

EXPERTCARE CHRONICLE

JULY 2017

GET OUT AND ENJOY THE SUMMER WEATHER!

This month we will draw one Caregiver at random to win an Instant Pot. This pressure cooker allows you to cook meals up to 70% faster, less cook time equals more time in the sun!



The Instant Pot is a Pressure Cooker, Slow Cooker, Rice Cooker, Steamer, Sauté, and Yogurt Maker.



**A BIG THANK YOU TO
NEW GATEWAYS
FOR DECORATING OUR
KITCHEN BOARD FOR THE
FOURTH OF JULY!**

YOU ALL DID A GREAT JOB!!



EMPLOYEE REFERRAL **BONUS**

Did you knowExpertCare Management Services has a Referral Bonus program for our employed Caregivers?

All you have to do is refer a new applicant to ExpertCare. Once the person is hired and has worked 80 hours, you receive a \$100.00 Referral Bonus.

There is no limit to the amount of bonuses you can receive!

We have attached some Referral Bonus coupons you can hand out to the individuals you refer.

JUNE WINNER

**Congratulations
Jennifer Lynn!**

**We hope you
enjoy the
Tiger's Game.**



Southfield Outdoor Movie Nights 2017

Monday, July 17, 2017

Movie – Zootopia

Park It Family Fun Night is from 6pm-9:30pm

Fun for the whole family featuring a Kids' Fun Area with loads of inflatables (you MUST wear socks to participate on the inflatables!), rock climbing wall and more.

Be sure to bring your lawn chairs or a blanket to sit and enjoy the movie. Refreshments will be available for purchase.

Call 248-796-4620 for more information.

Southfield Municipal Complex
26000 Evergreen Road
Southfield, MI



Mud Day will take place on Tuesday, July 11, 2017 from 11:00 a.m. - 1:00 p.m. at Nankin Mills Park in Westland.

Wayne County Parks is set to transform Nankin Mills Park into a 75' x 150' giant mud pit on Tuesday, July 11 from 11:00 a.m. until 1:00 p.m. Children ages 12 and younger will have the opportunity to get down and dirty at one of the messiest playgrounds Southeast Michigan has ever seen!

Thousands of children, who will be separated into two age groups: ages 4 and younger and ages 5-12, will charge into the mud to participate in fun filled activities, such as mud limbo and wheelbarrow races. The 2017 King and Queen will be crowned after the games are over.

The Western Wayne Hazemat Team will be on site to help rinse the kids off at the end of the event. Parents are encouraged to bring towels. Plastic bags will be provided to ensure that all dirty clothes are properly contained for the trip home.

Nankin Mills Park is located on Hines Drive, just east of Ann Arbor Trail in Westland. Mud Day is a free event and no pre-registration is required.

Programs and websites mentioned within this newsletter are for the sole purpose of providing information of interest. ExpertCare Management Services does not endorse these websites, the content, and/or programs mentioned. ExpertCare takes no responsibility for loss or damage suffered as a result of using the information contained in these websites or participation in the aforementioned programs and events.



July is National Cell Phone Courtesy Month

Cell Phones are one of the best inventions in the world but they are still new to most and proper etiquette is still needed. According to Statista.com in spring 2016, there are over 232 million cell phone users in the U.S. and still growing. Cell phones have become a staple of our society, with everyone from elementary school kids to senior citizens owning at least one. Although mobile apps and texting have made our lives easier, some question the impact they've had on the relationships we have with one another. In fact, "twifing" is a term found in urbandictionary.com and defined as the act of using social media on a cell phone, is considered a major cause in unsuccessful dating and marriages. There are now Social Media Prenups! It is believed that respect should extend to drivers and pedestrians, as well. Cell phones certainly are useful devices for staying in touch with family, friends and business associates and for staying abreast of social media, but their use on public roadways increases risk in an already dangerous setting and puts motorcyclists in great peril. Studies show that in 2014, there was 3,179 people killed and 431,000 people injured in motor vehicle crashes involving distracted driving. With that said, we thought cell phone manners should be brought to focus.

