

ec ExpertCare

CHRONICLE



NOVEMBER 2024



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NOVEMBER IS A TIME FOR GIVING

In the spirit of giving, ExpertCare will draw one employee at random who will receive a \$100 gift card to a grocery store of their choosing to help with holiday groceries.



We would like to express our gratitude for each and every one of you! Our hope is that every single one of you has a wonderful Thanksgiving with your family, friends, and loved ones. **THANK YOU!**

CONGRATULATIONS TO OCTOBER WINNERS

SARAH KIM

LARRY REDMOND

BRENT WILLIAMS

SALWA DENHA

WE HOPE YOU ENJOY A WARM
FALL DRINK ON US!



Holiday Hours

EXPERTCARE'S HOLIDAY OFFICE HOURS

Thanksgiving Holiday Hours:

The office will be closed starting at
4pm on Wednesday, November
27th and we will reopen at 8am on
Monday, December 2nd.

Christmas Holiday Hours:

The office will be closed starting at
4:30pm on Monday, December 23rd
and we will reopen at 8am on
Thursday, December 26th.

New Year's Holiday Hours:

The office will be closed starting at
12pm on Tuesday, December 31st
and we will reopen at 8am on
Thursday, January 2nd.



Jingle Bell Ball

Tuesday, December 4, 2024 from 6p-8p
Waterford Oaks Activity Center
2800 Watkins Lake Rd, Waterford, MI 48328

Seasonal, social dances and events hosted
by Oakland County Parks and Recreation. \$12 per
person / \$6 per caregiver. Registration opens six
weeks prior to each event date. Pre-registration
required. Call 248-221-8040 for questions and to
register.

Great Lakes Crossing Outlets at Santa's Flight Academy

Sunday, December 8, from 9a-10:30a.
By reservation only

Sensitive Santa has dimmer lights and softer mu-
sic, creating a welcoming, sensory-friendly envi-
ronment for children with sensory, physical, or oth-
er special needs. Plus, reserve online for your time
slot and avoid long lines. Visit GreatLakesCross-
ingOutlets.com to find the reservation links.

Sensory Santa / Caring Santa

Sunday, December 8, 2024 from 9a-10:30a
Twelve Oaks Mall
27500 Novi Road, Novi, MI 48377

Families with special needs can experience the
time-honored tradition of a visit with Santa during
an event created just for them. Must pre-register.
Pre-registration required. For more info, vis-
it shoptwelveoaks.com.

Recipient Family Town Hall

We are excited to announce that ExpertCare is hosting a Recipient Family Town Hall.

We invite you to join us via Teams on Friday, December 6th at 12 pm to learn all about the services we provide and what is needed in our partnership with you.

Please email

MSullivan@expertcare.com

if you would like a reminder the day before.

To join, you will press the link below on Friday, December 6th at 12 pm.

Microsoft Teams

Join the meeting now

If you can't open the meeting using the above link, please click this link and type in the meeting ID and Passcode.

Join with Meeting ID & Passcode

Meeting ID: 298 366 092 704



MCOSA
MACOMB COUNTY OFFICE OF SUBSTANCE ABUSE

ARPA Funds

27700 Gratiot Ave, Roseville MI 48066

FREE TEEN SUPPORT GROUP

Peer based programming

For ages 14-17 and 18-20

- Art activities
- Games
- Mentorship
- Life Skills
- Yoga
- Tutoring

Offering homework help and
tutoring on Wednesdays



SCAN HERE TO
REGISTER

**EVERY MONDAY,
WEDNESDAY, AND FRIDAY.
4:00-6:00PM**



Registration
Required for
Tutoring &
Support Group
(586)217-5899



Live Rite Structured Recovery Corp, a non-profit organization under 501 (c)(3) of the Internal Revenue Code, Section 170

Federal, State and/or Local funding has been provided through Macomb County Community Mental Health/Office of Substance Abuse to support project costs

HHA eXchange



Have questions regarding the HHA app? Each month ExpertCare will be holding open HHA training sessions. If you need any help navigating the app or have questions, please attend one of the sessions listed below.

- **Wednesday, November 6 at 12pm**
- **Tuesday, November 12 at 2pm**
- **Thursday, November 21 at 12pm**
- **Monday, November 25 at 10am**

Please call our office to get scheduled for a refresher course. If you are unable to attend any of the sessions listed, call the office and we will answer your questions or work to schedule a different time. Keep an eye out for the training sessions for December in the December newsletter!



HHA Tip of the Month

Happy November! For this month we wanted to share with you a quick but helpful trick if you're experiencing any kind of issue with your HHA eXchange app. Once you've logged into your account, if you notice that there are not any shifts available or your page isn't loading/syncing properly, the first thing you should do is delete your app and redownload it. This will ensure that you are using the current and most up to date version of the HHA eXchange app.

