

# The Able Times

From the Desk of Michael Shapiro, President

## Important Home Care Lessons

Home Health Aides give most of the care that older people receive in their own homes. Aides do the most basic, intimate things; the waking, toileting, bathing, dressing, feeding, bedding down for the night and many other required vital tasks. It is their eyes, their voices, their manner and touch that form the texture of daily life for millions of dependent old people - many of whom suffer not only from declining mental and physical health, but also from simple profound feelings of loneliness and depression. The work is not easy. Except to the patient and their family, the work is not always highly valued or appreciated. Able recognizes and appreciates the dedication of our Caregivers.

Home Care can be challenging. To meet the requirements of home care and your patients' needs home care aides must be or do the following:

1. **Be Reliable:** Your patient needs you to be on time to complete tasks that are required to be done at prescribed times.
2. **Honesty** – Caregivers are entrusted with the safety and health of their vulnerable patients in their home. Although you most often work alone with your patient you should always assume you are being observed. More and more families are using nanny cams to assure their loved ones are receiving appropriate services and are not being abused.
3. **Keep up your Skills**—HHA's are required to attend 4 inservices annually and demonstrate

proper skills during supervised visits and annual skills assessment.

4. **Patience**—Many of our patients may have cognitive impairments and require a caregiver who is patient and compassionate and doesn't rush to get tasks done fast. Home health aides need to be extremely patient, often working with seniors suffering from dementia, Alzheimer's, Parkinson's, cancer and many other illnesses.
5. **Respect** – Respect is the foundation of any meaningful relationship. We expect our employees to be respectful and in turn to be treated with respect.
6. **Compassion**– Most caregivers choose to become home health aides because they have an affinity to caring for others, possess a caring and compassionate nature.
7. **A good work ethic** – Willingness to take on and complete the tasks that your patient requires everyday with a good attitude.

Able appreciates the hard work you do. We appreciate your caring and compassion. Home Health Aides are special people. With the qualities mentioned above they assist millions of people across America every day. A good aide does this type of work for their love of caring for seniors and disabled people. Honesty, integrity, a good work ethic, intelligence, reliability and a host of other attributes are also found in excellent aides, but in my opinion, a kind caring person is where it all starts..

From the Desk of Walter Kaltenbach, Chief Executive Officer

As the CEO of Able Health Care for the past 15 years I have witnessed and marveled at Able's continual transformation. When I first came to Able it was a small, unique program that provided exceptional care to clients within the community. We have since expanded out and provide more services to over 10,000 clients every year. Today we have relationships with more than fifty hospital and community based Certified, Long Term Programs, Hospice and managed long term care home care organizations.

Able Health Care Service's goal then and now is to deliver cost effective, quality care services to those in need. Today Able continues to be a vibrant, dynamic and rapidly growing Healthcare provider that cares for thousands of home care clients. And during this incredible renaissance, one unwavering touch stone of Able is that every fiber of Able and its incredibly dedicated staff is infused with the same abiding spirit of caring, compassion, and commitment. Able's evolution has been possible because we are driven to improve the health and well being of our patients.

Able Health Care's Special Needs Certified Agency employs a very talented team that poses the ability to develop programs and services to meet the needs of the MRDD individuals and to design the most effective care delivery methods for these members of our society. This formula continues to reinforce our position as a leader providing specialized support services.

We are deeply moved that the medical community recognizes the unique place Able Health Care Service holds in the world of home health care. This commitment makes the impossible possible for the special needs community and their families. As the home care industry reforms and migrates to a managed care model, our goal is to partner with managed care long term companies to leverage existing expertise that shall continue to focus on efficiency, quality as home care transcends to a fully capitated integrated care model.

On behalf of Able Health Care Service and the families we serve directly or indirectly, thank you for helping us to secure their future.



April 2015

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*Caring about others,  
running the risk of  
feeling, and leaving  
an impact on people,  
brings happiness.*

*-Harold Kushner*

# Able's Hall of Fame

Able appreciates the hard work of each and everyone of our staff.

We would like to send special congratulations to Walter Kaltenbach, CEO of Able Health Care Inc. He has been given the honor to sit on the Board of the Home Health Care Association (HCA) of New York State.

The HCA is the leading entity in Home Care that drives the issues and polices to service those who are in need to Albany. It also provides strategic policy guidance on issues that support cost-effective, high quality home and community-based care services; and promotes home and community-based care as a core integral service that crosses home care settings.



Walter has committed the last 30 years within the health care field to provide services for those in need.

