

The Able Times

From the Desk of Michael Shapiro, President

Employee Appreciation



July 2014
Volume 19 Edition 3

Able Health Care appreciates and recognizes our hard working Nurses and Aides. We understand that the compassionate and competent care you provide our patients allows them to remain at home, where they prefer to be, with their family and where they are most comfortable. And we also believe that our employees are entitled to the best pay and benefits that we can provide. We are committed to providing the highest pay and best benefits possible.

Since 1984 Able Health Care had provided our employees medical insurance in addition to other benefits. We continue to improve and add benefits. These include 401K, life insurance, vacation pay, sick and personal paid time off. Staff aide positions and many more. Able is a leader in the home care industry in providing valuable benefits to our employees. Able also continues to be the best paying home health agency.

Below are some of the benefits we provide and how you can participate:

Medical Insurance: is available to employees as well as to their immediate family members through Able. A choice of Insurance coverage is available with HIP or Easy Choice. You are eligible the 1st of the month following 60 days of employment and work a minimum of 30 hours per week. With a minimal weekly payroll deduction and a choice of Health Care Providers you are offered an all-inclusive health care plan (Hospital, prescription, inpatient and outpatient coverage, chiropractic and much more). We also offer dental coverage with Healthplex for a minimal weekly payroll deduction.

Retirement Savings: Participation in the Able Health Care 401K Retirement Plan offered through ADP is an effective way to save and invest for the future. To be eligible you must be 21 years old, worked 1000 hours and have completed 1 year of employment. You may contribute 1% to 15% by making pre-tax salary deferral through payroll deductions to make retirement savings that much easier. Rollover contributions are permitted plus Loan and Hardship distributions are available.

Life Insurance: Permanent Whole Life Insurance programs are provided to Able Employees on an optional basis. No physical exams are required and coverage is offered to eligible dependents as well. This is a Day One Benefit Offer if interested. Premium fees are through payroll deductions. Metropolitan Whole Life Insurance offers you a lifetime of protection.

Credit Union (NEFCU): They offer free checking and savings accounts, Free Visa debit Card, Free 23 hour account access, Free electronic bill payment, 8 free non-NEFCU ATM withdrawals per month and All checking account earn dividends. There are over 32,000 ATM's that accept NEFCU at no surcharge.

Other Benefits Include: Paid Vacation, Travel Pay, Career Opportunity within the Company, Direct Deposit of Weekly Pay, Multiple Bonus Programs: Paid Training Bonus, Referral Bonus, Sign On Bonus, Continuity of Care as well as Quarterly Bonus Opportunities

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"Time is more valuable than money. You can get more money, but you cannot get more time."

- Jim Rohn

From the Desk of Walter Kaltenbach, Chief Executive Officer

Dear Friends of Able Health Care Service,

Home Health Care is a continuous work in progress. In today's changing home care environment, New York's home care providers face an array of new challenges and initiatives. Beginning 2014, the State continued their pursuit to forge ahead with endeavors to integrate additional high-needs populations in manage care models. Through the Fully Integrated Duals Advantage demonstration program, the State plans to integrate Medicare and Medicaid physical healthcare, behavioral healthcare and long term supports and services. The goal of demonstration project is to reduce the use of the "Fee for Service" model while improving the coordination of care for individuals.

Additionally New York State is embarking on an ambitious plan to redesign the Office of People with Developmental Disabilities (OPWDD) system that supports individuals with developmental disabilities. This design is called the People first Waiver, it is an attempt to give individuals more flexibility and greater control over the services they need and desire.

The goals of the waiver are admirable. Individuals should be able to choose the supports they want and need by

use of self directing for which person centered thinking is the proposed concept. The waiver also seeks to improve the lives of individuals through Care Coordination. Rather than services being provided in program silos which do not communicate with other providers, care coordination will ensure that all services are connected to each other for the individuals benefit.

Able Health Care Service is committed to meet and exceed the challenges that may lie ahead. One of Able's new initiatives (Partners Aligning Care - PAC) was designed to meet the upcoming FIDA (Fully Integrated Duals Advantage Demonstration) by utilizing specialty trained paraprofessionals (HHA/PCA's) to become part of the Interdisciplinary Team (IDT) and report in real time clinical data and behavioral health issues to the Managed Long Term Care organizations. This exciting endeavor necessitates collaboration among MLTC plans and external partners.

We are grateful and appreciative of all those Able employees whose overall objective is to promote quality care services for our clients and their families.

Able's Hall of Fame

I am a patient recently discharged from North Shore Hospital. During my recuperation I have been very pleased to have the assistance of Ms. Sherriza.