International etiquette expert Jacqueline Whitmore founded the month in 2002 as a way to get people to become aware of their cell phone use and respectful of their surroundings. She offers the following cell phone etiquette tips to practice during every National Cell phone Courtesy Month:

- Be all there. When you're in busy areas, part of a get-together or in a meeting, be present and engaged by letting calls go to voicemail. Don't be a disruption by chatting or texting. In some instances, turning off your cell phone is the best way to go.
- Be private. Don't discuss private or confidential information in public.
- Stay cool. When having a phone call in public, don't display anger or shout. Emotional conversations are best saved for behind closed doors.
- Put it on vibrate. When at places such as religious services, meetings, restaurants, theaters or sporting events, put your phone on silent or vibrate so that it doesn't cause a disruption.
- Don't "cell yell." When you're on the phone, talk at a normal volume.
- Follow the rules. Pay attention to posted signs and instructions that restrict phone use, such as hospitals or airplanes.
- Excuse yourself. If you are expecting a call, let the people you're with know it. When the call comes, excuse yourself politely. The people you are spending time with should take precedence over calls you want to make or receive.
- Texting works. Sending a text message can help you stay connected while still being present, but don't overdo it either. Texting too much is disrespectful, as well.
- Watch and listen discreetly. If you're planning to stream video or listen to music on your cell phone, make sure you adjust the volume accordingly or wear earphones.
- No speaker phone. When around other people, don't use speaker phone and turn off your phone's walkie-talkie function. It's less of a distraction and respects your contact's privacy.
- Help out others. Use your cell phone to help others in times of emergency.
- Don't combine driving. Use a hands-free device if driving and don't answer calls while in heavy traffic or in hazardous driving conditions. Don't text and drive and always make safety the highest priority.
- Tell others. Tell friends and family members about good cell phone manners.

Sponsored: PhoneEtiquette.org

RECIPIENT RIGHTS CORNER

ExpertCare would like to first thank you for providing the highest quality care to your Recipient. ExpertCare wants to ensure the safety of our Recipients and continue to give you the tools to provide safe quality care and wellbeing. Below are incidents that resulted in Recipient Rights violations. Please review the following Rights reminders to prevent further violations.

- ⇒ Caregivers are to follow the Recipient's IPOS and/or Crisis Plan to be able to properly provide safety while in the home and community. Caregivers will provide support and supervision to their Recipient always to ensure health and safety. If a Caregiver is sleeping on shift, he/she is unable to provide proper health and safety.
- ⇒ Caregivers are to use cellphones for ExpertCare business purposes only or in case of extreme personal emergencies. No personal calls or texts are to be made or received during work hours. Caregivers on their phones during work hours are in violation of ExpertCare's policy and are not able to provide safe quality care. Caregivers are not to leave their recipient or step-away to take/make a call while on shift.
- ⇒ Caregivers are to support and encourage the Recipient's goals and objectives outlined in the Individualized Plan of Service (IPOS). If a Recipient is exhibiting a behavior, the Caregiver is to follow the steps in the behavior plan and redirect the Recipient in a calm way not to cause harm. This includes any intentional or non-intentional pain or physical damage to a Recipient. Some examples are as follows: aggressive playing, grabbing, pulling, pushing, pinching, holding, and any physical force toward a Recipient.
- ⇒ Caregivers are to always treat Recipients with Dignity and Respect. Caregivers are to always speak in a respectful manner and respect Recipient's privacy and property. Caregivers are not to speak to Consumers or their loved ones in a threatening or derogatory way. This includes but not limited to family members, friends and pets. Caregivers cannot take, use or read Recipient's personal items or property without permission.

When providing care to a Recipient there are many rules that need to be followed and at times these can be difficult to remember. If you have questions or concerns about your case or do not fully understand the IPOS, please call ExpertCare. We are here to help you better understand the Recipient's Rights before it becomes a violation. We appreciate your attention to this matter. If there are any questions or concerns, please feel free to contact ExpertCare at (248) 643-8900.



