The Able Times

HELLO JULY: SUNSHINE, SMILES & SELF-CARE

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As we welcome the month of July, we embrace the warmth, longer days, and meaningful moments that summer brings. As the nation prepares to celebrate the USA's 250th anniversary, July is a meaningful time to reflect on the values of community, independence, and resilience.

At Able, we continue to honor our mission of delivering compassionate care while offering guidance and support that helps patients and caregivers stay healthy, informed, and connected. In this month's newsletter, we highlight important health topics, including UV safety, chronic condition management, mental wellness, staying safe online, building strong caregiver-patient relationships, caring for aging skin, and recognizing this special national milestone. We hope you find this edition informative, helpful, and enjoyable.

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AIDE OF THE MONTH

Hi Vicky & Gisele,

I wanted to share a wonderful compliment that came in from a patient today. The patient's name is Lydia S.

Lydia personally named L'Tanya Smith and relayed what a pleasure it has been to know her and receive care from her.

The call was truly sentimental and you could really hear the love and sincerity in the patient's words. I don't always have an opportunity to see L'Tanya in person and want to ensure these kind words reach her. This is the stuff that keeps us going !

L'Tanya Smith
Pictured with Teresa Nunez

HOME HEALTH AIDE TRAINING PROGRAM

We are pleased to celebrate the success of our Queens and Islandia graduates. Your dedication and compassion reflect the highest standards of caregiving. We are proud to support you as you begin careers devoted to improving the lives of others. Welcome to the ABLE family!

QUEENS CLASS

ISLANDIA CLASS

UV SAFETY AWARENESS MONTH: PROTECTING CAREGIVERS AND PATIENTS

July is recognized as **UV Safety Awareness Month**, a time to highlight the importance of protecting our skin and overall health from harmful ultraviolet (UV) rays. For home health aides and caregivers, this awareness is especially important, as both you and your patients may spend time outdoors during the summer months.

UV rays from the sun can cause short-term effects such as sunburn and heat exhaustion, as well as long-term damage including premature aging and skin cancer. Older adults are particularly vulnerable because their skin tends to be more delicate and less resilient, making protection a key part of quality care.

Caregivers play an important role in helping patients stay safe while still enjoying fresh air and outdoor activities. Simple preventive steps can make a big difference. Encouraging the use of sunscreen with an SPF of 30 or higher is essential. Sunscreen should be applied before going outside and reapplied every two hours, especially after sweating. In addition, lightweight clothing, wide-brimmed hats, and sunglasses provide an extra layer of protection.

Timing also matters. The sun's rays are strongest between 10 a.m. and 4 p.m., so scheduling outdoor activities earlier in the morning or later in the evening can reduce exposure. Choosing shaded areas and ensuring frequent breaks indoors can help prevent overheating.

Hydration is another critical factor. Sun exposure and heat often go hand in hand, increasing the risk of dehydration—particularly in seniors. Caregivers should remind patients to drink water regularly, even if they do not feel thirsty, and watch for warning signs such as fatigue, dizziness, or confusion.

Beyond physical protection, it's important to remain observant. Caregivers should routinely check their patients' skin for any unusual changes, including new spots, redness, or sores that do not heal. Early detection of skin issues can lead to better outcomes and prevent more serious complications.

UV Safety Awareness Month serves as a valuable reminder that sun protection is not just a seasonal concern—it's a daily habit that supports long-term health. By taking a proactive approach, caregivers can help ensure that patients remain safe, comfortable, and able to enjoy the summer months.

HURRICANE SEASON REMINDER

As hurricane season continues, July is a good time to revisit your emergency plans and ensure you're prepared. Weather conditions can change quickly, so staying ready helps protect both clients and caregivers.

Make sure emergency contact information is up to date, medications are stocked with at least a few extra days' supply, and important documents are kept in a safe, accessible place. It's also helpful to have a basic emergency kit on hand, including water, non-perishable food, flashlights, and batteries.

For those receiving home care services, our team encourages open communication about emergency plans so we can continue providing safe and effective care, even during severe weather.