You will be pleased to know, I am sure, that this young lady has been of great help to me in this difficult time. She has been pleasant and knowledgeable at all times during her visits to my home.

I am certain that Ms. Sherriza will be equally helpful to any other patients with whom she may assigned.

My mother A.C. and I feel very blessed to have Sherriza in our lives at this time. Sherriza had my mom from the first Hello. Sherriza is intrigued and willing to cooperate. She is soft spoken, sincere, kind, ambitious and conscientious. A very professional young woman.

Thank You so much for providing us with such a breath of fresh air.

May your agency continue to provide those in need with aides like Sherriza.

Daughter of A.C.



Celebrating Nurses Week with Islandia's Finest. Thank you for the service you provide.

We appreciate your hard work & dedication!

Please be advised I am so thankful to have had Grace Spidell to have been caring for my mother this past weekend. I live six hours away from her, I was here for a visit. Grace is truly a wonderful caring, loving woman who goes above and beyond for the sick. Grace showed so much love and compassion for my ill mother. Thank You for having her take care of my mother. If ever possible in the future we would love to have her permanently.

- Daughter of T.D.

I am writing once again on behalf of Sherriza because I am more and more impressed with the outstanding quality of her help to me. Nobody else has made it possible for me to survive under these trying circumstances. She is my guardian angel, going out of her way to bring me what I need and to give me hope.

She should be rewarded for her efforts. Thank you so much for assigning her to my case.

-JS

The most challenging role of being a Home Health Aide is never knowing of what you'll walk into. We partake in the lives of complete strangers that in most cases become like family to us. I've come along different roads and in hindsight each person that I've met in this field, produced a more well rounded mind. When one of my patients had passed away, it reminded me of what it felt like to lose a loved one. I cried because helping someone is not a mediocre feeling, it shows compassion. An aide is someone who assists with nurturing independence. A helper with a kind heart in other words.

My experience changed my life. It became less of a job and more of a responsibility. A constant reminder to myself that I was going to treat others how I would want to be treated. Some instances people have taken advantage, but those experiences have led me to a wonderful family. I walked into a door that opened my eyes to much more than just a 9 to 5.

Working with autistic children has allowed me to become a teacher. For me, it's more than just a list of duties I have to perform in an allotted time. I have the privilege of building and prospering minds to gear them for the rest of their lives. I became more than an aide to my case and it's allowed me to utilize more skills that have helped me become more involved. I'm able to sit down not only with parents, but their school teachers to structure productive developments. The progress that I've seen is more than just an accomplishment for me, it's amazing. When I walked in, I met a child who could barely speak due to his Apraxia Disorder. To know that when he sees me now and can address me by name is rewarding enough amongst the other hurdles I've helped him across. I'm a part of a life changing experience for someone else who's future abilities can be enhanced.

We sometimes go under appreciated because we go into scenarios that don't get enough praise. Our personal triumphs are not seen because they are not heard. To be honest, I collect more than just a paycheck every week, I collect satisfaction within my duties as well as my consistency. It grounds who I am becoming as a person and that is more valuable than anything.

-Tiffany Brown

Home Health Aide

Meeting Safety Needs

When working in the home, it is important to keep the client safe. The following should be done at all times:

1. Routinely check for dangers such as frayed wires on appliances, problems with ventilation, and any other structural problems that could cause them.
2. If you see your client has trouble getting around the bathroom, you could recommend having safety bars installed, or using a raised toilet seat. There are many assistive devices available to make things safe in the home. Talk to your supervisor about your safety concerns.
3. Help your client re-organize things such as kitchen cabinets or linen closets so that items are easily reached without needing a step stool.
4. Make sure all cleaning supplies or dangerous chemicals are clearly labeled in their original containers.



If you have any concerns, always contact your supervisor.

Meeting Physical Needs

The client has physical needs that must be met at all times. The following are some ways to meet the physical needs:

1. Water is essential to maintain life. Water becomes even more important in the elderly and ill and those who are on certain medications, or undergoing therapy. Without water the body becomes dehydrated.
 2. Without food, starvation occurs. Muscle wasting, weakness, irritability, confusion, and low blood sugar are all signs of starvation.
 3. No other physical need creates more trouble for clients than the need to eliminate. Those who are incontinent face the embarrassment of soiled clothing and bed linens. Those who are physically impaired and cannot get to the bathroom independently must rely on YOU to help when the need arises.
- If you notice any signs or symptoms of dehydration, make it your priority to inform the nurse.
 - Report any changes in intake, difficulty chewing or swallowing, vomiting or refusal to eat.
 - A call for help from the client to get to the bathroom is priority! Falls, broken bones, and even head injuries can result when a client attempts to get to the bathroom in a hurry because the wait for help was too long.