The 8th annual Uncle Sam Jam has become part of the Downriver Communities' Independence Holiday Celebration. The 2017 Uncle Sam Jam will be held Thursday, July 6 through Sunday, July 9 and will take place in Civic Center Park in the City of Woodhaven, near 1-75.

The Uncle Sam Jam brings family fun to Woodhaven with fireworks, carnival rides and games, interactive displays and attractions, petting farm and camel rides and FREE concerts all weekend long!

FREE ADMISSION!



The Concert of Colors is metro Detroit's free annual diversity-themed music festival. It is produced by the Arab American National Museum with partners Detroit Symphony Orchestra, Detroit Institute of Arts, Charles H. Wright Museum of African American History, ACCESS and University of Michigan – Detroit Center. The goal of this five-day festival is uniting metro Detroit's diverse communities and ethnic groups by presenting musical acts from around the world. Over its 25-year history, the festival has become a beloved highlight of metro Detroit's summer festival season, and one of the few free-admission music festivals remaining locally.

New Payroll Portal

ExpertCare has updated the Employee Payroll Portal to a more modern look that will be more user-friendly. You may continue to access the payroll portal by going to the ExpertCare website as it will redirect you to Prism HR's log-in page. Please Bookmark or add to your Favorites for future access by visiting the ExpertCare website or using the link below.

The new website address is:
<https://serree.prismhr.com/ser>

You will log in to Prism HR using the same username and password as you previously used for HR Pyramid. If you are unsure of your password, you can reset it by selecting the 'Forgot Your Password?' link. Note: all usernames and passwords are case-sensitive.

Most employees use the payroll portal to view and print copies of their pay stubs. Follow the steps below to retrieve copies of your pay stubs in Prism HR:

- Select Payroll from the Menu Options
- Select Check History
- A list will appear showing each pay date for the current year. *You can change the year using the drop-down menu in the top-right corner.
- Click the row for the pay date you wish to view. A window will pop up that says "Check Detail"; this will show you the summary of your pay check for this pay date.
- In order to view and/or print the full details of your pay stub, you will need to select "Reprint Check Stub" at the bottom.
- Once the system has re-created your pay stub, a PDF document will be downloaded. Open the PDF file to view your pay stub and print or save as needed.

If you have any trouble accessing the new portal or have questions, please feel free to contact Dan Jacey or Lindsay Kohler at (248) 643-8900 or via email to lkohler@serpee.com.

GENESEE COUNTY FIREWORKS



Flint Water Festival Fireworks

July 4, 2017 at 9:00pm

Where: Shot from Chevy Commons
N Chevrolet Ave
in Flint, Michigan 48555

Clio Family Fun Day

July 4, 2017 at Dusk

Where: Clio City Park
402 N Mill Street
in Clio, Michigan 48420



Fenton Annual Freedom Festival

July 4, 2017 at Dusk

Where: Silver Lake Park
16000 Jennings Rd
in Fenton, Michigan 48430



*See the last two pages of newsletter for Macomb, Oakland, and Wayne County fireworks information



Kids Bowl Free Michigan 2017

Participating bowling alleys and bowling centers that participate in the annual FREE bowling for kids program.

Each year, KidsBowlFree.com allows kids to sign up at one Michigan bowling alley of their choice for free bowling through the summer.

GETTING TO KNOW THE EXPERTCARE OFFICE STAFF

We thought it would be nice to introduce ourselves and tell you a little bit about each of our office staff. Each month we will feature a new interview with someone from our office.

MEET KATIE DEWOLF



ECare: Tell our Caregivers a little bit about you.

Katie: I went to WMU and have a passion for hockey and traveling, even though airplanes make me nervous. I was in dance for 10 years as a kid and marching band for 6. I can play three instruments.

ECare: What is on your bucket list?

Katie: Mostly travel, like going on a cruise tour in Alaska and driving Route 66.

ECare: What is your position at ExpertCare?

Katie: I am a Staffing Consultant for the skilled division.

ECare: What are your job responsibilities?

Katie: I recruit speech therapists, physical therapists, and occupational therapists and help to maintain their clients and schedules.

