

Personal Care Connections

A quarterly newsletter of GSIL's Attendant Care programs



OCTOBER 2015

In This Issue:

In The Know

[News You Need](#)

Let's Celebrate

[Happy Anniversary!!!](#)

[New Employees](#)

Learning Center

[Compliance Corner](#)

[Skill Building](#)

What's on the Web

[Link-Ables](#)

Health and Safety

[Simple Tastes](#)

[Health and Wellness](#)

GSIL Information

[HR/ Payroll Corner](#)

[HR – Who Does What](#)



When the world says give up
Hope whispers try it one more time....

Author unknown



✉ For email delivery just send your email address to Ann Graf
ann.graf@gsil.org

Congratulations!!

Congratulations to Laura Penney, recipient of the *Outstanding Attendant Care Worker Award* presented by GSIL Board Chair Ken Traum and GSIL CEO Clyde Terry.



Laura with Rose Arsenault and paralympian Victoria Arlen.



News You Need

by Donna Potter Director North, Long Term Supports

MITC — GSIL has some exciting news..... we are moving ahead with a streamlined time and attendance process, MITC!

What this will mean to you:

- Improved service to our consumers and our Attendant Care Workers
- Streamlined timekeeping and payroll procedures
- Eliminating paper timesheets
- Eliminating adding up times
- Eliminating the need for signatures

We look forward to rolling this process out over the next several months. We will pilot the new process with a small cross section of Agency Directed Consumers beginning in October. This will be followed by a second pilot of several PCA consumers and a larger group of Agency Directed Consumers. Consumers and workers who will be part of the pilot programs will be notified in advance.

Stay tuned for more details as we move forward with this exciting new process!

UPDATED CONSUMER DIRECTED TIMESHEET

 GRANITE STATE INDEPENDENT LIVING ATTENDANT CARE PROVIDER TIMESHEET Program (Shade Only One): <input type="radio"/> PCA <input type="radio"/> PCSP <input type="radio"/> ICO		<small>09/30/2015 Rev 11.5</small>																																																																					
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<small>I certify that this time sheet/activity checklist was completed in full BEFORE I signed it and that the above information regarding hours worked and activities performed is accurate.</small>																																																																							
Signature - Consumer or Personal Care Representative				Signature - Employee																																																																			
<small>MAKE SURE TIMESHEET IS COMPLETE WITH DATES, NAMES, TOTALS, AND SIGNATURES MAIL TIMESHEETS TO: GSTL 21 CHENELL DRIVE, CONCORD, NH 03301 * E-MAIL: payroll@gstl.org FAX: 603-228-1673 - CALL TO CONFIRM RECEIPT OF FAX * DUE NO LATER THAN TUESDAY @ 5:00 PM</small>																																																																							

In order to meet licensing requirements, we have made minor revisions to the **consumer directed** timesheet. This new timesheet will be used until MITC starts. The planned roll out date for the updated timesheet is October 31, 2015.

Changes are as follows:

Hydration/Nutrition has been changed to Feeding
Shopping/Errands has been changed to Grocery Shopping/Errands

Accompany in Community has been changed to - Accompany per Care Plan

Change in Status has been added.

Details will be addressed during the October/November 60 day visits and in a letter you will receive with your billing sheets the week of October 19th.

Please note, the Status Change policy remains in place and Status Change forms will still be required. There is a new spot on the timesheet where ACWs can indicate if there has been a status change.

Please do not hesitate to contact your LTS Program Coordinator with any questions.

Simple Tastes – Quick and Easy Recipes by Cheryl Pinheiro

Recipe for: Creamy Ham Vegetable and Rice Casserole



Ingredients :

- | | |
|---|--|
| <input type="checkbox"/> ½ lb. ham (cut in cubes)
<input type="checkbox"/> 1 tbsp. butter
<input type="checkbox"/> ¼ cup onion, chopped
<input type="checkbox"/> ½ teaspoon minced garlic
<input type="checkbox"/> 4 oz. Mushrooms, white, fresh, sliced, chopped | <input type="checkbox"/> 2 cup Cooked brown rice (or microwavable brown rice)
<input type="checkbox"/> 10 ½ oz. can of cream of mushroom soup, condensed
<input type="checkbox"/> 10 oz. Frozen mixed vegetables, thawed & drained
<input type="checkbox"/> 1 Egg
<input type="checkbox"/> 2/3 cup Sharp cheddar cheese, finely shredded |
|---|--|

Directions:

1. Preheat oven to 350 degrees Coat a 2-quart casserole dish with cooking spray & set aside.
2. In a skillet over medium heat, melt butter. Add onion, garlic, and mushrooms and cook, stirring occasionally, for 4 to 5 minutes, or until mushrooms soften and darken. Remove from heat and transfer mushroom mixture to a large mixing bowl.
3. Add cooked rice to mixing bowl along with condensed soup, thawed vegetables, diced ham, egg, and 1/3 cup of the cheese, and stir together with a wooden spoon.
4. Pour mixture into prepared casserole dish and cover with foil. Bake 30 minutes, until mix
5. Return casserole to oven to bake another 10 minutes, until cheese on top is melted. When done, let casserole sit 5 to 8 minutes before serving. Bon Appetite

Health and Wellness by Ellen Edge

What is influenza (also referred to as the flu)?

