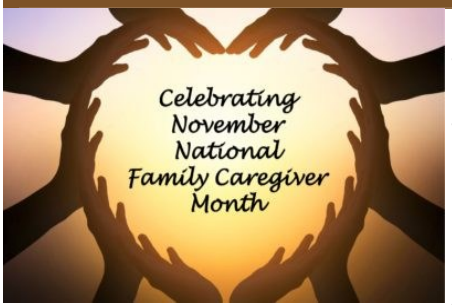
# The Able Times



## NATIONAL FAMILY CAREGIVERS MONTH




November is National Family Caregivers Month, a time to honor the dedicated individuals who provide care, comfort, and support to those in need. While family members often serve as caregivers for aging loved ones, this month is also an opportunity to recognize the professional caregivers who make it possible for clients to remain safe and independent at home.

At our agency, we see firsthand the difference compassionate caregiving makes. Home Health Aides, Personal Care Aides, Nurses, Therapists, Social Workers, and Care Coordinators work alongside families every day to ensure clients receive quality care while maintaining dignity and independence.

Caregiving is more than a job. It is a commitment to helping others through life's challenges. Whether assisting with daily activities, providing medical care, offering companionship, or simply sharing a kind word, caregivers play a vital role in improving the quality of life for those they serve.

We also recognize the family members who devote countless hours caring for loved ones. Their dedication often goes unseen, yet their support is essential to the well-being of those receiving care. Together, family caregivers and professional caregivers form a team focused on one common goal: helping individuals live safely and comfortably at home.

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**AIDE OF THE MONTH**
**DAYSI CEDENO**



## HHA TRAINING PROGRAM

**Congratulations to our newest Home Health Aide graduates!**

Your commitment, perseverance, and passion for caregiving have brought you to this exciting milestone, and we look forward to the positive impact you will make in the lives of those you serve.



Together in pink, the Islandia Branch stands strong for Breast Cancer Awareness. Today we unite to spread hope, raise awareness, and honor the incredible strength of survivors, fighters, and their families.



Islandia Branch celebrates Jocelyne on National Boss's Day. Thank you for your leadership & dedication!






## PURPOSE AND SUCCESS

We all want to be successful—but what does success truly mean? Success is often measured by income, possessions, recognition, or achievement. While those things may matter, experience teaches us that success has a deeper dimension: a successful life is measured not only by what we accomplish for ourselves, but also by the positive difference we make in the lives of others.

In home care, we witness that difference every day. Helping someone get dressed, preparing a meal, listening with patience, or enabling a person to remain safely in the home they love may seem like an ordinary task. Yet to the person receiving care, these actions can preserve dignity, independence, security, and companionship. A few minutes of our time can leave a lasting impact.

Purpose is what sustains us, especially when the work is difficult. We all face challenging days, and we all make mistakes. Success does not require perfection. It calls us to keep learning, take responsibility, treat others with respect, and strive to do a little better tomorrow. Often, our most meaningful contributions come through simple acts of kindness, patience, dependability, and compassion.

At Able Health Care, success is ultimately reflected in the lives of the people we serve—and in the lives of those who care for them. At the end of each day, perhaps we should ask not only, "What did I accomplish today?" but also, "Whose life did I make a little better?" Success does not always mean changing the world. Sometimes, it means making one person's world a little better.

## PREVENTING FALLS AS YOU AGE

Falls are a leading cause of injury among adults age 65 and older, resulting in millions of emergency department visits each year. Understanding risk factors and taking preventive steps can help reduce the chance of falling.

### Know the Risk Factors

Common factors that increase fall risk include:

- Previous falls
- Poor lighting
- Balance or walking difficulties
- Changes in cognitive ability
- Improper use of walkers or canes
- Cluttered living spaces
- Vision or hearing problems

While some risks cannot be changed, many can be addressed through safer environments and healthy habits.

### Tips to Help Prevent Falls - Make your home safer

- Remove clutter and tripping hazards.
- Repair damaged stairs and walkways.
- Improve lighting throughout the home.
- Use nonslip mats and secure loose rugs.
- Install handrails and grab bars where needed.

***Stay active*** Regular physical activity can improve strength and balance. Activities such as walking and tai chi may help reduce the risk of falls.