ECare: How long have you been working at ExpertCare?

Katie: 2.5 years

ECare: Why do you like working for ExpertCare?

Katie: I love the work that I am doing. I find it gratifying to call a family to let them know that their therapy is ready to get started because I know it has an impact.

ECare: What is the most challenging part of your position?

Katie: Probably the scheduling. I work hard to find every client a spot and sometimes have to work around some tricky schedules.

ECare: What's a good piece of advice for Caregivers?

Katie: Don't be shy in reaching out to the office with issues or concerns you have! We're here to help.

EXPERTCARE CASCADING CULTURE

For the month of June we highlighted our core value of "Can do attitude". At ExpertCare we believe that having a "can do attitude" means we are seeking to make a positive impact on our consumer's lives. This can include having an optimistic attitude during difficult times, thriving to get things done and exceeding set expectations to "make things happen".



For the month of July, we want to hear from our consumer families about how their caregiver has exemplified having a "Can do attitude" We will be accepting nominations through July 21st. You may submit your stories to events@expertcare.com or fax to (248) 740-3505. Each nominated caregiver will be entered into a drawing to win a \$50 gift card of their choice to either Target, Walmart or Meijer. We will highlight this caregiver in the August newsletter. Thank you in advance for your participation and we look forward to hearing all your wonderful stories.

NOMINATE NOW!

LOOK WHO'S TALKING

JUNE CAREGIVER OF THE MONTH

FREDA CZECH

ECare: Tell us something about yourself that others find interesting:

Freda: I am 80 years old and I have a dog named Val.

ECare: Three words to best describe you:

Freda: I am very cautious, friendly (always love to smile and say hello to everyone), and busy.

ECare: What is on your bucket list?

Freda: Go back to Vegas and to play the slot machine to have fun.

ECare: You're happiest when?

Freda: When I am with my entire family, spending time together laughing and joking; family is everything.

ECare: What's the one thing, you can't live without?

Freda: Coffee!

ECare: What is your best piece of advice for other Caregivers?

Freda: Take good care of the person you are caring for and do your best not to let anything happen to them. Make sure you are doing this from the heart and not viewing it only as a job.

ECare: If given a chance, who would you like to be for a day?

Freda: I would like to be President Trump.



Use your voice for
kindness, your ears for
compassion, your hands
for charity, your mind
for truth, and your
Heart for Love.

Freda has been a caregiver with ExpertCare for 9 years! In that time she has made a lasting impression on her consumer and our office staff. Freda demonstrates such professionalism and is a huge value to ExpertCare due to her hard work and determination.

The Support Coordinator for her consumer shared that Freda is absolutely one of the best Caregivers out there. She is always going above and beyond and is phenomenal with redirecting and encouraging her consumer to do things on her own.

Freda is always so kind anytime she is contacted by ExpertCare and is responsive to following up with us regarding needed information. Thank you for your hard work and dedication in changing the lives of others.

Thank you for demonstrating ExpertCare's core values of:

