



## THE INNOVATIVE 'INFORMER'

September 22, 2009 Edition 2

Welcome to our second edition of the newly named "The Innovative Informer" suggested by Jan Genduso RN case manager. It fits the purpose of this newsletter to update all the staff on what's happening at Innovative Healthcare Consultants. We've got a great company but we don't see each other very often because our work is really out in the field.



### EMPLOYEE OF THE QUARTER

At Innovative we think all of our employees are great, that's why you were hired to work for us. After thinking about what makes an employee more special than the other, we all agreed that Cheryl Everett exemplified the above and beyond criteria. Yeah!! Cheryl has worked for Innovative for more than two years. A lot of you may have met Cheryl because she has worked for so many clients. Cheryl has been known to go to 2-3 clients in one day because she has a lot of clients that only need her for a few hours at a time. She has turned in timesheets at times for six different clients in a pay period because she goes everywhere. Cheryl has a knack for interacting with each client differently and knowing what they need and want. All her clients love her. Cheryl has been married for 37 years. She has three children. She likes to garden when she isn't working. Cheryl graduated from Fallbrook High School and has lived in Fallbrook her whole life. Cheryl says she loves working for Innovative (how could she say anything else, don't you all?). Cheryl has earned a gift certificate to take her husband out to dinner on a night when she isn't working. Thanks for everything you do, Cheryl, we do appreciate you.

### A SAD FAREWELL

Goodbye!

Innovative is sorry to have to say goodbye to one of our long time nurse case managers, Jan Genduso. Jan has decided to retire to spend more time with her husband, children and grandchildren. The first place she's headed is a fun vacation with her husband to Hawaii. Caregivers who work in the Fallbrook area will definitely know Jan as she was probably the case manager for their clients. She will be missed by all who have worked with her. Enjoy your retirement, Jan, and if you get tired of being idle and having fun, don't forget to stop by!



### A REMINDER

In the Policies and Procedures Manual, you will see that it states timesheets must be sent into our office on the 1st and 16th of the month. If you are mailing in your timesheet because you do not have access to a fax machine, you must mail your timesheet on the 1st or the 16th but you **must** call the office and give us your days and hours worked along with any mileage on the 1st and 16th. If one of those days is on a weekend, you must call your hours in on the first working day after the 1st or the 16th. The administrative staff is spending a lot of time calling caregivers for their hours. This is not our responsibility. The law requires that we have a **signed** copy of your timesheet. There are no exceptions, so get it to us immediately. You can also scan and send your timesheet to [companybooks@sbcglobal.net](mailto:companybooks@sbcglobal.net).

As a reminder, according to the Policies and Procedures Manual, a caregiver that is working an hourly shift either day or night is hired as an awake employee. Even if the client is sleeping, your job is to stay awake in case they should wake up. The reason there is a night time shift instead of it being a live-in is because the client may wake up and you must be alert. The client does not provide food for employees working hourly, you must provide your own food. Caregivers hired for a live-in shift have their food provided by the client. Prepare healthy meals for the client and yourself. If a special diet is provided to the client speak to your supervisor about options for you.

Using your telephone during working hours is prohibited except for emergency use. You are there to help the client, not socialize with friends and family. **REMEMBER YOU ARE WORKING** -your attention should be focused on your client and improving their environment!

Change the position of older people at least every two hours, particularly for those confined to a bed or wheelchair. Prolonged pressure on an area is what causes pressure sores or ulcers to form. Watch for possible sources of pressure on anything that would interfere with good circulation, such as tight shoes, elastic cuffed socks or tight undergarments. Reposition in a chair with a pillow under one buttock, or in bed with a pillow under an ankle to prevent a heel from touching the bed. Encourage movement or mild exercise: this helps stimulate circulation which is good for the skin. Combing hair and helping with bathing and dressing are good ways for frail people to get exercise and be more independent.



### **EDUCATIONAL MINUTES**

Innovative Healthcare owes its years of success to having nurses oversee the clients and experienced caregivers to care for them. The job of caregiver is not to ‘babysit’ the client. It is to engage the client and help make their remaining years happy and meaningful. Many of our clients have memory problems. Don’t talk ‘at’ the person, approach quietly, make gentle physical contact by touching their arm or cheek. Wait until they look at you, then explain that you want to talk with them. Offer positive alternatives, instead of saying “Don’t do that” offer a positive comment like “come look at this beautiful flower.” Use short sentences, basic instructions. Talk clearly, slowly and loud enough for them to understand you.

*It is much easier to change your behavior than to change the behavior of a person with Alzheimer’s.*

Your job is not to just put them in front of the t.v. all day and then do your own thing. Talk to them, read to them, sing to them or whatever you think would help make their day go by faster. Simple jobs or activities can be gratifying. Find out about their past life and what made them happy or what their favorite memories are, then expand on those memories. If your case manager says they’re able, take them for a ride or a walk. Take them to church or down to the beach, even if they only sit in the car. Find out what they used to like to do and adapt it for their abilities now. Talk to the care manager about puzzles, paints or what you think they might enjoy.

*Don’t get stuck on what you think someone should do. Instead explore what he or she could do.*



### **SKIN CARE FOR THE ELDERLY**

Keep the skin clean and dry, especially if your client is having problems with bowel and bladder control. When washing, use a mild soap, rinse well, and dry thoroughly. Massage skin gently using a light, circular motion.

### **WELCOME**

Innovative is happy to welcome our newest employees, Paula Nunnelee and Rosie McDowell. Also welcome back to America Lopez, Antonia Torres and Virginia Ryba.

### **HAPPY BIRTHDAY TO ALL!**

#### September

Cherry Olvera 9/30

#### October

Teresa Flores 10/4

Theresa Hudson 10

Meskerem Habtemariam 10/6

Barbara Woods 10/9

Antonia Torres 10/11

Linda Blanz 10/17

Connie Piry 10/29

#### November

Tracy Bragg-Brown 11/9

Laurie Feinga 11/7

Dori Salerno 11/9

Linda Maker 11/10

Teresa Gardner 11/29



### **COLLEEN’S CORNER**

Hi Everyone, My corner is very small this newsletter. Work has picked up the last couple of weeks and I want to thank everyone for helping to fill all of the shifts. Thank you also to the ones who are helping me with my mom in her final days. On another note, if anyone knows of exceptional caregivers, please send them our way. We need hourly and live in assistance. Remember you get referral fees for anyone we hire. Please call me with your suggestions or ways to improve our company I’m always ready for good suggestions. I find there is always room for improvement in a good company like ours. Thanks so much,