



FEBRUARY GIVEAWAY

This month we will draw two winners, who will each receive a \$50 Amazon gift card.



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Good Luck!



*Congratulations to January Winner
Barbara Leix
We hope you enjoy the new tablet!*

PAYROLL UPDATE



IRS form W-2, Wage and Tax Statement has been mailed out to the mailing address we have on file for each employee.

Please make sure to review your active mailing address and update as necessary.

HHA eXchange



ExpertCare has exciting news; we have contracted with HHA eXchange to meet the Electronic Visit Verification (EVV) requirement and to assist caregivers with submitting timesheets and notes electronically.

HHA eXchange has a variety of different tools that empower caregivers to deliver better patient care in the home.

The HHA eXchange caregiver portal is a web-based application designed for caregivers to use on a desktop or laptop computer. Using the caregiver portal, caregivers can review and plan their schedules, interface with their agencies, request broadcasted shifts, and manage their activities.

When in the field, caregivers can switch to the HHA eXchange mobile app to continue to manage their activities. Both the caregiver portal and mobile app are synchronized; therefore, any action performed on one device (computer or smart phone) is automatically reflected on the other.

ExpertCare has begun implementing HHA and currently have around 100 field staff using the application. We will continue to roll out the new application in waves and we will be offering training and assistance with learning this new tool. We will contact each of you directly when we are ready for you to begin using the app. We'll be talking to you soon!



Valentine's Day Party

THURSDAY, FEBRUARY 11TH • 6:00 PM - 7:30PM
Virtual Thursday Night Live w/ DJ Mike!

[https://us02web.zoom.us/j/82629630492?](https://us02web.zoom.us/j/82629630492?pwd=cHZwaG43THdONVRRPQVIFROlHUHNTQT09)
[pwd=cHZwaG43THdONVRRPQVIFROlHUHNTQT09](https://us02web.zoom.us/j/82629630492?pwd=cHZwaG43THdONVRRPQVIFROlHUHNTQT09)



Powerful Tools for Caregivers

**Take care of yourself so you can
care for others!**

Online Workshops

Powerful Tools for Caregivers (PTC) is designed to help caregivers take care of themselves while caring for a relative or friend. You will benefit from this class whether you are helping a parent, spouse, child, friend, someone who lives at home, in a nursing home or even across the country.

Where:

Zoom Video Conference
(requires a computer or
device with internet access)
*Meeting link will be sent to
registered participants*

When:

Wednesdays at 5:00-6:30pm

Information Session:

February 3 from 5-5:30pm

Sessions 1-6

February 10, 17, 24

March 3, 10, 17

To register contact:

PATHPrograms@nkfm.org or
call 800-482-1455

This workshop is offered at
no cost to participants.

Learn how to:

- Decrease your stress
- Manage your care partner's difficult behaviors
- Plan for the future
- Take better care of your own health
- Get help you need from others
- Communicate better with your family, friends
and health care team



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NATIONAL KIDNEY
FOUNDATION®

of Michigan

Powerful Tools
FOR Caregivers

During registration, please indicate if you need special accommodations in order to participate. Since this is a full six-week workshop, new participants are unable to join after week 2.



Employee Milestone Anniversaries

We would like to recognize and congratulate the employees below for reaching a milestone anniversary in January.

5 Years

Kenneth Hibbs
Marilou Medina
Verna Bradley
Rosemarie Taylor
Nicole Beccaccio
Lindsey Evans



Thank you for demonstrating a continued commitment to ExpertCare and the clients we service. You make a difference!



Facts about COVID-19 vaccines

Vaccines (shots) are one of the tools we have to fight the COVID-19 pandemic.

The safety of COVID-19 vaccines is a top priority!

ExpertCare wants to provide you with the most up to date information regarding the COVID-19 vaccine. While we wait for more vaccines for phase-1B to be available we want to ease your worries or concerns about receiving the vaccine. Here are some facts from the CDC to give you comfort in knowing the vaccine is safe and effective.

The U.S. vaccine safety system ensures that all vaccines are safe. To learn how federal partners are working together visit: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety.html>

The CDC encourages all to receive the vaccine even if you have had COVID-19. Reinfection with the virus is possible, and you could get severely ill from COVID-19. Experts aren't sure how long someone is protected from getting sick again after recovering. Both natural immunity and immunity from a vaccine are important aspects of COVID-19 that experts are trying to learn more about. CDC will keep you informed as new evidence becomes available.

After your COVID-19 vaccination, you may have some side effects. This is a **normal sign** that your body is building protection. CDC has developed a new tool, v-safe, as an additional layer of safety monitoring to increase our ability to rapidly detect any safety issues with COVID-19 vaccines. V-safe is a new smartphone-based, after-vaccination health checker for people who receive COVID-19 vaccines.

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.

