

THE INNOVATIVE Informer

From Our CEO



I'm looking forward to 2010 as there will be many changes both small and large with Innovative. In the past I have been very involved with case/care management of our clients. This next year I would like to become more involved with the caregiver portion of Innovative. I would like to see Innovative grow and become the top agency in San Diego and S. Riverside counties. Our reputation is wonderful due to all of our employees and their commitment to their job and clients, As many of

you know we have recently discovered some fraud within our company. Innovative has always been based on the value of integrity and honest dealings in business. To say I'm devastated by this is an understatement. Innovative will be tightening up our checks and balances of all petty cash and food allowances given for the care of our clients. If you have any questions, suggestions or comments, please feel free to call me at any time. The discovery of theft at Innovative is a wake up call to all of us to watch one another and report any suspicious activity to me immediately. Please watch over our clients and keep them safe. We want the best for them and for our team of providers. Have a Merry Christmas and a safe and healthy New Year. My best to all of you,

Colleen Van Horn

Employee of the Quarter



Fran Sances has been named our Employee of the Quarter. She has been with Innovative from March, 2008 and has worked for a number of

different clients. Fran moved here from OR where she had been caring for her brother. She graduated from high school in Riverside, CA. She has lived in Spain and England and even lived five years in an English convent. Fran worked for many years in FL and has two daughters and two grandsons.

Because of Fran's attention to detail and care for our clients, she was able to help us uncover some really serious

problems at Innovative. Because of her diligence, we will be able to continue our history of good care for our clients. Fran has many suggestions to improve the care given to our clients. We look forward to hearing about any and all recommendations that will make us a better organization. Thank you Fran, for your hard work. Enjoy your gift of appreciation!

WELCOME New Caregiver Coordinator



Darlene Ulloa is our new Caregiver Coordinator. She has been a valued caregiver for almost two years. She will now be assisting with the coordination of staffing, schedules, petty cash delivery and hiring of new caregivers. She is available at the office number 760 731-1334 from 12 noon to 5 pm M-F. Emergency calls after hours are 760 535-4982



New Care Manager

Fallbrook area

Roberta Smith, RN, is a new case manager with Innovative. She just moved to Fallbrook from Hawaii. She will assist with clients in Fallbrook and surrounding areas

She has years of experience as a nurse, and educator. We are very excited to have her join our team of professionals.



Birthdays

• December

Joy Brown 12/11

Lynda Sims 12/20

Terry King 12/27

• January

Irene Escobedo 1/14

Josie Cortes 1/17

Maria Vergara 1/20

America Lopez 1/21

Colleen Van Horn 1/22

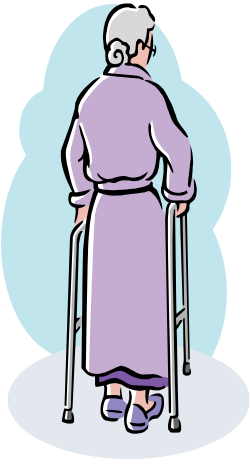
Delores Davis 1/30

• February

Norma Hayes 2/16

Woinitu Zewde 2/18

Causes, Symptoms and Suggestions for Sundowner's Syndrome



Sundown may be a trigger for extreme agitation and confusion that lasts throughout the night for a person in the early to middle stages of Alzheimer's and other forms of dementia. Sundowner's Syndrome occurs in the late afternoon or early evening and can include increased confusion, agitation, anger, paranoia and rapid mood changes. Sundown may be a trigger for extreme agitation and confusion that lasts throughout the nights. A person who is sundowning will probably spend a great deal of time wandering because they are trying to come to terms with their surroundings.

The Alzheimer's Foundation has advice for dealing with Sundowner's Syndrome:

- Discourage day-time napping to regulate sleep cycle.
- Limit caffeine intake, particularly in the evening. Remember chocolate and some teas contain caffeine.
- Encourage exercise throughout the day to expend excess energy.
- Allow for light exposure in the early morning to help set internal clock.
- Try to redirect and speak in a calm voice. Do not talk down to or disagree verbally to increase their agitation or negativity
- Try to engage them with music, singing or an activity they usually enjoy.
- Keep the rooms well lighted with no shadows or loud TV noises
- Make sure you are toileting them every 2 hours
- Offer foods and fluids to keep well hydrated.

Even the safest home can be treacherous for someone in a confused state.

Petty Cash



The following is a review of the Petty Cash Section of your Policy and Procedures Manual.

- The petty cash ledger, shall be used to document all expenses.
- Accurate entries must be made in the ledger and accompanied by a receipt. The ledger should reflect an accurate balance.
- Receipts should be numbered and coincide with the number on the ledger sheets.
- Receipts should be taped onto a plain piece of paper in such a way as to be readable when a copy is made.
- Whoever buys the product must sign the receipt with their name
- The Caregiver Coordinator will pick up the log sheets and ensure that the balance of cash reconciles with the ledger sheets and receipts.
- The cash in the Petty Cash Fund must be verified at every shift change.
- The delivery of cash must be verified on the supervisory form with a signature by the caregiver receiving the cash and also the person delivering the cash.

Anniversaries with Innovative



December
Woinitu Zewde 12/14/07

Congratulations to all and we wish you all continued success.

January
Maria Vergara 1/3/06
Delores Davis 1/6/05
Cherry Olvera 1/17/03
America Lopez 1/20/04

February
Laurie Feinga 2/1/09
Mimi Habtemarian 2/1/08
Darlene Ulloa 2/1/08
Carolyn Reiman 2/8/09
Amy Genduso 2/18/09
Connie Piry 2/22/08