Preparation today can make all the difference tomorrow—stay safe and stay informed.

CYBER SAFETY TIPS

As more services move online, protecting personal information is more important than ever—especially for seniors who may be targeted by scams.

Simple ways to stay safe:

- Never share personal or financial information over the phone unless you initiated the call
- Be cautious of emails or texts asking for urgent action ("Your account is locked!")
- Avoid clicking unfamiliar links
- Use strong passwords and update them regularly
- When in doubt, verify directly with a trusted family member or organization

Common scams include fake Medicare calls, phishing emails, and "grandparent scams." Staying alert can prevent costly mistakes. Caregivers should also help seniors review bank statements regularly and report suspicious activity immediately.

MANAGING CHRONIC CONDITIONS IN THE SUMMER

Tips for Staying Safe, Healthy, and Comfortable

Summer is a season many people look forward to, but for individuals living with chronic conditions—such as heart disease, diabetes, respiratory illnesses, or arthritis—the heat and humidity can present unique challenges. At our Home Health Care Agency, we are committed to helping our clients stay safe and maintain their well-being throughout the warmer months.

Understand the Risks of Heat

High temperatures can put added strain on the body, especially for older adults and those with chronic illnesses. Conditions like heart disease may make it harder to regulate body temperature, while respiratory conditions can worsen with heat and poor air quality. Dehydration is another common concern, as it can increase the risk of complications and medication side effects.

Stay Hydrated

Drinking enough fluids is essential during the summer. Water is the best choice, and individuals should aim to drink regularly—even before they feel thirsty. For those with fluid restrictions or specific dietary needs, it's important to follow guidance from healthcare providers.

Manage Medications Carefully

Some medications can affect how the body responds to heat or increase sensitivity to sunlight. Others may require special storage, as high temperatures can reduce their effectiveness. Always review medications with a healthcare professional and store them as directed.

Keep Cool Indoors

Air conditioning is one of the best ways to prevent heat-related illnesses. If that's not available, using fans, closing blinds during peak sunlight hours, and wearing light, breathable clothing can help. Planning activities for cooler parts of the day—such as early morning or evening—can also make a difference.

Maintain a Healthy Routine

Regular monitoring of symptoms is especially important in the summer. For example, individuals with diabetes should check blood sugar levels more frequently, as heat can affect glucose control. Those with respiratory conditions should be mindful of air quality alerts and limit outdoor exposure when needed.

Watch for Warning Signs

It's important to recognize early signs of heat-related illness, including dizziness, fatigue, nausea, headache, or confusion. If these symptoms occur, seek medical attention promptly.

A Safe Summer Starts with Preparation

By taking proactive steps and staying aware of environmental changes, individuals with chronic conditions can enjoy a safer, more comfortable summer. If you or a loved one needs support, our team is here to help every step of the way.

ADVOCATING FOR HOME CARE IN WASHINGTON, D.C.

HCANYS leaders and member agencies, including Able Health Care's CEO, Walter Kaltenbach, traveled to Washington, D.C., to meet with New York's congressional delegation and advocate for Medicare reimbursement that reflects the true cost of providing quality home health care.

Together, they championed sustainable Medicare funding to help ensure continued access to essential home care services for the more than one million patients served each day.

URGENT CALL IN CALL OUT REMINDERS / LLAMADA URGENTE LLAMADA RECORDATORIOS

To Receive your pay accurately and on time it is important to:

1. Call in and out for every case which will assure you are paid the correct amount of hours you work.
2. Make sure to use the correct phone #, this will identify your patient correctly.
3. Make sure to correctly enter your ID #, this will assure you receive credit for your visit.
4. Make sure to accurately enter the tasks you do for your patient that are prescribed on the Plan of Care.
5. Do not hang up until you hear the final prompt say Thank You and Goodbye. (this will only be heard on the call out after all tasks have been entered properly.)
6. Make sure to only work the hours that are prescribed and scheduled. You cannot work additional time without approval. If there is an emergency that requires you to stay longer than your scheduled shift you must get approval from your branch. Additional time cannot be paid or billed without approval from the patient's insurance program.

