

The Able Times

From the Desk of Michael Shapiro, President

Caring for the Reluctant Patient with Compassion and Sensitivity

We are all born dependent on another. We depend on loved ones to nurture us, feed us, teach us and protect us. Over time we learn to become independent and we do for ourselves what someone else did for us. From this, we may have feelings of pride, satisfaction and peace. Over time we form new relationships, get married, have children and in general become more interdependent. We share responsibilities and life with others in exchange for fulfillment, happiness and growth.

There are stages of life that vary with our independence. We can relate to people who were once independent and interdependent but have returned to a time where they are once again dependent. It might be for a short time or the rest of a person's life - how long is not what matters. What matters is how the person feels about their changing circumstances. This can be very challenging. For many people it may be difficult to acknowledge that they need help with the intimate tasks they have done for themselves. To overcome our patients' reluctance, if any, understanding, sensitivity, compassion and patience is important and will ultimately prevail as we build trust with the patient.

At Able Health Care Services, empathy is one of our core values and while our aides are committed and competent, they are also sensitive to their patients needs for independence and interdependence. We must always remember

that it is a privilege to serve our patients. This is an important part of our mission. Open communication within families making sure the person needing care is always part of the decision-making process to the extent possible. This is the best way to reduce patient reluctance. For families that might be considering care for the first here a few things to consider:

Open Dialogue - One of the most important steps involves a candid evaluation of what services the person in need of assistance should receive. It is important that the patient feel involved and heard.

Set Goals - These conversations should have an upfront goal: Let the preferences of the loved one who is receiving care be heard. They will express things that may be incorporated into the treatment making the process easier for everyone. By continually giving patients a voice, it empowers them in a situation that may have left them feeling powerless.

Include Family Early and Often - Family members should expect to be brought into the discussion early and often as it will support the care process. Patients benefit from knowing everyone is working as a team to support them.

Keep the Faith - If a loved one is not receptive to talking about homecare or a client is struggling with accepting help from a home health aide - DO NOT GIVE UP! Remember to have patience and empathy.



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*No one is useless
in this world who
lightens the burden
of another.*

-Charles Dickens

From the Desk of Walter Kaltenbach, Chief Executive Officer

Caring for a Loved One at Home

Caring for a loved one at home can be an overwhelming experience. Fortunately, there are many options today for those that need assistance to remain safely in their homes. Able Health Care Service has been a leading provider of home care services since 1976.

Home Care includes health and social services provided in a home environment to recovering, disabled, or chronically ill people in need of medical, social or therapeutic treatment, as well as assistance and companionship as part of the essential activities of daily living.

Able Health Care Service works in partnership with various hospital and community based health care entities as well as manage long term care programs. Our Certified Home Care agency specializes in the care and treatment for individuals with / developmental disabilities. Our clinical team remains committed to assure safety and prevention of risks. The process of care planning

necessitates collaboration among MLTCP's and external partners. Our specialized home care workers (HHA's/PCA's) are trained to communicate real time information on the health status of their patient. They are dedicated to carry out the care plan in the patients home and case conference to review the care needs and determine the best course of action for high risk members who receive post acute care. They remain a vital and important part of the interdisciplinary team that in partnership assure the appropriate decision making for the care and treatment of their clients.

We value and appreciate our dedicated staff of professionals for their long standing leadership, passion and commitment to homecare.

Together our team has taken on the challenges of transition and continue to raise the standards of quality of care for the clients we service.

Able's Hall of Fame

My dad received services through North Shore LIJ's Hospice Care Network for just under three weeks. Able Health Care Service was the first to respond to the Hospice request for a HHA. Denise, an Able Coordinator, called and said she would be sending a "good" HHA who lived nearby.

Thank you for sending Dora to help us take care of my Dad. Dora is a very competent dedicated Home Health Aide. I don't know how we would have managed Dad's final days without Dora. She was like an angel sent from heaven. Blessing to all,

Christine N.



CELEBRATING NATIONAL NURSES DAY

National Nurses Day was celebrated at Able Health Care Branches to bring awareness to our Agency's nurses and how appreciated they are. Since, we are a Special Needs CHHA our nurses Are Special too. Our Nurses play a very special role for the care of our clients on a daily basis. Mental well being, clinical assessment and safety remains to play an important role in providing optimum care to the clients at Able Health Care. Our Nurses consistently provide conscientious and respectful care. Able Health Care sets standards that were once written by Florence Nightingale: *"People are multidimensional, composed of biological, psychological, social, and spiritual components."* The Able Health Care Nurses touches on all these areas and sets goals for these entities to be met as best as possible. We want to thank you all Nurses to extend our utmost respect and dedication given on a daily basis.