He was given the opportunity to provide Able with his previous experience to move this agency to new levels of growth and development along with so many of you. Walter has reached another level in his journey in the health care field; in which to bring the needs of others to those who can make needed changes. We appreciate his dedicated service to Able and we are confident that with this opportunity Walter will help prepare

Able to encounter many challenges in the health care industry. He was chosen from many others who have committed themselves to servicing others and we are very proud of Walter for receiving this great honor. Congratulations!



**Able's Islandia branch congratulates proud mommy, Coordinator Marie C. Beaugris.**

**Welcome Nohlan Edyson, 5lbs 8oz 1/21/15**

## Able appreciates our Caregivers for their Service and Commitment

We at Able recognize that all caregivers are "Special", we would like to acknowledge the Caregivers who have given over 20+ years of service from the Hicksville Branch. We offer special applause and recognition for their service to those in need.

### Hicksville Caregivers Hall of Fame 1983 - 1990

Orquidea Vasquez - 1983  
Millicent Bernard - 1985  
Edna Gordon - 1985  
Zetilyn Downer - 1987  
Nellie Kelly - 1989  
Erin Dawson - 1989

Terri Graen - 1989  
Volda Lancaster - 1990  
Carol Fleorissaint - 1990  
Georgie Kerby - 1990  
Ganghader Ali - 1990  
Susan Lembo - 1990

### Caregivers with great compassion and empathy

Marie J. Brazela	Alicia Perez	Barbara Morrison
Hilary Holman	Nancy Acosta	Paulette Grenshawn
David Severe	Juana Yapur	Katuree Arnansalam
Simone Schloss	Maxine Rose Evans	Angela Estevez
Michelle Warren		

THOSE WHO  
BRING  
SUNSHINE  
TO THE LIVES  
OF OTHERS  
CANNOT  
KEEP IT FROM  
THEMSELVES

-JM BARRIE



## *The Brooklyn office is on the Move*

**Our Brooklyn office has been relocated to the 10th floor  
Our newly renovated suite is #1001**



Our new Brooklyn Office officially opened February 2015. Come and see our new facilities. Our Brooklyn branch is looking forward to welcoming our employees to our new office. The new office includes a new training room and skills room.

**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 tasks that are not on the Patient's Plan of Care (POC) unless approved by the visiting RN, from whom 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:**

- Cross Outs
- White Out
- Any amendments that contain something specific on the activity sheet that may not be appropriate or concern 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



# What Counts As An Activity?



Activities can help pass the time and /or be a fun way for people to maintain or regain function. For example, Mr. Wilson is recovering from a mild stroke that affected his right arm and hand. He finds working on a jigsaw puzzle a pleasant way to spend his time. But because he's trying to pick up the puzzle pieces with his weak right hand, this activity is also therapy for him.

## Remember...activities can:

- **Entertain...** like watching a movie
- **Provide a distraction...** like playing cards.
- **Promote communication...** like chatting with friends.
- **Having a therapeutic value** ...like going for a walk.
- **Stimulate thinking** ...like doing a crossword puzzle.
- Promote creativity... like painting a picture.
- **Improve the quality of life...** like any of the above



Keep in mind that activities are based on what the client likes not what you like.

## Why do people give up Activities

- As people age or become limited due to their physical condition, they may slow down and have less energy for activities.
- They may have less confidence due to changes like retirement, loss of spouse, loss of eyesight, hearing or mobility.
- They may be depressed due to the changes in their lives and or the onset of disease.

### Isn't it usually the things that are desirable to do that are given up first.

Many elderly people stop working, forget about their hobbies, lose touch with friends or find it too difficult to get around to visit family or to go to church.

Giving up the fun activities in life can cause an elderly person to become isolated and depressed.

## REPORTING INJURIES, ACCIDENTS AND EMERGENCIES

Your safety and the safety of our patients are one of our greatest concerns. Accidents happen when someone is careless or fails to follow proper procedures. With an alert safety attitude, you can help to eliminate painful and costly accidents. Caregivers must always report any accident, injury or illness immediately to your Branch Manager or Supervisor.

**If an emergency has occurred, Caregivers are to call 911 first and then call their Branch Manager/Service Coordinator during service hours or the On Call Coordinator/Answering Service if the accident/incident occurred after hours. Caregivers should not move a patient who has fallen. Caregivers must remain with the patient until assistance arrives. REMINDER: All accidents Must be reported to the Branch Manager/Service Coordinator as soon as they occur.**



# Ideas For Working with People with Developmental Disabilities

By Justin Tyme

Here are some ideas to help you and everyone get along with people who have developmental disabilities. I ran across these while visiting a friend. I looked at them and I realized that these ideas are great for getting along with everyone -- in almost any situation. See if you're already using some of these in your work areas. If not, you should be.