Helping People Succeed

Passion for Success

Can Do Attitude

OAKLAND COUNTY FIREWORKS

<p>Saturday, July 1, 2017 at Dusk Holly Fireworks 2017 – Oakland County Parks Fireworks Groveland Oaks Campground (14555 Dixie Highway, Holly, Michigan 48442) Families and friends are invited to celebrate the Fourth of July with a Spectacular Fireworks Display. The whole weekend offers great entertainment and activities for all ages. Fireworks start shortly after dusk. Fireworks start shortly after dusk. Admission to the parks is \$15 per vehicle after noon or free with 2017 Annual Vehicle Permit.</p>	<p>Saturday, July 1, 2017 at dusk Lake Orion Fireworks 2017 – Lake Orion Fireworks Lake Orion The 2017 Lake Orion Fireworks show will take place on Saturday, July 1, the rain date is July 2. This year the show feature fireworks launched from both East and West sides of Lake Orion!</p>
<p>Saturday, July 1, 2017 at Dusk White Lake Twp Fireworks 2017 – White Lake Citizens League Fireworks Annual Independence Day Celebration & Fireworks Display on White Lake. Fireworks will be launched from 2 barges located near the southern end of White Lake.</p>	<p>Saturday, July 1, 2017 at 10p Waterford Fireworks 2017 – Maceday Lake / Lotus Lake Fireworks Maceday Lake Fireworks / Lotus Lake Fireworks / Big Bang Fireworks Residents around Maceday Lake and Lotus Lake in Waterford Twp can watch fireworks at dusk! Rain Date is July 2. For more info, call 248-622-3500.</p>
<p>Saturday, July 1 2017 at Dusk New Boston Fireworks – Willow Metropark Fireworks Willow Metropark (23200 S Huron Rd, New Boston, MI 48164) Plan to arrive early for these popular fireworks events. \$15 special event daily vehicle permit required after 5p. Free admission with annual permit. Visit www.metroparks.com for more info or call 734-697-9181.</p>	<p>Sunday, July 2, 2017 at 10:30p Novi Fireworks – Stars and Stripes Festival Fireworks Suburban Collection Showplace (46100 Grand River, Novi, MI 48374) Fireworks Metro Detroit close out the 2017 Stars and Stripes Festival. Stars and Stripes features live music all weekend on different stages, a Family Fun Zone, carnival midway, and more over the course of the 3-day festival (Friday, Saturday and Sunday)! Stars and Stripes Festival hours are 11a-midnight on Friday, Saturday and Sunday. For more info, visit www.starsandstripesfest.com.</p>
<p>Monday, July 3, 2017 at Dusk Wolverine Lake Fireworks 2017 – Tiki Night Fireworks Wolverine Lake (near 425 Glengary, Wolverine Lake, MI 48390) Join the Wolverine Lake tradition at Tiki Night.</p>	<p>Monday, July 3, 2017 at 10p Sylvan Lake Fireworks 2017 – Sylvan Lake and Oakland County Boat Club Fireworks The fireworks start after 10p. The fireworks will be shot from a barge in the middle of the lake again this year. There is no parking in residential areas around the fireworks. You can pay Sylvan Lake Community Center parking in advance at City Hall or the day of the fireworks for extra money. For more info, visit www.oaklandcountyboatclub.roundtablelive.org. Rain date is July 7.</p>
<p>Monday, July 3, 2017 at 10p Shelby Twp Fireworks 2017 – Shelby Twp Independence Day Fireworks Packard Proving Grounds (49965 Van Dyke, Shelby Twp, MI 48316) Fireworks close the day at Shelby Twp’s first Independence Day celebration to include fireworks. For more info, call 586-731-5154.</p>	<p>Friday, July 4, 2017 at 10p Clarkston Fireworks 2017 – Independence Fest 2017 Fireworks Clintonwood Park (6000 Clarkston Road, Clarkson, MI 48348) Fireworks close out night one of Independence Fest at Clintonwood Park. Independence Fest features a 4th of July parade, food, craft show, entertainment and so much more.</p>
<p>Tuesday, July 4, 2017 at 10p Clawson Fireworks 2017 – Clawson 4th of July Fireworks City Park (W. Elmwood north to Park, N. Washington west to N. Bywood, Clawson, MI) Fireworks cap off the Independence Day parade, carnival, and annual 4th of July Clawson tradition. Fireworks start at dusk at Clawson City Park. For complete schedule of events, please visit Clawson4thofJuly.org.</p>	<p>Tuesday, July 4, 2017 at Dusk Holly Fireworks 2017 – Independence Day 4th of July Fireworks Lakeside Memorial Park (315 S. Broad St, Holly, MI, 48442) The Village of Holly will be having their fireworks show at 10p at Lakeside Memorial Park.</p>
<p>Tuesday, July 4, 2017 at 10p Huntington Woods Fireworks 2017 – Rackham Golf Course Fireworks Rackham Golf Course (10100 W. 10 Mile Road, Huntington Woods, Michigan 48070) Rackham Golf Course hosts 4th of July fireworks at 10p. Parking and concessions are available for purchase.</p>	<p>Friday, July 7, 2017 at dusk Davisburg Fireworks 2017 – Oakland County Fair Fireworks 2017 Springfield Oaks County Park (12451 Andersonville Road, Davisburg, MI) Oakland County Parks hosts fireworks at the Oakland County Fair. A special free musical performance 8-10p by the Horse Barn. Vehicle entry is free for the fireworks with a 2017 Oakland County Parks Annual Vehicle Permit. Otherwise admission to the Oakland County Fair for a fee.</p>
<p>Friday, July 7, 2017 and Saturday, July 8, 2017 at Dusk Oxford Fireworks 2017 – Seymour Celebration Fireworks Seymour Lake Township Park (2795 Seymour Lake Road, Oxford, Charter Township, MI 48371) Fireworks close out Friday and Saturday nights of the Seymour Celebration in Oxford at Oxford Seymour Lake Township Park. \$5 Parking fee charged at 7p.</p>	<p>Friday, July 7, 2017 at Dusk Woodhaven Fireworks 2017 – Uncle Sam Jam Fireworks Civic Center Park (23101 Hall Rd, Woodhaven, MI 48183) Uncle Sam Jam is a 4 day Downriver Festival featuring a carnival, concerts, and much more! Fireworks on Friday! Uncle Sam Jam website. Festival begins July 6.</p>
<p>Saturday, August 12, 2017 at Dusk Rochester Fireworks 2017 – Rochester Homecoming Fireworks Municipal Park (400 Sixth St, Rochester, Michigan 48307) Fireworks Metro Detroit close out the festivities at Rochester Homecoming. The day’s activities include live entertainment, kids activities, pioneer playground, and more.</p>	