The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu **vaccine** each year. Talk to your health care provider today and set up an appointment to have your vaccine.

Signs and symptoms of flu

People who have the flu often feel some or all of these signs and symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (very tired)
- Some people may have vomiting and diarrhea, though this is more common in children than adults.

How flu spreads

It is believed that flu viruses spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might also get flu by touching a surface or object that has flu virus on it and then touching their own mouth, eyes or possibly their nose. It is important to remember that when coughing cough into elbow, wash hand frequently, and if you think you may have the flu stay home so not to spread the virus to others who may be compromised.

Period of contagiousness

You may be able to pass on the flu to someone else before you know you are sick, as well as while you are sick. Most healthy adults may be able to infect others beginning 1 day **before** symptoms develop and up to 5 to 7 days **after** becoming sick. Some people, especially young children and people with weakened immune systems, might be able to infect others for an even longer time.

How serious is the flu?

Flu is unpredictable and how severe it is can vary widely from one season to the next depending on many things, including:

- what flu viruses are spreading,
- how much flu vaccine is available
- when vaccine is available
- how many people get vaccinated, and
- how well the flu vaccine is matched to flu viruses that are causing illness.

Certain people are at greater risk for serious complications if they get the flu. This includes older people, young children, and pregnant women. Flu seasons are unpredictable and can be severe. Over a period of 30 years, between 1976 and 2006, estimates of flu-associated deaths in the United States range from a low of about 3,000 to a high of about 49,000 people. (according to the CDC website)

An important piece of information: In the Northern hemisphere, winter is the time for flu, but the exact timing and duration of flu seasons vary. While seasonal flu outbreaks can happen as early as October, most of the time flu activity peaks between December and February, although activity can last as late as May



Compliance Corner by Carrie Hanser

Boundary and Ethical Violations

Common trends seen: The common trend that is reflected in most reports that are coming in relate back to boundary violations and ethics. Ethics is defined as the "evaluation of human actions; we assign judgements to behavior as "right" or "wrong" and "good" or "bad" according to the perspective of a moral principle or ethical guideline" Koocher, G. P. & Keith-Spiegel, P. (2008).

Boundary violations occurring frequently have involved both Consumers and Workers, these violations are the lead cause that leads to investigations and terminations of both Workers and sometimes Consumers services. Please familiarize yourself with the types of abuses below, becoming aware is the first step to lowering the instances of abuse happening in your home (Consumers) or while you are working for a Consumer (Workers):

Verbal abuse is the most common way to attempt to control the behaviour, thoughts, and feelings of another human being. Controlling behaviours are designed to manipulate people into doing what the abuser wants them to do under the guise of love or respect or abject fear.

Exploitation: - this occurs when someone in the working relationship takes advantage of the other person by abusing their positions of trust, expertise, or authority. They will put their own financial gain above the other person's welfare (Ex: asking to borrow money to get to work, stealing meds, stealing other possessions, etc.).

Emotional/Mental abuse is: characterized as any act including confinement, isolation, verbal assault, humiliation, intimidation, infantilization, or any other treatment which may diminish the sense of identity, dignity, and self-worth.

Physical Abuse: is characterized as an act of a person involving contact of another person intended to cause feelings of **physical** pain, injury, or other **physical** suffering or bodily harm (hitting, slapping, throwing an object at someone and striking them, etc.).

Sexual Harassment: is characterized by "harassing a person (an applicant or employee) because of that person's sex. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person's sex. Both victim and the harasser can be either a woman or a man, and the victim and harasser can be the same sex. Although the law doesn't prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted)" EEOC.gov, (2015).

Sexual Abuse- is characterized by knowingly causing another person to engage in an unwanted sexual act by force or threat.

*If you feel you are experiencing any of the abuse or harassments listed above please call your Coordinator immediately, most cases can be resolved if caught in the early phases rather than later on.



Skill Building

WINTER SAFETY PRECAUTIONS

by Cindy Walsh

Ensure that your car is ready for safe travel for you and the persons that you transport:

- Check your tires. Whether you use all-season tires or snow tires, make sure the tread is sufficient and the tires are properly inflated. This will give you more control on slippery roads.
- If you think you might need tire chains, buy them ahead of time.
- Make sure your spare tire is in good condition and properly inflated; carry a jack and other tire-changing tools with you.
- Flush and fill the radiator with the proper antifreeze/water combination.
- Make sure your car is running properly and the engine is tuned. Cold weather reduces performance.
- Keep the gas tank full. This helps to avoid moisture buildup and fuel-line freezing.
- Replace the windshield wiper blades, and keep the washer reservoir filled with fluid made especially for windshield washers. Do not use plain water; it will freeze.