Written by Dianne Balles (Queens DON)



As a nurse, you know that every day you will touch a life or a life will touch yours.

Eating Healthy As We Age



Eating is one of life pleasures. Eating well is vital for everyone . Whatever age you are, your daily food choices can make an important difference in your health and in how you look and feel.

Eating well may reduce the risk of heart disease, stroke, type 2 diabetes, bone loss, some kinds of cancer, and anemia. If you already have one or more of these chronic diseases, eating well and being physically active may help you better manage them. Healthy eating may also help you reduce high blood pressure, lower high cholesterol, and manage diabetes.

Eating well helps keep up your energy level, too. By consuming enough calories — a way to measure the energy you get from food — you give your body the fuel it needs throughout the day. The number of calories needed depends on how old you are, whether you're a man or woman, your height and weight, and how active you are, If you become less physically active as you age, you will probably need fewer calories.

Your food choices also affect your digestion. For instance, not getting enough fiber or fluids may cause constipation. Eating more whole-grain foods with fiber, fruits and vegetables or drinking more

water may help with constipation. To eat healthier, you can begin by taking small steps, making one change at a time. You can take the salt shaker off your table. Decreasing your salt intake slowly will allow you to adjust. Switch to whole-grain bread, seafood, or more vegetables and fruits when you shop.

Vegetables, fruits, and grains offer important vitamins and minerals to keep your body healthy. Most of these foods have little fat. They also have no cholesterol. Fruits, vegetables and grains are also a source of fiber, and eating more fiber may help with digestive system. Vegetables can be purchased raw or cooked, frozen, canned, or dried/dehydrated. They may be whole, cut-up, or mashed.

If you don't feel like eating because of problems with chewing, digestion, or gas, talk with your doctor or dietitian. Avoiding some foods could mean you miss out on needed vitamins, minerals, fiber, or protein. One reason people lose interest in eating is that their senses of taste and smell change with age. Foods you once enjoyed might seem to have less flavor when you get older. Some medicines can change your sense of taste or make you feel less hungry. If you don't feel like eating because food no longer taste good you can enhance the flavor of food by cooking meals in new ways or adding different herbs and spices.

Making small changes in the way you prepare your food can often help overcome challenges to eating well. These changes can help you to enjoy meals more. They can also help make sure that you get the nutrients and energy you need for healthy, active living.

25 HEALTHY SNACKS!!

- | | |
|--------------------------|---------------------------|
| 1. Air Popped Popcorn | 14. Frozen Mangos |
| 2. Nonfat Cottage Cheese | 15. Sunflower Seeds |
| 3. Hard Boiled Eggs | 16. Soy Chips |
| 4. Hummus | 17. Bean Salad |
| 5. Peanut Butter | 18. Tuna |
| 6. Fruit Smoothies | 19. Sliced Chicken Breast |
| 7. Almonds | 20. Pickles |
| 8. Sliced Apples | 21. Olives |
| 9. Frozen Grapes | 22. Sugar Free Jello |
| 10. Orange Slices | 23. Nonfat Yogurt |
| 11. Broccoli Florets | 24. Frozen Yogurt |
| 12. Green Salad | 25. Protein Bars |
| 13. Cherry Tomatoes | |

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What Foods Should I Eat?

- ♥ Fruits and vegetables
- ♥ Grains, especially whole grains
- ♥ Low-fat or fat free dairy products
- ♥ Seafood, lean poultry and meats, beans, eggs and unsalted nuts
- ♥ Unsweetened tea, 100% fruit juices and most of all plenty of Water

**Be Sure to consume plenty of liquids especially Water.
You need to replace the fluids you lose everyday.**

Avoiding Heat Stroke and Exhaustion with Seniors

Seniors are more susceptible to dehydration than younger people because they lose their ability to conserve water as they age. They also can become less aware of their thirst and have difficulty adjusting to temperature changes. Remember to drink water often, and be sure to pack some for those long summer walks or drives.

