquitoes and ticks). It is very important that we take precautions to protect ourselves while still being able to enjoy the nice weather. There are many sprays out there with DEET that can be applied to the skin and help ward off the pesky critters. Ticks however are different and other interventions need to be put in place.

When you spend time in grassy or woody areas wear long pants, put pants inside socks or loose elastic around ankle to prevent the tick from getting up the pant leg. Before you go in the house after your venture check yourself, shake off your clothes, take clothes off when you go in and put in washer. When you take your shower check your skin over for any ticks. Ticks are small arachnids and require blood meals to complete their complex life cycles. Ticks are scientifically classified as *Arachnida* (a classification that includes spiders).

There are over 800 species of ticks throughout the world, but only two families of ticks, hard ticks and soft ticks, are known to transmit diseases or illness to humans. Hard ticks have a hard plate on their back while soft ticks do not. The female adult (hard tick) is the one causing the most bites as males usually die after mating. Ticks do not jump or fly. They simply reach out with their legs and grab or crawl onto a host. They feed for 48-72 hours and then will regurgitate into the host blood stream. It is that pathogen that carries Lyme.

There is a wide range of symptoms that usually develop days to weeks after the tick bite. The symptoms depend on the particular pathogen-bacteria that is transmitted. For example a rash that is occasionally resembles a "bull's eye" is often the first sign of Lyme disease transmitted by a tick bite. Other symptoms can include weakness, nausea, fever, vomiting, palpitations, rash, joint pain, swelling, numbness, and confusion.

If you find a tick embedded on your skin removed it by using tweezers, grabbing the closest to skin as possible using a firm lifting movement to get tick to let go. Try not to squeeze the body to avoid expulsion of fluid into your bloodstream. If the tick comes out whole save on tape or in a sealed container so if symptoms develop you can bring tick with you to your doctor so he/she can have a better idea what they will treat you for. Some treatments include oral antibiotics, IV's, and sometimes there is no need for treatment. Always consult with you family doctor.



## Compliance Corner by Debbie Krider

### Don't Be a Target for Financial Scams We Need to Be Proactive to Help Prevent Harm

Financial fraud is the fastest growing form of crime. Financial abuse is when someone illegally or improperly uses a vulnerable individual's money or other property. It is tough to combat because it often goes unreported. Individuals don't report it because they are confused, fearful or too embarrassed by the crime to report it. Others do not know who to report it to.

These scammers mostly use deceitful scenarios which can occur through telemarketing, email, mail or face to face. For example, these con artists may pretend to be a person of authority like your bank or credit card company. They can pretend or claim that a very good thing has happened (e.g., "you've won money but we need your information to process the winnings" or "you can get a great deal on getting your home roofed at a very low price"). Another scenario is that they need to act quickly to help someone (e.g., your grandson is in trouble and you need to wire money to the authority). These setups all play on your emotions.

Be proactive, talk to each other about these situations and be alert to them. Encourage each other to verify the scenario before taking action. If you do not know how to do that, you can call your service coordinator before taking action. GSIL's service coordinators will work with you to

explore the situation. If a consumer says they have taken action and you are concerned about what they are telling you, encourage them to call their service coordinator. This individual and our staff can recommend the best steps to take for reporting and safe guarding them.

If you have any question about such situations please feel free to call Debbie Krider, COO at GSIL

## Gift Card Winners!!!!

**Newsletter Quiz** - Congratulations to Laura Leclerc whose entry was drawn as the lucky winner of a \$25.00 award for submitting the correct answers for last quarter's newsletter quiz.

## Information on specific programs

**Personal Care Attendant (PCA) Program and Personal Care Services (PCSP) Program**  
Call **ext. 1153** or [LTSinformation@gsil.org](mailto:LTSinformation@gsil.org)

**Independent Care Options (ICO) Program and Home Care Services**

North - Donna Potter **ext. 1609** [dpotter@gsil.org](mailto:dpotter@gsil.org)

South – Samantha Bacon **ext. 1308** [sbacon@gsil.org](mailto:sbacon@gsil.org)

**Recruitment Coordinator** Maureen Whittemore **ext. 1112** [mwhittemore@gsil.org](mailto:mwhittemore@gsil.org)

## HR/Payroll Corner

by Kathryn Semonelli and Cindy Walsh



Tiffani Sands  
Receptionist



Jackie Morin  
LTS Program Coordinator



Lorraine Henry  
Home Scheduling Coordinator



Ellen Edge  
LTS Program Coordinator

### Free Statewide Prescription Assistance is a step away.

Any GSIL employee can have access to a free discount health saving card. The New Hampshire Rx Card is a free statewide prescription drug card that offers savings on generic and brand name medications. There are no restrictions on eligibility, it is accepted at over 56,000 pharmacies nationwide, has a low price guarantee and provides discounts on most medications. It is easy to print your own personal card. You will need to log into [www.nhrxc.com](http://www.nhrxc.com) Just enter your first and last name and print. It is that simple.