Please feel free to ask for help or to come to your branch if you need more guidance or help calling in and out and entering tasks.

Para recibir su paga correctamente y en el día de pago adecuado es importante que usted haga lo siguiente:

1. Debe de llamar al empezar de su turno laboral y debe de llamar al concluir su turno laboral por cada caso. Este proceso asegurará que se le pague la cantidad correcta por las horas trabajadas.
2. Asegúrese de usar el número de teléfono correcto, esto identificará a su paciente correctamente.
3. Asegúrese de ingresar correctamente su número de identificación, esto le asegurará recibir crédito por su visita.
4. Asegúrese de ingresar con precisión las tareas que usted hace para su paciente las cuales están delineadas en su Plan de Cuidado.
5. No cuelgue hasta que escuche el último mensaje decir Gracias y Adiós. (Esto solo se escuchará en la llamada después de haber entrado adecuadamente todas las tareas.)
6. Asegúrese de trabajar solo horas prescritas y programadas. No puede trabajar tiempo adicional sin aprobación. Si hay una emergencia que requiere que permanezca más tiempo que su turno programado, debe obtener la aprobación de su sucursal. El tiempo adicional no se puede pagar ni facturar sin la aprobación del programa de seguro del paciente.

Por favor, siéntete libre de pedir ayuda o de visitar a su sucursal si necesita más orientación o ayuda para seguir el proceso de entrada y salida, y para entrar las tareas adecuadamente.

Take Advantage of the Many Benefits Offered To You Through Employment With Able Health Care

Health Insurance – Your health is important to us! We offer health insurance for you and your family with HIP and Options Health Plus**.** Prescription Benefits, vision and some dental coverage. There is an extensive network of doctors to choose from.

401K Retirement Plan – It's never too late to start saving for retirement. Retirement & Savings program is always an advantage. Participation is strictly voluntary. You can contribute 1% - 15% to the plan each pay period. The Able Health Care Service 401K Plan is a great way to save for your retirement.

Comprehensive Dental Care – Affordable dental coverage for you and your family. The Guardian Dental plan offers two types of coverage. Dental cleanings and other services are at a discounted rate. Depending on your selection, Orthodontics may be included. Enroll today!

Commuter Benefit – A debit card that can be used to purchase transit passes for use on New York City subways, buses, train, ferry or UberPool.

Direct Deposit – Receive your pay directly in your checking or savings account. Don't stand on long lines or pay check cashing fees. Receive your pay automatically. It's easy to enroll and see your pay statements on your mobile phone.

Melody Benefits Card - Holds your wage parity benefits $ provided by Able Health Care. All funds on this card are tax-free, so you can use 100% of it to pay for eligible expenses.

Aproveche los muchos beneficios que se le ofrecen Able Health Care a través de un empleo

Seguro Médico – ¡Su salud es importante para nosotros! Ofrecemos seguro médico para usted y su familia con HIP y Options Health Plus. Beneficios de medicamentos recetados, visión y cierta cobertura dental. Existe una extensa red de médicos para elegir.

Plan de jubilación 401K – nunca es demasiado tarde para empezar a ahorrar para la jubilación. El programa de Jubilación y Ahorro siempre es una ventaja. La participación es estrictamente voluntaria. Puede contribuir entre un 1% y un 15% al plan en cada período de pago. El Plan 401K de Able Health Care Service es una excelente manera de ahorrar para su jubilación.

Atención dental integral – cobertura dental asequible para usted y su familia. El plan Guardian Dental ofrece dos tipos de cobertura. Las limpiezas dentales y otros servicios tienen un precio reducido. Dependiendo de su selección, se puede incluir Ortodoncia. ¡Inscríbete hoy!

Beneficio para viajeros diarios – una tarjeta de débito que se puede utilizar para comprar pases de tránsito para usar en el metro, autobuses, trenes, ferry o UberPool de la ciudad de Nueva York.