During the Summer, be particularly cautious about abnormally high body temperatures a condition known as Hyperthermia. Heat Stroke is an advanced form of hyperthermia that can be life-threatening. Make sure to know the warning signs and get medical attention immediately if you or anyone you know is experiencing these symptoms:

- **Body temperature greater than 104 degrees**
- **A change in behavior, such as acting confused, agitated or grouchy**
- **Dry, flushed skin**
- **Nausea and vomiting**
- **Headache, dizziness, chest pains**
- **Heavy breathing, rapid heart beat**
- **Not sweating, even if it's hot out**
- **Fainting**



If you (or elderly loved one) start to feel any of these symptoms, ask for medical help and then get out of the heat, lie down and place ice packs on your body.

Elderly individuals have a harder time knowing when they are dehydrated and their bodies have more difficulty regulating their temperatures. As a result, they are more prone to Heat Stroke.

Hot weather is dangerous, and seniors are particularly prone to its threat. Elderly heat stroke and heat exhaustion are a real problem. In fact, a recent University of Chicago Medical Center study found that 40% of heat-related fatalities in the U.S. were among people over 65.

There are several reasons for elderly heat vulnerability. People's ability to notice changes in their body temperature decreases with age. Many seniors also have underlying health conditions that make them less able to adapt to heat. Furthermore, many medicines that seniors take can contribute to dehydration. Fortunately, a few simple precautions are all that's needed to keep safe.

If you enjoy outdoor activities such as walking or gardening, make sure to wear the proper clothing and protective gear. It is also important to keep track of time Do not stay out for long periods and make sure to drink plenty of Water. Dehydration is the root of many heat related health problems. Avoid drinking alcoholic or caffeinated drinks, and they can actually contribute to dehydration.

Stay indoors during midday hours. During periods of extreme heat, the best time to run errands or be outdoors is before 10 am or after 6 pm, when the temperature tends to be cooler. Seniors who don't have air conditions can utilize the cooling centers located in their area. Get to any public places that provide air conditioning.

Seniors without convenient access to any air-conditioned place might consider a cool bath or shower.

Stay Cool People!



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. 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 . 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 Health 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 cuatro 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.

In-Service Schedule 3rd Quarter 2015

<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Subject</u>
Thurs 7/9	9 —12	Queens	Hospice Care, Death & dying, Maintaining your clients Dignity
	10 —1	Hempstead	Mental illness and Combative Behavior
	1 —4	Queens	Cancer Patients
	2 —5	Hempstead	OSHA
Fri 7/10	10—1	Hempstead	Cancer and the Caregiver
Mon 7/13	9 —12	Queens	Autism & Mental Retardation
	1 —4	Queens	Pediatrics and Home Care & Working with infants
Fri 7/14	9 —12	Hempstead	Helping with Mobility and understanding Restorative Care
Tues 7/14	1 —4	Hempstead	Home Safety with Fall and Accident Prevention
Wed 7/15	9 - 12	Queens	Adult Failure to Thrive & depression & Emotional losses in the elderly
	10—1	Hempstead	Elder Issues; Neglect & Emotional loss
	1—4	Queens	Multiple Sclerosis
	2—5	Hempstead	Normal Aging Process
Thurs 7/16	9—12	Queens	Epilepsy & Seizure Disorders
	1—4	Queens	CPR and Advance Directives
Mon 7/20	9—12	Queens	Nutrition for Diabetic Clients 7 Diabetes & Diabetic Foot care
	1 - 4	Queens	Diets/Cooking for Client & Healthy Meal Plan