- ⇒ All Recipients have the right to be treated with dignity and respect. Dignity: To be treated with esteem, honor, politeness; to be addressed in a manner that is not patronizing, condescending or demeaning; to be treated as an equal; to be treated the way any individual would like to be treated. Respect: To show deferential regard for; to be treated with esteem, concern, consideration or appreciation; to protect the individual's privacy; to be sensitive to cultural differences; to allow an individual to make choices. For example, yelling at a Recipient to "knock it off", yelling at them to complete a task, or using profanity when speaking to a Recipient is not allowed. Caregivers must ensure they are always treating Recipients with dignity and respect.
- ⇒ Recipients shall not be subjected to Abuse or Neglect. One class of Abuse is Abuse class III, which means the use of language or other means of communication by an employee, volunteer, or agent of a provider to degrade, threaten or sexually harass a recipient (see further definitions below). For example, Caregivers cannot tell a Recipient that he/she is lazy, stupid, or dumb. Caregivers cannot threaten to take away going out into the community or riding in the Caregiver's vehicle in order to redirect a Recipient's behavior.
- Sexual harassment means sexual advances to a recipient, requests for sexual favors from a recipient, or other conduct or communication of a sexual nature toward a recipient.
- "Threaten" means to tell someone that you will hurt them or cause problems if he/she does not do what you want.
- "Degrade" means (a) Treat humiliatingly: to cause somebody a humiliating loss of status or reputation or cause somebody a humiliating loss of self-esteem; make worthless; to cause a person to feel that he/she or other people are worthless and do not have the respect or good opinion of others. (syn) degrade, debase, demean, humble, humiliate. These verbs mean to deprive of self-esteem or self-worth; to shame or disgrace. Degrading behavior shall be further defined as any language or epithets that insult the person's heritage, mental status, race, sexual orientation, gender, intelligence, etc.
- ⇒ A recipient shall receive mental health services suited to his or her condition. Caregivers cannot restrict or limit a Recipient's Rights unless the limitation is part of the Recipient's plan of service (see guidelines below). For example, a Caregiver cannot take away a Recipient's cell phone or Play Station to redirect or modify the Recipient's behavior unless this is clearly documented in the Recipient's approved IPOS.
- Any limitation shall be justified, time-limited, and clearly documented in the plan of service. Documentation shall be included that describes attempts that have been made to avoid limitations, as well as what actions will be taken as part of the plan to ameliorate or eliminate the need for the limitations in the future.
- ⇒ While providing services, all Recipients shall receive services suited to his/her condition. This can include but not limited to, treatment in the correct environment and the right setting for services.
- Caregivers **cannot** bring family members, visitors, friends and/or pets into a consumer's home. Caregivers are the only ones allowed on the premises, even if the Consumer/family says it is okay; it is not permitted. Caregivers may not have any family member, visitor, friend, and/or pet in the car with them while providing services or have anyone else meet them out in the community while providing services. For example, a Caregiver cannot bring his/her spouse to the Consumer home while services are being provided, even if the family says this is okay.
- During this time, the Recipient must be working towards goals in the plan of service. Community Living Supports are used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence or productivity. Caregivers must ensure they are following the goals in the plan of service and notify ExpertCare if they are unable to provide the hours that are authorized. Caregivers must also ensure they are only billing for the exact dates/times they are providing face to face services with a Recipient.

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.

GETTING TO KNOW THE EXPERTCARE
OFFICE STAFF

MEET ALYSSA ALBANELLI



ECare: If you didn't have to sleep, what would you do with the extra time?

Alyssa: Pre-pandemic, with extra time I would spend it visiting and spending time with all of my friends that don't live as close to me. I would also want to establish a good workout routine!!

ECare: What are three words that best describe you?

Alyssa: Diligent, determined, and patient.

ECare: What is on your bucket list?

Alyssa: In a year or two I would love to be able to get my own puppy! I want to travel, I would love to go to northern Italy and visit where my grandparents grew up. I've always wanted to visit Greece, travel to NYC and a long road trip through California!

ECare: When you are working towards a goal, what keeps you motivated?

Alyssa: I always want to make my family proud of me! However, I also want to be proud of what I achieve.

ECare: What do you wish you knew more about?

Alyssa: Any and all life skills! As a recent college graduate, I have a lot to learn. I wish I knew more about money management, credit, retirement, taxes, how to buy a house, basically anything adult related. It should be a class in college!!

ECare: What are some things that help you have a great day?

Alyssa: The basics to help me have a great day are a full night of sleep, food, great friends and family, and amazing coworkers! Lastly, always some puppy cuddles!! I love organization and lists so being productive and crossing things off my lists helps me feel as if I got something done that day and prepares me for the next day.

ECare: What do you like most about ExpertCare?

Alyssa: After just a few weeks, my favorite things are the people I work with and the fast paced environment. Working in a positive environment that is working together to help someone else makes coming to work everyday so easy and enjoyable!