Depósito directo – reciba su pago directamente en su cuenta corriente o de ahorros. No haga largas colas ni pague tarifas por cambiar cheques. Reciba su pago automáticamente. Es fácil inscribirse y ver sus extractos de pago en su teléfono móvil.

Tarjeta de beneficios Melody – contiene sus beneficios de paridad salarial en $ proporcionados por Able Health Care. Todos los fondos de esta tarjeta están libres de impuestos, por lo que puede utilizar el 100% para pagar gastos elegibles.

MELODY BENEFITS CARD

This card holds your wage parity benefits $ provided by Able. All funds on this card are tax-free!, so you can use 100% of it to pay for eligible expenses.

Call **MELODY** for more information:
833-372-2273
What Benefits is ABLE giving you?

Dependent Care
(Up to $5,000/year)
Nanny & Newborn Care
Babysitting
Summer Camp
Elder Care

Education
(Up to $5,000/year)
Language Courses
Professional Courses

Transit
(Up to $5,000/year)
MetroCard
Parking

Medical & Pharmacy
(Up to $1,800/Year)
Medical Exams
Clinic Fees
Lab Tests

Dental & Vision
(Unlimited)
Exam & Cleaning
Braces & Crowns
Teeth Extraction & Fillings
Retainers & Invisalign

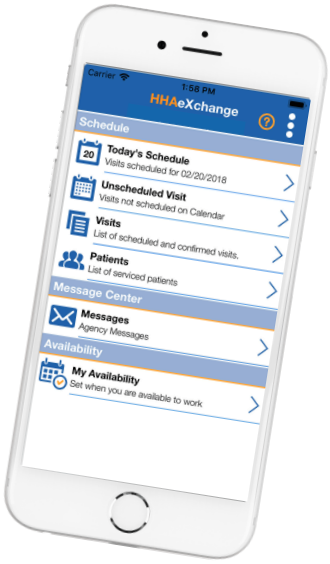
Exam & Equipment
Eyeglasses
Eye Surgery
Contract Lenses

Cellphone
(Up to $100/month)
Cellphone Bills
New Phone

HHAeXchange Mobile App

Use the HHAX Mobile App to:

- **Clock in and out of a visit**
- **Enter tasks**
- **Review patient and visit information**
- **Keep track of your schedules**
- **Receive and respond to messages from the office, manage availability**
- **Express interest in open shifts and much more.**



The HHAX Mobile App is available for both iPhone and Android users.

Sign up and Register today!
Be sure to provide your branch with your Mobile ID to get your Mobile App profile activated.

Once your Mobile App profile is activated, you will see Patient and Visit information.

HHAeXchange Reminders

Here are some HHAeXchange (HHAx) reminders to make sure you get paid correctly and on time:

- The HHAx Toll Free Telephony number is 844-968-4308. Press 1 to call in, 2 to call out.
- When calling in or out be sure to use the patient's home phone number or other approved EVV phone number on record for the patient.
- Enter your correct assignment ID number.
- Enter correct task codes according to your patient's Plan of Care (POC). Do not include other tasks that are not on the POC. Remember a minimum of 5 tasks must be recorded.
- **Downloading the HHAx Mobile App.** When you download the App for the first time HHAx will email you an ID code. Be sure to call your branch to supply them with the ID Code you received.
- If for any reason there is a glitch and the HHAx system is not working, be sure to complete and submit a signed paper time sheet to the branch in order to get paid correctly and on time.

401(K) Plan - Enrollment and Participant Information

Call the ADP Participant Services at 800-695-7526 to get help with account access questions. Live reps are available 8am to 9pm EST Mon - Fri. Multi-lingual assistance is available.