## Tips and Suggestions:



- Be observant and aware.
- Establish limitations and maintain them.
- Be fast, firm and fair.
- Be consistent.
- Keep the atmosphere relaxed and happy.
- Be aware of your voice tone.
- Provide opportunities for choice, decision making, to express oneself.
- Encourage confidence and self-esteem.
- Learn new skills and develop leisure interests.
- Reduce stress and decrease aggression.
- Increase communication skills.
- Provide ways to release excess energy.
- Provide opportunities to experience challenge.
- Improve overall quality of life, making life happier more meaningful and worthwhile.

- SMILE and be friendly.
- Focus on abilities, not disabilities.
- Remember a person is a person first, with a disability second.
- Be positive, have a good attitude and be patient.
- Encourage by praising good behavior.
- Assist by explaining what to do, rather than what not to do.
- Make instructions simple and clear.
- Speak clearly, and slowly, be specific.
- Talk to and with people -- not at them.
- Redirect challenging behavior.
- Establish routines and prepare people in advance for unexpected changes in routine.





## *Inservice Schedule 2nd Quarter 2015*

<i>Date</i>	<i>Location</i>	<i>Time</i>	<i>Subject</i>
Wed April 1 <sup>st</sup>	Queens	9 – 12	Corporate Compliance/Telephone Attendance
Wed April 1 <sup>st</sup>	Queens	1 – 4	Observing and Documentation
Sat April 4 <sup>th</sup>	Hicksville	10 – 1	OSHA
Mon April 6 <sup>th</sup>	Queens	9 – 12	Special Needs
Mon April 6 <sup>th</sup>	Queens	1 - 4	Understanding Autism
Wed April 8 <sup>th</sup>	Queens	9 – 12	Understanding Alzheimer's Disease
Wed April 8 <sup>th</sup>	Queens	1 - 4	Activities for Clients with Alzheimer's Disease
Mon April 13 <sup>th</sup>	Islandia	2-5 PM	Understanding Obesity
Mon April 13 <sup>th</sup>	Queens	9 – 12	Women's Health
Mon April 13 <sup>th</sup>	Queens	1 - 4	Men's Health
Tues April 14 <sup>th</sup>	Islandia	6-9PM	Understanding Obesity
Tues April 14 <sup>th</sup>	Hempstead	10-1	Care of the Cardiac patient
Tues April 14 <sup>th</sup>	Hempstead	2-5 PM	Communication/ Cultural Diversity
Wed April 15 <sup>th</sup>	Queens	9 – 12	Living with AIDS
Wed April 15 <sup>th</sup>	Queens	1 – 4	AIDS & the Caregiver
Wed April 15 <sup>th</sup>	Brooklyn	9:30 – 12:30	Diabetes Management