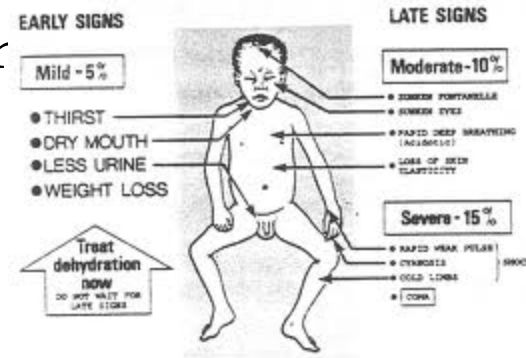
Food



Fuel



Water



Life is like riding a bicycle.
To keep your balance, you must
keep moving.
— Albert Einstein



The secret of being
Happy
is accepting where
you are in life and
making the most
out of everyday.



SUCCESS

"It is not the position where you are standing,
but which direction you are going."

— Oliver Wendell Holmes

Staying Hydrated during Summer

Heat exhaustion is a real concern during the summer months. Ignoring symptoms can lead to heat stroke, which is much more severe and requires medical treatments. One of the most important things you can do is to stay hydrated. How do you know if you're getting enough fluid? Urine should be the color of lemonade or lighter. The following are some symptoms and tips to preventing heat-related illnesses, but remember that each individual is different.

Symptoms:

- General fatigue
- Dizziness
- Nausea
- An increase in body temperature
- Weakness
- Muscle cramps are the most common
- Decreased urine output
- Dry mouth
- Sunken eyes



Tips:

- Eat colorful and water rich foods to add a boost of hydration
- Drink 8-12 ounces 10-15 minutes before going out in the heat
- Drink 3-8 ounces every 15-20 minutes during activity when active for less than 60 minutes
- Wear lightweight, breathable clothing in light colors

Using Technology with Seniors

There are many benefits of using technology with seniors. Technology can increase social connections, which decreases isolation, depression and loneliness. But technology does so much more than just that!

- 53% of seniors 65 and older use the Internet or email
- The top three devices for those 65 years and older are cell phones, desktop or laptop computer, and an iPod or MP3 player
- 48% of online seniors, age 65 and older, use email every day
- 1 in 3 online seniors use social networking sites
- 7 in 10 seniors own a cell phone. However, only 12% of seniors have smartphones
- Among seniors, ages 57 to 65, 61% text. And, about 41% of seniors between age 66 and 74 are also texting

These days it's pretty hard NOT to have a cell phone, even for seniors. If you work with seniors who have smartphones, help them make the most of the technology by using apps. There are many apps (some free) that may be useful.

- Medcoach is an app that helps users follow the medication and vitamin schedules prescribed by their doctors. It delivers friendly reminder messages and can even connect users to their pharmacies for prescription refills.
- Magnifying Glass with Light is an app that turns the phone into a magnifying glass and bright light. It can be used to magnify anything from menu boards to instructions on medicine bottles. It can be very useful to seniors losing their eyesight.
- Silver Surf blows up the navigation buttons and makes using smart phone easier for older users with less dexterity in their fingers. It also has an interactive Text Zoom slider that enlarges text up to 200%.

**Take advantage of the many Benefits offered to you
through employment with Able Health Care.**

Health Insurance-Eligible after three months of employment. Choice of enrollment for you and your family with **HIP** or **ATLANTIS**. Prescription Benefits are inclusive as well as vision and some dental coverage.

- **401K Retirement Plan**-Eligible after one year of service. Retirement & Savings program is always an advantage. Participation is strictly voluntary. You can contribute 1% to 15% to the plan each pay period. The Able Health Care Service, Inc. 401K Plan is a great way to save for your retirement.
- **Comprehensive Dental Care** - Choice of many Dentists all at a discounted fee. Many procedures without any out of pocket cost. Choose from four options of coverage one including orthodontics. Feedback from people already enrolled has been excellent. Take advantage.
- **Group Whole Life Insurance Policy** - at affordable rates through a payroll deduction plan. This program gives you the opportunity to purchase quality Life Insurance for yourself and your family at discounted group rates. There will be no physicals. Whole Life builds cash value that you can borrow against and if you wish to transfer you may.

Tome provecho de los muchos beneficios ofrecidos por su empleo con Able Health Care.