### Timesheet Reminder

Weekly timesheets are due to the Payroll Office each Tuesday by 5 pm. Timesheets can be submitted several ways:

- Mailed to 21 Chenell Drive, Concord NH 03301
- Faxed to 603-228-1673
- Emailed to [payroll@gsil.org](mailto:payroll@gsil.org)

When timesheets are faxed, please confirm receipt by calling the appropriate Payroll Associate. The Payroll Associates process timesheets according to the last name of the consumer: Mary X1143: Consumers A thru F; Pam X1155: Consumers G thru M; Bernadette X1144: Consumers N thru Z. Please keep in mind that a printed fax confirmation does not necessarily guarantee the fax was received at GSIL.

All emails received at [payroll@gsil.org](mailto:payroll@gsil.org) will be responded to in a timely fashion. If a response confirming the receipt of timesheets is not received, please contact the Payroll Department.

# Happy Anniversary!!!!

May, June and July Congratulations!!!

## Celebrating 5 years of service!!

Kimberly	Clos	7/23/2009
Patricia	Hamlin	7/21/2009
Donna	Chagnon	7/20/2009
Ashley	Bussiere	7/13/2009
Dawn	Thornton	7/7/2009
Heather	Dyer	7/2/2009
Tina	Savage	6/27/2009
Lynn	Young	6/6/2009
Brandon	Call	6/6/2009
Evelyn	Hodgdon	6/5/2009
Jennifer	Eisold	5/25/2009
Kimberly	Goddu	5/24/2009
Ashley	Shea	5/23/2009
Genevieve	Sutton	5/20/2009

## Celebrating 5 years of service!!

Linda Ruth	Resnick	5/20/2009
Laura	Farren	5/19/2009
Casey	West	5/11/2009
Tina	Buck	5/6/2009
Melany	LaFond	5/5/2009
Nicole	Leighton	5/3/2009

## Celebrating 10 years of service!!

Margaret	Walker	7/20/2004
Christy	Frazier	7/3/2004

## Celebrating 15 years of service!!

Maria	Isotti	5/4/1999
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## HR On The Road

### Locations for Hiring Process Appointment

Concord Area: Hours: 9 a.m. to 12:30 p.m. and 1:00 p.m. to 4 p.m.

Manchester Area: Tuesdays by appointment only call Christine at 603-410-6576

## Who Does What in HR?

Who Does What in HR?				
Christine X 1156	Cynthia X 1139	Vickie X 1162	Cindy W X 1166	Mara X 1106
All New Hire Paperwork, I-9's, BEAS			Workers with Last Name A - F <b>Christine ext 1156</b>	
Change of Address/Name				
Criminal Records Checks				
Change in Employment Status/Terminations				
TB Tests				
Driver/Vehicle Releases			Workers with Last Name G - Z <b>Cynthia ext 1139</b>	
Welcome Packets				
Motor Vehicle Insurance				
Verification of Employment			Vickie	
HRA Enrollment-Quarterly Infusions			Cindy W	
Voluntary Short Term Disability			Vickie	
Wage Adjustments			Vickie / Cindy	
Work Related Injuries ( <b>must notify GSIL within 24 hrs</b> )			Cindy / Mara	

GSIL  
21 Chenell Drive  
Concord, NH 03301

CHANGE OF SERVICE REQUESTED

Nonprofit  
Organization  
US Postage  
PAID  
Concord, NH  
Permit #1426

## *You Could Win a \$25 Award! (taxes applicable)*

How???? Just answer these five questions correctly then send the completed quiz to GSIL by mail, 21 Chenell Drive Concord NH 03301, fax 228-1673 or email your answers to Cheryl Pinheiro [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org) no later than 9/5/14 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 is financial abuse?

\_\_\_\_\_

2. What are some signs or symptoms of Lyme disease?

\_\_\_\_\_

3. What does DASH stand for?

\_\_\_\_\_

4. Who should someone call to discuss a potential financial fraud scenario?

\_\_\_\_\_

5. How long do you have to register for an ACE class?

\_\_\_\_\_