Enrollment Tools - https://cms.adpretirementmarketing.com/asset/pdf/99-6054-P_Enrollment_Tools_Flyer.pdf/null/955
Video for account access via the website - https://www.adpretirementmarketing.com/video/navigatingretirementwebsite/
Account Access Brief - https://adpretirementmarketing-files.s3.amazonaws.com/pdfs/99-0525-P_Account_Access_Slick_MyADP.pdf
Rollover Resource Page - https://gateway.on24.com/wcc/experience/eliteadpretirementservices1/2047502/2934684/rollover-resource-page
Resources: On24 Education Site - https://gateway.on24.com/wcc/experience/eliteadpretirementservices1/2047502/2099116/achieve-adp-401k-participant-education-site
Spanish Resources: On24 Education Site: - https://gateway.on24.com/wcc/experience/eliteadpretirementservices1/2047502/2134336/spanish-target-page
For Retirement Guidance - Brett Berkman, Merrill Lynch Wealth Management P: (203) 863-7641 / Email: brett_berkman@ml.com

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

Special Needs OPWDD Certified Home Health Care Agency Direct Branch Numbers:

Queens.....718-779-7000
Brooklyn.....718-222-1200
Nassau.....516-292-0100
Suffolk.....631-952-0500

Licensed Home Care Services Agency Direct Branch Numbers:

Queens.....718-458-0800
Nassau.....516-292-0100
Suffolk.....631-952-0500
Westchester.....914-683-9400

Recruitment Offices:

Queens.....929-487-1428
Brooklyn.....929-480-6643
Nassau.....516-464-6213
Suffolk.....631-904-0825
Westchester.....914-688-1838

Editorial Policy

The Able Home Care News is a publication of Able Health Care Service, Inc. The Editor invites contributions of articles, special reports, statistics, news items, short personal experiences, 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.

Building Strong Caregiver-Patient Relationships

Trusting relationships between caregivers and patients are the foundation of quality care. Empathy, active listening, and reliability lower patient anxiety and improve emotional health.

Strengthening Patient Connections

- Listen actively: Show respect by giving patients your full attention.
- Be reliable: Stay consistent to build long-term trust.
- Show kindness: Approach daily tasks with warmth and understanding.
- Promote independence: Encourage patients to do what they can on their own.

Caregiver Reminder

Your role makes a difference every single day. Whether it's assisting with daily tasks, offering companionship, or ensuring safety, your dedication improves lives. Remember to take care of yourself as well. Rest, hydration, and support are essential for maintaining your own well-being.

Minority Mental Health Awareness Month

Observed each July, Minority Mental Health Awareness Month highlights the unique mental health challenges faced by racial and ethnic communities. Factors such as stigma, limited access to care, and cultural barriers can make it harder for individuals to seek and receive support.

This month promotes awareness, education, and culturally sensitive care to help reduce disparities and improve outcomes. Healthcare providers, including home health professionals, play a key role by building trust, improving communication, and delivering personalized support.

It's an important opportunity to encourage understanding, reduce stigma, and ensure that mental health care is accessible to all.

Skin Care Tips for Seniors

Aging skin becomes thinner, drier, and more sensitive—especially in the summer heat. A simple routine can help prevent irritation, infections, and pressure sores.

Caregivers can support skin health by moisturizing regularly, keeping skin clean and dry, checking for redness or sores, and using gentle, fragrance-free products. Sun protection is essential too—encourage sunscreen, protective clothing, and shade.

With consistent care and early attention to changes, seniors can maintain healthier, more comfortable skin.

USA at 250: A Milestone Worth Celebrating

In 2026, the United States celebrates its 250th anniversary, marking the adoption of the Declaration of Independence on July 4, 1776—a defining moment that launched a new nation built on ideals of freedom and self-governance.

Throughout its history, pivotal events have shaped the country's path. The Constitution in 1787 established the foundation of government, while the Civil War (1861–1865) preserved the Union and ended slavery. The 19th Amendment in 1920 granted women the right to vote, strengthening democracy.

In the 20th century, the U.S. emerged as a global leader after World War II, advanced civil rights in the 1950s and 1960s, and achieved a historic milestone in 1969 when Apollo 11 landed on the moon.

As the nation marks this milestone, USA 250 is both a celebration of progress and a reminder that the American story continues to unfold—shaped by each generation.