Here are the links to the HHA eXchange app in the App Store:

Android/Google: <https://play.google.com/store/apps/details?id=com.hhaexchange.caregiver>

Apple/iPhone: <https://apps.apple.com/us/app/hhaexchange/id883673336>

Suggestion: Another helpful tip! If you've already tried the delete/redownload option, do a full power down of your device to make sure that you are running on the most current version of your device's software. This can be found under your phone's settings.

If after trying those recommendations above you are still having issues with the app loading properly, we are here to help! You can feel free to give the HHA Support Team a call at 248-643-8900 and we would be more than happy to assist you!

We are very thankful for all the hard work you have been doing with your clients!



What To Do When You Can't Pay Your Rent

An Informative Workshop / Zoom Webinar

November 14, 2024 • 12-1 PM

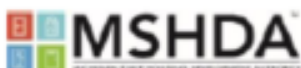
Are you behind on rent? Struggling to make your rent payment? Going through an eviction? This class will give you an overview of how to budget when you can't pay your rent, how the eviction process works in MI, how to have a conversation with your landlord, and provide community resources that may be able to assist you. Online Registration Required. Livingston or Oakland County residents only.

Virtual: The Zoom link will be sent after you register.

Registration closes 1-2 days prior to class.

To register for this class, please visit <https://www.olhsa.org/events>

Or email housingcounseling@olhsa.org or call 248-860-7845





HUD APPROVED HOMEBUYER EDUCATION WEBINAR

November 5 & 6, 2024 • 10AM-1PM Both Days

Be introduced to professionals from the industry and build your team for success! Presented by OLHSA's HUD Certified Housing Counselors, a local mortgage loan officer, and a Realtor. You will learn about the entire home-buying process - including credit, budgeting, down payment assistance, and mortgage approval & closing.

MSHDA certificate provided at end of class for all who attend the entire 6 hours. Class limited to current Oakland & Livingston County residents.

Once you register you will receive a confirmation email. Registration will close and you will be sent the Zoom link 2 business days prior to the class.

To register for this class please visit
www.olhsa.org/events

Questions: contact housingcounseling@olhsa.org or call 248-860-7845



VENTURE
LIFE

OLHSA
A Community Action Agency





Employee Milestone Anniversaries

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

20 Years

SHEILA SMITH



15 Years

TIARA FRIEDMAN

10 Years

LORITA STUBBS



5 Years

DAVON JORDAN-JR-BROOKS
SHAWNTORIA HUBBARD
JEANNINE SCHUMACHER
BRENDA LAMEAU
DIONNE MCINTEE
LILLIAN OSBORN
HUDA ABDUL-KADIR
YOLANDA BROWN-SIMMONS

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



Sensory Sunday at the Flint Children's Museum
Sunday, November 10, 2024 from 10a-noon
Flint Children's Museum
1602 W University Avenue, Flint, MI 48504
810-767-5437, flintchildrensmuseum.org

Quality quiet family time at the Children's Museum with a calm
space, foam pit, bubble tubes, soft lighting and marble wall. Ad-
mission is \$8. For more info, visit flintchildrensmuseum.org.

RARA Movie Night Out
Wednesday, November 13, 2024
Emagine Theatre Rochester Hills
200 Barclay Circle, Rochester Hills

Hosted by RARA Recreation. Enjoy a movie with your friends at
the theater one Friday a month. You will pay for your own ticket
and concessions. Plans are based on the current theater sched-
ule. You must pre-register so that enough assistance is provided
and space reserved. Ages 14+. Fee is \$6 for residents & non-
residents. Register via RARAREcreation.org.

Monday Mingle
Monday, November 25, 2024 from 5:30p-7p
Troy Community Center
3179 Livernois Rd, Troy, MI 48083

Enjoy a variety of activities including: music, karaoke, games,
pizza, and refreshments. All ages are welcome, however those
under 14 must be accompanied by a responsible caregiver. \$12
Res, \$15 Non-Res. Pre-registration required. For more info, vis-
it rec.troy.mi.gov.





OAKLAND COUNTY SHERIFF'S OFFICE

Sheriff Michael J. Bouchard

COAT DRIVE!

Sponsored By:



Coat Drive Runs from November 1st through November 30th

Oakland County Sheriff Michael J. Bouchard is announcing the 36th year of the Coats for the Cold Coat Drive. The Coat Drive will run from November 1-30, 2024.