In-Service Schedule 3rd Quarter 2015

<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Subject</u>
Wed 7/22	9—12	Queens	Corporate Compliance—Telephone Attendance/ Plan of care Fire Prevention and Safety/ O2 Precautions
Thurs 7/23	9—12	Queens	Activities for Clients with Alzheimer's disease Dementia
	1—4	Queens	Recognizing & Managing Catastrophic reactions
Mon 7/27	9—12	Queens	Physical Therapy & ROM & Hip and Knee Replacement
	1—4	Queens	Common Musculoskeletal Conditions
Wed 7/29	9—12	Queens	Living with AIDS & AIDS and the Caregiver & HEP B, C, TB
	1—4	Queens	Dealing with Family members and Hazards
Thurs 7/30	9—12	Queens	Personal Wellness & Taking Care of Yourself
	1—4	Queens	Living with a Chronic Illness and Pain
Mon 8/3	9—12	Queens	Corporate Compliance—Telephone Attendance/ Plan of care
	1—4	Queens	Professionalism, Work Ethic & Maintaining How to prioritize your work
Wed 8/5	9 - 12	Queens	Elimination problems & Ostomy Care Incontinence care
	9:30—12:30	White Plains	Talking about Death
	1—4	Queens	Eye Disorder/ Hearing problem
Thurs 8/6	9—12	Queens	Using Technology with Seniors
	1—4	Queens	Observing, Reporting Documentation
Mon 8/10	9—12	Queens	Modified Diets & Cooking for your clients 7 Healthy Meal Planning and Nutrition & Feeding difficulties
	1—4	Queens	Sleep Disorder
Wed 8/12	9—12	Queens	Abuse and Neglect; Patient Bill of Rights
	9:30 — 1:30	White Plains	Skin Care
	1—4	Queens	Activity and The Elderly & Understanding Arthritis & Fall Risk Factor and Osteoporosis
Thurs 8/13	9—12	Queens	Working with Non-Compliant Patients & Working with Combative and Difficult people
	1—4	Queens	Workplace Violence; Sexual Harassment
Mon 8/17	9—12	Queens	Over the Counter Medications & Substance Abuse Misuse in the Older Adult
	1—4	Queens	Blood Disorder
Wed 8/19	9—12	Queens	Skin Care & Wound Care Pressure sores & Common Skin Conditions A-Z
	9:30—1:30	White Plains	OSHA
	1—4	Queens	Common Cardiac Conditions
Thurs 8/20	9—12	Queens	Cancer Patients
	1—4	Queens	Understanding Drug Resistant Bacteria
Mon 8/24	9—12	Queens	Keeping your Patient Healthy & Emergency Preparedness
	1—4	Queens	Summer Safety Tips

In-Service Schedule 3rd Quarter 2015

<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Subject</u>
Wed 8/26	9—12	Queens	Understanding Headaches
	9:30 —1:30	White Plains	Pediatrics and Home Care
	10—1	Hempstead	Grieving with and for your Client/ Talking about Death
Thurs 8/27	1—4	Queens	Understanding Dizziness
	9—12	Queens	Understanding Obesity
	1—4	Queens	Supporting your Client s self-Esteem
Mon 8/31	9—12	Queens	Anatomy and Physiology
	1—4	Queens	Aging Process
Mon 9/2	9—12	Queens	Working with Clients with Intellectual Disabilities
	1—4	Queens	Cystic Fibrosis & CP & MR
Wed 9/3	9—12	Queens	Multiple Sclerosis
	1—4	Queens	Hospice Care, Death & dying, Maintaining your clients Dignity
Thurs 9/7	9—12	Queens	Basic Human Needs
	1—4	Queens	Understanding Cultural Diversity/Spiritual Needs
Mon 9/9	9—12	Queens	Abuse and Neglect; patient Bill of Rights
		Queens	Work place Violence & Sexual harassment
Weds 9/10	9—12	Queens	Providing care for LBGT clients
	1—4	Queens	Oxygen Safety
Thurs 9/14	9—12	Queens	Corporate Compliance/Telephone attendance Plan of care
	1—4	Queens	Stress
Mon 9/16	9—12	Queens	Vital Sign & Basic First aide & Signs and Symptoms
	1 - 4	Queens	Spina Bifida & Spinal Cord Injury
Wed 9/17	9—12	Queens	Technology with Seniors
	1—4	Queens	Medical Terminology
Mon 9/21	9—12	Queens	Respiratory Disease & Oxygen, Cardiac Conditions Heart Failure
	1—4	Queens	Pertussis—Whooping Cough
Wed 9/23	9—12	Queens	Understanding Ebola
	1—4	Queens	Understanding Drug resistant Bacteria
Thurs 9/24	9—12	Queens	Hospice Care, Death & Dying, Maintaining your Client Dignity
	1—4	Queens	Overcoming Barriers to Communication/Cultural Diversity
Mon 9/28	9—12	Queens	Women Health
	1—4	Queens	Men’s Health
Wed 9/30	9—12	Queens	Understanding Alzheimer’s Disease
	9—12	Hempstead	Understanding the Human Body
	1—4	Queens	Supporting Normalcy for the Alzheimer Patient
	1—4	Queens	OSHA



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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.

Mistakes are the stepping
stones to wisdom.
We learn from trial and error;
we become wise by
understanding problems.

~ Leon Brown.

www.dailyinspirationalquotes.in