Here's a list of winter safety items to carry in your car, especially on trips out of town:

- Ice scraper
- Shovel
- Bag of sand or cat litter
- Warm clothes, including boots and gloves, for all passengers.
- Plenty of drinking water and energy snacks for everyone.
- Flashlight with extra battery
- Additional antifreeze

If you don't have a cell phone, now is the time to invest in one. Consider joining an automobile club like AAA, for emergency road service. This is especially important if you are unable to change a flat tire or walk for help.

HR/Payroll Corner

by Kathryn Semonelli, Cindy Walsh and by Linda Tsantoulis



Patricia Matthews
Home Care Scheduling
Coordinator



Linda Thyne
LTS Program Coordinator



Vickie Trudelle
Recruiter

New Recruiter

Congratulations to Vickie Trudelle for being promoted to Recruiter for GSIL. Vickie will now be the point person for placing job ads, pre-screening applicants and getting new workers for our consumers. Vickie will also be handling all the recruiting for corporate employees. Vickie will assume her new position effective October 13th.

Importance of Accurate Personal Information

Throughout the year an individual's contact information can change for various reasons: new home, marriage, lost cell phone. It is important to provide GSIL your most up-to-date information in order for your records to be accurate. Correct addresses ensure that Medicaid claims are processed for payment and that paychecks are received timely, as well as W-2s. Correct telephone numbers and email addresses are needed when contact is required for the LTS staff to communicate information necessary for a consumer's program & for when the Payroll staff has timesheet questions.

Any time it is necessary to update personal information, please contact the staff at GSIL. For changes to consumer information, please contact the LTS Department and employee changes, please contact the HR Department.

New Hire Packets

We have also been diligently working on developing a new, easier to use New Hire Packet. We have eliminated some pages, combined others into one and tried to make other pages easier to read. We were able to combine our separate Home Care and PCA/PCSP packets into one, with just a few additional pages for Home Care. We hope you will find our new packet much easier to work with. We welcome any and all feedback so let us know if there's anything we can do better and we'll make sure it happens. Kudos to Cynthia Paris and Stephanie Janes for all their hard work in redeveloping the new packet!

Happy Anniversary!!!! August, September and October Congratulations!!!

Celebrating 5 years of service!!

Lynn Stocking	10/29/2010
Helen Brennan	10/25/2010
Rachel Elliott	10/22/2010
Amy Marier	9/20/2010
Joanne Leone	9/18/2010
Michelle Bengtson	9/12/2010
Karen Dyer	9/7/2010
Heidi Manfredi	9/1/2010
Nancy VanKleef	8/31/2010
Wendy Hancock	8/31/2010
Lisa Pirttiaho	8/29/2010

Celebrating 5 years of service!!

Angie Gourley	8/27/2010
Krystal Stockwell	8/20/2010
Lori McKearney	8/17/2010

Celebrating 10 years of service!!

Kelly Meunier-Currier	8/25/2005
Wayne Dailey	8/20/2005

Celebrating 15 years of service!!

Laura Penney	9/23/2000
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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 Stephanie at 603-410-6576

Extra! Extra! - Exciting News from Human Resources

Starting in October there will be an HR Representative available to assist consumers and attendant care workers with New Hire Packets. Available for both Consumer directed and Agency directed programs, this will include scheduled times each month at a GSIL near you! These dates will be available by appointment only.

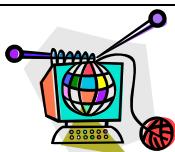
This will make filling out paperwork QUICK & EASY for all!

Who Does What in HR?

Stephanie X 1156	Cynthia X 1139	Vickie X 1162	Cindy W X 1166
All New Hire Paperwork, I-9's, BEAS			
Change of Address/Name			Workers with Last Name A - M Stephanie ext 1156
Criminal Records Checks			
Change in Employment Status/Terminations			
TB Tests			Workers with Last Name N - Z Cynthia ext 1139
Driver/Vehicle Releases			
Welcome Packets			
Motor Vehicle Insurance			
Verification of Employment		Vickie	
Voluntary Short Term Disability		Cindy	
Wage Adjustments		Cynthia / Cindy	
Work Related Injuries (must notify GSIL within 24 hrs)		Cindy	

Gift Card Winners!!!!

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



LINK-ABLES

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

What You Should Know for the 2015-2016 Influenza Season

<http://www.cdc.gov/flu/about/season/flu-season-2015-2016.htm>

Managed Care for People with Medicare and Medicaid

<http://www.communityhealthadvocates.org/publications/advocates-guide/chapter-7-%E2%80%93-managed-care-dual-eligibles-people-medicare-and-medicaid>

Understanding the Nurse Practice Act - What does proposed Rule 404.12 (formerly 305.01) mean?

<http://www.nh.gov/nursing/nurse-practice-act/index.htm>

❑ Have an idea for a Link-Ables, contact Jodie.pemberton@gsil.org

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 no later than November 30, 2015. Your name will be entered and one lucky person's name will be drawn to win a \$25 Award (taxes applicable).

Your Name: _____

Name at least three (3) safety items to carry in your car during winter months.

1 _____

2 _____

3 _____

What date should the new timesheets start?

Who won our Outstanding Attendant Care Worker Award this year?

What is Ethics?

Who do I call to change personal information if I am a consumer and who if I am an ACW?