Seguro Medico Elegible después de tres meses de empleo. Opciones de inscribirte tu y familia con HIP o ATLANTIS. Medicamentos, visión, y algunas partes de dental.

401k Plan de Retiro Elegible después de un año de empleo. Plan de retiro y ahorros siempre es algo bueno. Participación es voluntaria. Usted puede contribuir de 1% a 15% al plan cada pago. El 401K plan de Able Heath Care es una excelente manera de ahorrar para su retiro.

Plan Dental Integral Hay opciones de muchos dentistas a costos rebajados. Muchos de los tratamientos sin algunos costos. Puede elegir de cuarto planes, uno incluye ortodontista. Comentarios de personas que tienen el plan han sido excelentes. Aprovéchelos.

Gropos de Seguro de Vida a precios asequibles atreves de plan de deducción de la nomina. Este plan te da la oportunidad de comprar seguro para tu y tu familia a precios descontados. No hay requisitos para tomar un examen medico. Whole Life acumula valor en dinero, y también puede tomar ese dinero prestado si usted

Urinary Tract Infection

A urinary tract infection (UTI) is an infection in any part of your urinary system — your kidneys, ureters, bladder and urethra. Most infections involve the lower urinary tract — the bladder and the urethra.

Urinary tract infections typically occur when bacteria enter the urinary tract through the urethra and begin to multiply in the bladder. Although the urinary system is designed to keep out such microscopic invaders, these defenses sometimes fail. When that happens, bacteria may take hold and grow into a full-blown infection in the urinary tract.

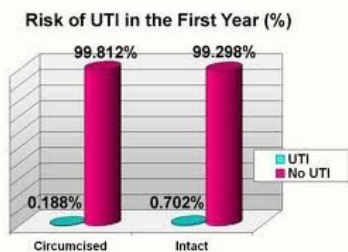
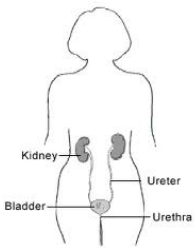
The most common UTIs occur mainly in women and affect the bladder and urethra.

Women are at greater risk of developing a UTI than men are. Infection limited to your bladder can be painful and annoying. However, serious consequences can occur if a UTI spreads to your kidneys.

Urinary tract infections don't always cause signs and symptoms, but when they do they may include:

- A strong, persistent urge to urinate
- A burning sensation when urinating
- Passing frequent, small amounts of urine
- Urine that appears cloudy
- Urine that appears red, bright pink or cola-colored — a sign of blood in the urine
- Strong-smelling urine
- Pelvic pain, in women
- Rectal pain, in men

UTIs may be overlooked or mistaken for other conditions in older adults.



Doctors typically use antibiotics to treat urinary tract infections. Which drugs are prescribed and for how long depend on your health condition and the type of bacterium found in your urine.

Usually, symptoms clear up within a few days of treatment. But you may need to continue antibiotics for a week or more. Take the entire course of antibiotics prescribed by your doctor to ensure that the infection is completely gone.

For an uncomplicated UTI that occurs when you're otherwise healthy, your doctor may recommend a shorter course of treatment, such as taking an antibiotic for one to three days. But whether this short course of treatment is adequate to treat your infection depends on your particular symptoms and medical history.

Your doctor may also prescribe a pain medication (analgesic) that numbs your bladder and urethra to relieve burning while urinating. One common side effect of urinary tract analgesics is discolored urine — orange or red.

Notice of Changes in Health Insurance Benefits

Easy Choice To Cancel Plans in NYS on 1/1/2015 – For employees enrolled in our Easy Choice plan options, the insurer is pulling out of all business in NYS and will not renew our coverage in January of 2015. There will be no interruption of benefits before this date and all insured employees will be able to finish the year, so there is no concern of benefit cancellation now. As with every year, we will be reviewing the options for next year and will have new affordable plans to select from.

EmblemHealth Settles Mental Health Denial Investigation with NYS – In a decision announced on 7/10/2014, any employee on HIP who experienced difficulty in receiving Mental Health, Substance Abuse or any other Behavioral Health service in the past 3 years, EmblemHealth (HIP's parent company) has settled with NYS and will offer relief to members. They are reviewing all claim denials and will be sending letters to impacted members. However, if you believe you were improperly denied benefits, NYS Attorney General's Office has set up a Health Care Bureau Helpline at 1-800-428-9071. Mental Health impacts, by NYS estimates, 1 in 4 citizens, while only 11% seek help. Your health insurance programs, Medicaid, Medicare and coverage on the NYS Healthcare Exchange are REQUIRED to provide mental health services in the same manner as any other illness. So, please use your benefits and seek help, if you need it.