***Wear supportive footwear*** Choose well-fitting shoes with low heels and slip-resistant soles. Avoid walking barefoot or wearing only socks or slippers.

***Take care of your vision*** Keep eyeglass or contact lens prescriptions up to date, and discuss vision concerns, such as cataracts, with an eye care professional.




**Taking simple precautions can help older adults stay safe, active, and independent.**

# MANAGING DIABETES AT HOME

**Simple Steps for Better Health**

November is **American Diabetes Month**, an opportunity to raise awareness about diabetes and the importance of proper disease management.

Diabetes affects millions of Americans and can increase the risk of heart disease, kidney disease, vision loss, and nerve damage if left uncontrolled. Fortunately, many complications can be prevented through healthy lifestyle habits and regular medical care.

For older adults receiving care at home, managing diabetes begins with monitoring blood sugar levels as directed by a healthcare provider. Maintaining a balanced diet rich in vegetables, lean proteins, whole grains, and fiber can help keep blood glucose steady. Regular physical activity, even light exercise such as walking or chair exercises, also plays an important role.

Medication adherence is critical. Patients should take medications exactly as prescribed and report any unusual symptoms such as dizziness, confusion, excessive thirst, or slow-healing wounds to their healthcare team.

Family members and caregivers can help by encouraging healthy habits and watching for signs of blood sugar fluctuations. Through education, support, and consistent care, individuals living with diabetes can continue enjoying active and fulfilling lives.




# LUNG HEALTH MATTERS: PROTECTING RESPIRATORY WELLNESS

**Breathe Easier This Season**

As temperatures drop and respiratory illnesses become more common, November is an excellent time to focus on lung health.

Healthy lungs are essential for delivering oxygen throughout the body, supporting energy levels, heart health, and overall well-being. Seniors and individuals with chronic conditions such as COPD, asthma, or heart disease may be especially vulnerable to respiratory infections during the colder months.

One of the best ways to protect lung health is to stay current on recommended vaccinations, including flu and pneumonia vaccines. Avoiding exposure to tobacco smoke and indoor pollutants can also help reduce irritation and breathing difficulties.

Physical activity is another important factor. Gentle exercise helps strengthen respiratory muscles and improve circulation. Proper hydration and good hand hygiene further support respiratory wellness by helping prevent infections.

If you experience persistent coughing, shortness of breath, wheezing, or chest discomfort, contact your healthcare provider promptly. Early evaluation and treatment can prevent serious complications.

***Taking care of your lungs today can help you stay healthier and more active throughout the year.***



## 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

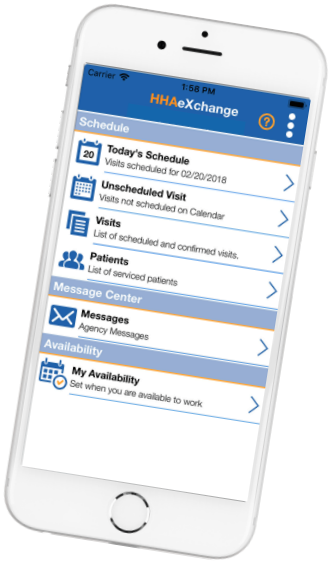
Exam & Equipment
Eyeglasses
Eye Surgery
Contract Lenses

**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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**Or email us at:**
**Intake@ablehealthcare.com**

The Able Home Care News is a publication of Able Health Care Service, Inc. It is produced for its employees, patients, families, and referral sources.

*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.*

# November Produce

Apples
Pears
Cranberries
Winter squash
Beets
Brussels sprouts
Cabbage
Carrots
Kale
Potatoes
Pumpkins
Sweet potatoes
Parsnips
Onions
Rosemary
Thyme & Sage







## Ingredients

- 1 cup red lentils
- 2 carrots, diced
- 2 celery stalks, diced
- 1 onion, chopped
- 4 cups vegetable or chicken broth
- 1 tsp garlic, minced
- Salt, pepper, and herbs to taste

## Veggie & Lentil Soup

### Instructions

1. In a large pot, sauté onion, garlic, carrots, and celery for 5 minutes.
2. Add lentils and broth, bring to a boil.
3. Reduce heat and simmer for 20–25 minutes until lentils and veggies are tender.
4. Season with salt, pepper, and your favourite herbs.