WAYNE COUNTY FIREWORKS

<p>Greenfield Village Annual Salute to America</p> <p>Every night June 30 - July 3, 2017 - after the DSO concert! Where: Greenfield Village in Dearborn, Michigan 48124</p>	<p>Gibraltar July 4th Festival</p> <p>July 4, 2017 at 10:02pm Where: Behind Parsons Elementary School. 14473 Middle Gibraltar Rd in Gibraltar, Michigan 48173</p>
<p>Grosse Pointe Farms Regatta and Fireworks</p> <p>July 1, 2017 at 10:00pm Where: Pier Park 350 Lakeshore Drive in Grosse Pointe Farms, Michigan 48236</p>	<p>Detroit Symphony At Ford House</p> <p>July 7, 2017 at 9:30pm July 8, 2017 at 9:30pm Where: Ford House 1100 Lake Shore Road in Grosse Pointe Shores, Michigan 48236</p>
<p>Willow Metropark Fireworks</p> <p>July 1, 2017 at Dusk Where: Willow Metropark 23200 S. Huron Rd in New Boston, Michigan 48164</p>	<p>Woodhaven Uncle Sam Jam</p> <p>July 7, 2017 at Dusk Where: Civic Center Park 23101 Hall Rd in Woodhaven, Michigan 48183</p>
<p>Trenton Independence Day Fireworks</p> <p>July 4, 2017 at Dusk Where: Main viewing area is located at Rotary Park, but excellent viewing is available all along the riverfront. Riverside Dr in Trenton, Michigan 48183</p>	<p>Red, White & BBQ Fireworks</p> <p>July 7, 2017 at 10:00pm Where: Greenmead Historical Village 20501 Newburgh Road in Livonia, Michigan 48152</p>

MACOMB COUNTY FIREWORKS

<p>2017 Shelby Township Independence Day Fireworks</p> <p>July 3, 2017 at 10:00pm Where: Ford Field Park 7460 23 Mile Road in Shelby Township, Michigan 48316</p>	<p>Clinton Township Fireworks</p> <p>July 5, 2017 at Dusk Where: Clinton Township Gazebo (Civic Center) 40700 Romeo Plank Road in Clinton Township, Michigan 48038</p>
<p>Fraser Picnic and Parade</p> <p>July 23, 2017 at Dusk Where: Steffens Park 33000 Garfield Rd in Fraser, Michigan 48026</p>	