3rd Quarter Inservice Calendar

Sat July 5th	10-1	Hicksville	OSHA
Tues July 8th	9-12	Hempstead	Body Mechanics/Home Safety tips
Tues July 8th	1-4	Hempstead	Spinal Cord Injury
Wed July 9th	9-12	Hempstead	Recognizing and Managing Catastrophic behavior/Dealing with Combative patients
Wed July 9th	1-4	Hempstead	Mental Illness
Thurs July 10th	10-1	Hempstead	Vision Health
Mon July 14th	9:30-12:30	White Plains	OSHA
Thurs July 17th	9:30-12:30	White Plains	Body Mechanics
Thurs July 17th	1:30-4:40	White Plains	Body Mechanics
Wed July 23rd	TBA	Brooklyn	Special Needs
Thurs July 31st	9-12	Hempstead	Body Mechanics/Safety Tips in Home Care
Thurs July 31st	1-4	Hempstead	Helping with ADL's/Basic Housekeeping
Sat Aug 2nd	10-1	Hicksville	Special Needs
Wed Aug 6th	9-12	Hempstead	Communication/Cultural Diversity
Wed Aug 6th	9:30-12:30	White Plains	OSHA
Wed Aug 6th	1-4	Hempstead	Recognizing and Managing Catastrophic behavior/Dealing with difficult people
Thurs Aug 7th	10-1	Hempstead	Vision Loss/Living with a Hearing Impairment
Thurs Aug 14th	10-1	Hempstead	Overview of the Human Body
Wed Aug 20th	TBA	Brooklyn	Nutrition for Diabetic Patients
Thurs Aug 28th	9:30-12:30	White Plains	Beyond the Bathtub
Thurs Aug 28th	1:30-4:30	White Plains	Beyond the Bathtub
Thurs Sep 4th	9:30-12:30	White Plains	OSHA
Thurs Sep 4th	10-1	Hempstead	Body Mechanics/Safety tips in Home Care
Sat Sep 6th	10-1	Hicksville	Back to Basics
Wed Sep 17th	TBA	Brooklyn	Respiratory Diseases

To assure you are paid accurately and on time it is important to complete your Duty Sheet correctly and submit it on time. Please follow the following procedure:

- Check off all tasks you are required to perform from your Patient's Plan of Care (POC).
- Do not check off other task that are not on the Patient's Plan of Care (POC) unless approved by the contract visiting RN, to which Able has received written notice of such exception.
- Only the days and hours that you actually work are to be recorded.
- Your patient must sign your time slip for each day you work in the appropriate place.
- You must also sign as required where indicated.
- Submit your Duty Sheet weekly to your branch office as soon as possible, no later than the following Tuesday at noon.

DUTY SHEETS STANDARDS

Your time slip/ duty sheet MUST NOT contain the following:

- No Cross Outs
- No White Out
- Any Amendments that contain something specific on the activity sheet that may not be appropriate or concerns a problem that should be communicated to your branch office

Your time slip/ duty sheet MUST contain the following:

- Correct dates/Service Hours
- Patient Signatures
- Your name signed and printed legibly

Able

Health Care Service, Inc.

The Able Times is a publication of Able Health Care Service, Inc . Produced for its employees, patients families, and referral sources.

Able has provided Home Health Care since 1976. Able has offices at the following sites:

Able Health Care Special Needs
OPWDD Certified Division:

Queens

718-779-7000

Brooklyn

718-222-1200

Nassau

516-933-7000

Suffolk

631-952-0500

Able Health Care Licensed
Home Care Agency:

Queens

718-458-0800

Nassau

516-933-7000

516-292-0100

Suffolk

631-952-0500

White Plains

914-683-9400

Recruitment Offices

Hempstead

516-292-0100

Brooklyn

718-222-1200

Editorial Policy:

The Able Times is a publication of Able Health Care Service, Inc. The Editor invites contributions of articles, special reports, statistics, news items, short personal experience articles, poetry, etc. We reserve the right to refuse and/or edit all submissions for publication. Please send articles to The Editor at 1240 Broadcast Plaza, Merrick, NY, 11566.

Neither Able Health Care Service, Inc., nor it's staff are responsible for factual statements or opinions published in The Able Times. All citations are noted where necessary.

Inservice Schedule on page 7

for July, August and September 2014

To remain in compliance as an HHA you are required to attend 12 hours or 4 inservices each year. The informative and educational inservices listed on the previous page will be presented at your local branch office. Call to make a reservation, dates may change. OSHA inservice is required once a year.