S.T.A.R.

(Spend Time and Read)

Virtual Event #1: Wednesday, January 27, 2021

Topic: STAR Literacy Event

Time: 6:00 PM

Join Zoom Meeting:

<https://us02web.zoom.us/j/83753014217>

Meeting ID: 837 5301 4217

Virtual Event #2: Wednesday, February 24, 2021

Topic: STAR Literacy Event

Time: 6:00 PM

Join Zoom Meeting:

<https://us02web.zoom.us/j/89543621599>

Meeting ID: 895 4362 1599

Virtual Event #3: Wednesday, March 24, 2021

Topic: STAR Literacy Event

Time: 6:00 PM

Join Zoom Meeting:

<https://us02web.zoom.us/j/89065092501>

Meeting ID: 890 6509 2501

For more information please email: macombstar@gmail.com

Like us on Facebook @ Star Macomb



The Starfish Story

Original Story by: Loren Eiseley

One day a man was walking along the beach, when he noticed a boy hurriedly picking up and gently throwing things into the ocean.

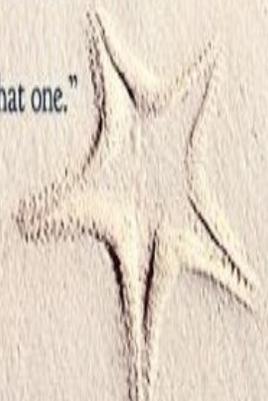
Approaching the boy, he asked, "Young man, what are you doing?"

The boy replied, "Throwing starfish back into the ocean. The surf is up and the tide is going out. If I don't throw them back, they'll die."

The man laughed to himself and said, "Don't you realize there are miles and miles of beach and hundreds of starfish? You can't make any difference!"

After listening politely, the boy bent down, picked up another starfish, and threw it into the surf. Then, smiling at the man, he said,

"I made a difference to that one."



Interested in learning more about buying a home? Community Housing Network can help you get it right. Join us for our FREE homeownership educations series beginning February 3rd at 2 p.m.!



Realizing the American Dream, 4-part Homeownership Education Series
Sponsored by TCF Bank

Wednesday, Feb. 3rd 2-3:30 p.m.
Wednesday, Feb. 10th 2-3:30 p.m.
Wednesday, Feb. 17th 2-3:30 p.m.
Wednesday, Feb. 24th 2-3:30 p.m.

**Free soft-pull credit reports will be available -attendees of all 4 sessions will also be entered to win an Amazon gift card!*

Pre-register online!
or call 248-269-1333



CHN is a HUD-approved housing counseling agency. Completion of this webinar series will include a Homebuyer Education Certificate valid from one year for the date of issue. Clients must attend all 4 sessions to be issued a certificate. Please note: this class fulfills certain requirements of the Michigan State Housing Development Authority (MSHDA) mortgage loan program. Attendees do not have to be MSHDA loan applicants to participate in the class.

<https://communityhousingnetwork.org/services/homebuyer-and-homeownership-education/>



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.

LOOK WHO'S TALKING

JANUARY CAREGIVER OF THE MONTH

RAYMOND SOLOMON



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

Raymond: I am a movie and art snob.

ECare; Three words to best describe you:

Raymond: Punctual , Dependable and Loyal

ECare: What is on your bucket list?

Raymond: To see sharks up close in a shark cage

ECare: You're happiest when?

Raymond: Probably around age 19 when I worked at Toys R Us. Life was just starting....and I didn't have bills at the time.

ECare: What's your favorite childhood memory?

Raymond: My Dad taking me and the family to Boblo Island... and yes, I know I'm dating myself.

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

Raymond: For one day.... I would have to say Barack Obama for obvious reasons, or Derek Jeter for completely different reasons 😊

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

Raymond: TV...I have to have my TV

ECare: What made you decide to become a Caregiver?

Raymond: Having a son with autism was the main reason. I wanted to go beyond the textbook and actually experience different divisions of the autism spectrum. My hope is the exposure will give me the tools needed to better deal with the situations I may encounter as a parent of an autistic child. In doing so I've actually found that I love being a part of the solution, and helping children has become a beloved endeavor.

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

Raymond: Listening is one of the best assets you can use when trying to reason with children, so listen well.

ECare: What is your proudest moment as a Caregiver?

Raymond: I always feel proud each time a new family considers me a part of their family, but I am most proud of any assistance I can be to help people have a little more joy in their lives.

For almost 2 years, Raymond has dedicated his time to helping others succeed through his passion of caregiving.

One of the families he supports expressed their gratitude for Raymond's continuous reliability. Raymond provides care for siblings whom both have separate needs and the family shared how caring and attentive he is to their differences. Raymond always remains professional at work and makes accommodations with his schedule if needed.

ExpertCare truly appreciates everything Raymond does and is very proud to have him represent ExpertCare in the field. 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