### 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.
- **Direct Deposit** is available for your convenience.

#### **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. Aprovechélos.

**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.

## *Inservice Schedule 2nd Quarter 2015 (cont.)*

<i>Date</i>	<i>Location</i>	<i>Time</i>	<i>Subject</i>
Wed April 15 <sup>th</sup>	Hempstead	10-1	Care of the Diabetic Client
Wed April 15 <sup>th</sup>	Hempstead	2-5	Maintaining vision health for the Diabetic Client
Mon April 20 <sup>th</sup>	Queens	9 – 12	Stoke
Mon April 20 <sup>th</sup>	Queens	1 - 4	Health Failure
Wed April 22 <sup>nd</sup>	Queens	9 – 12	Personal Wellness
Mon April 22 <sup>nd</sup>	Queens	1 - 4	Signs and Symptoms
Mon April 27 <sup>th</sup>	Queens	9 – 12	Understanding Headaches
Mon April 27 <sup>th</sup>	Queens	1 - 4	Stress
Wed April 29 <sup>th</sup>	Queens	9 – 12	Depression
Mon April 29 <sup>th</sup>	Queens	1 - 4	Emotional Losses in the Elderly
Sat May 2 <sup>nd</sup>	Hempstead	10-1	Special Needs
Mon May 4 <sup>th</sup>	Islandia	2-5 PM	OSHA
Mon May 4 <sup>th</sup>	Islandia	6-9PM	OSHA
Mon May 4 <sup>th</sup>	Queens	9 – 12	Caring for the Cardiac Patient
Mon May 4 <sup>th</sup>	Queens	1 - 4	Heart Failure
Wed May 6 <sup>th</sup>	Queens	9 – 12	Care of the Diabetic Patient
Mon May 6 <sup>th</sup>	Queens	1 - 4	Nutrition for Diabetic
Mon May 11 <sup>th</sup>	Queens	9 – 12	Hospice Care
Mon May 11 <sup>th</sup>	Queens	1 - 4	Death and Dying
Wed May 13 <sup>th</sup>	Queens	9 – 12	Anger Management
Wed May 13 <sup>th</sup>	Brooklyn	9:30 – 12:30	Cardiac Clients
Mon May 11 <sup>th</sup>	Queens	1 - 4	Professionalism & Work Ethic
Mon May 18 <sup>th</sup>	Queens	9 – 12	How to Prioritize Your Work
Mon May 18 <sup>th</sup>	Queens	1 - 4	Communication Skills
Mon May 18 <sup>th</sup>	Hempstead	10-1	Body Mechanics
Mon May 18 <sup>th</sup>	Hempstead	2-5 PM	Care of Cancer Patients
Tue May 19 <sup>th</sup>	Hempstead	10-1	OSHA
Wed May 20 <sup>th</sup>	Queens	9 – 12	Skin Care
Wed May 20 <sup>th</sup>	Hempstead	2-5 PM	Activities of Daily Living Home Safety
Mon May 20 <sup>th</sup>	Queens	1 - 4	Wound Care/Pressure Sores
Mon May 25 <sup>th</sup>	Queens	9 – 12	Elimination Problems
Mon May 25 <sup>th</sup>	Queens	1 - 4	Incontinence Care
Wed May 27 <sup>th</sup>	Queens	9 – 12	Building Trust & Confidence with Clients
Mon May 27 <sup>th</sup>	Queens	1 - 4	Supporting your Clients Self-Esteem
Mon June 1 <sup>st</sup>	Queens	9 – 12	Understanding Obesity
Mon June 1 <sup>st</sup>	Queens	1 - 4	Healthy Meal Planning and Nutrition
Wed June 3 <sup>rd</sup>	Queens	9 – 12	Working with Client who have Intellectual Disabilities
Wed June 3 <sup>rd</sup>	Queens	1 - 4	Mental Retardation
Wed June 3 <sup>rd</sup>	Hempstead	10-1	Working with Physical Challenged
Wed June 3 <sup>rd</sup>	Hempstead	2-5 PM	Alzheimer's Disease
Thurs June 4 <sup>th</sup>	Hempstead	2-5 PM	Understanding the Human Body
Thurs June 4 <sup>th</sup>	Hempstead	2-5 PM	Mental Illness: Depression
Sat June 6 <sup>th</sup>	Hicksville	10 – 1	Back to Basic
Mon June 8 <sup>th</sup>	Queens	9 – 12	Summer Safety Tips
Mon June 8 <sup>th</sup>	Queens	1 - 4	Home Care Safety Tips
Wed June 10 <sup>th</sup>	Brooklyn	9:30 – 12:30	Special Needs
Wed June 10 <sup>th</sup>	Queens	9 – 12	Keeping your Patient Healthy/Emergency Preparedness
Mon June 10 <sup>th</sup>	Queens	1 - 4	Oxygen Safety
Mon June 15 <sup>th</sup>	Queens	9 – 12	Back Basics/Basic Human Needs
Mon June 15 <sup>th</sup>	Queens	1 - 4	The Challenge of Dementia
Wed June 17 <sup>th</sup>	Queens	9 – 12	Elder Abuse: It Shouldn't Hurt to be Old
Mon June 17 <sup>th</sup>	Queens	1 - 4	Adult Failure to Thrive
Thurs June 18 <sup>th</sup>	Islandia	2-5 PM	Special Needs; Intellectual Disability
Thurs June 18 <sup>th</sup>	Islandia	6 – 9 pm	Special Needs; Intellectual Disability
Mon June 22 <sup>nd</sup>	Queens	9 – 12	Being Assertive
Mon June 22 <sup>th</sup>	Queens	1 - 4	Working with Difficult People
Wed June 24 <sup>th</sup>	Queens	9 – 12	Maintaining Professional Distance
Mon June 24 <sup>th</sup>	Queens	1 - 4	Important Vaccines for Older Adults
Mon June 29 <sup>th</sup>	Queens	9 – 12	Assisting with Medications
Mon June 29 <sup>th</sup>	Queens	1 - 4	Over the Counter Medications
Mon June 29 <sup>th</sup>	Islandia	2-5 PM	Diabetes
Mon June 29 <sup>th</sup>	Islandia	6 – 9 pm	Diabetes



PRST STD  
US POSTAGE  
**PAID**  
Permit #1  
Bethpage, NY

1240 Broadcast Plaza  
Merrick, New York 11566  
Phone: 516-546-8000  
Fax: 516-868-7394  
Web: [ablehealthcare.com](http://ablehealthcare.com)

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.*

### In-service Schedule on page 7 for April, May and June 2015

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