The Coats for the Cold Coat Drive is sponsored by the Oakland County Sheriff's Office, in partnership with 1-800-Self-Storage.com, Real Estate One/Max Broock Realtors, McKenzie Movers, Genisys Credit Union, and many other community organizations around Oakland County. 1-800-Self-Storage.com, is providing the boxes for coat drop-off sites around the county. Local Real Estate One and Max Broock Realtors offices, and all of the Genisys Credit Union branches throughout Oakland County served as drop-off sites also. We are grateful to all of our partners for their support!

"Coats for the Cold is an easy way for the community to reach out and help someone less fortunate stay warm this winter," Sheriff Bouchard said. "For the past 36 years, we have worked with local charitable organizations to provide free coats to those in need. The community's generosity has been wonderful every year."

There are volunteer opportunities available for individuals wishing to help with the coat drive this year. To sign up, please go to the [short google form link](#).

The new or clean, used coats collected during the month of November will be given to numerous different charitable organizations who will then distribute the coats to those most in need at no cost.

If you would like to become a drop-off site or volunteer for Coats for the Cold, please contact Mandy Ford at fordal@oakgov.com





Wayne County Lightfest

The address for the Lightfest is 7651 N. Merriman Road, which is 2.5 miles south of I-96. Please note that the access to the Lightfest is only available north of the Merriman Road Bridge due to bridge work being underway. Please be prepared for longer entrance times!

The Wayne County Lightfest is a magical five-mile stretch of Hines Park, displaying nearly 50 animated themed displays and more than 100,000 lights. The Lightfest will be open Wednesday - Sunday from Thursday, November 21, 2024 through December 24, 2024 from 6:00 PM - 10:00 PM. The Lightfest will be closed Monday and Tuesday evenings other than December 23 and December 24, 2024.

Due to overwhelming response to the Lightfest, wait times may be longer than normal on weekends. Families all over the Metro Detroit Area are looking for safe activities to participate in this holiday season and our staff is working diligently to make the Lightfest experience as positive as possible.

Lightfest Fees:

Cars \$5 cash

Commercial van/RV/limo \$20 cash

Mini-Bus (20 passenger) \$25 cash

Bus (40 passenger +) \$50 cash

Wayne County will offer radio alerts to update visitors with important show information. By tuning into AM 1640 within three to five miles of the Lightfest entrance, visitors can receive regular updates on wait times, traffic flow, special event and event costs. During the Lightfest, Hines Drive closes to traffic for set-up and operations from 5:00 PM - 11:30 PM from Ann Arbor Trail to Outer Drive.

Toy Night, which allows visitors to donate a new, unwrapped toy in lieu of paying the car entrance fee, will take place on Wednesdays, November 27, December 4 and December 11, 2024. Commercial vehicles will not be considered for free admission.

Vehicle fees are paid in cash on site but if you are looking to pre-purchase tickets for employees, friends or family in advance, you can purchase tickets at the Nankin Mills Interpretive Center in Westland Monday - Friday from 1:00 PM - 4:00 PM at the walk-up window starting November 22. The price for tickets is \$5 per car. The address for the Nankin Mills Interpretive Center is 33175 Ann Arbor Trail in Westland. Pre-paid tickets can be purchased with cash, check or Visa/Mastercard or over the phone with a credit card by calling (734) 261-1990 and tickets will be mailed to you. Please note that tickets purchased in person at the Lightfest are the same price but must be paid by CASH only.

In addition, bus groups can pre-register their busses and pay ahead of time by check, Visa/Mastercard or cash. Please call (734) 261-1990 for more information but bus pre-registration must be done at least one week ahead of time.

For more information about the Wayne County Lightfest, please call (734) 261-1990.



Hoedown

Friday, November 8, 2024 from 6p-8p
Novi Civic Center
45175 West 10 Mile , Novi, MI 48375

Seasonal, social dances and events hosted by Oakland County Parks and Recreation. \$10 per person / \$5 per caregiver. Registration opens six weeks prior to each event date. Pre-registration required. Call 248-221-8040 for questions and to register.



RARA Diner's Club

Monday, November 4, 2024 from 5:15p-6:30p
(Also December 2)
Select Rochester/Rochester Hills Area
Restaurants

This opportunity is designed to support persons with special needs. Participants pay for their own meal, beverage, and tip. PRE-REGISTER EARLY as spots are very limited and so that we have enough assistance and space reserved in the restaurants. Exact restaurant choices will be announced at a later date. 14+ Years. \$6-\$8 per participant. To register, visit www.rararecreation.org.



TR Pizza and Movie Night
Friday, November 1, 2024 at 6p
(Also, December 6)
Clintonwood Park
6000 Clarkston Road, Clarkson, MI
48348

Enjoy an evening with your friends for a favorite movie and some delicious pizza. This program is for persons, ages 14+, with cognitive disabilities, with or without physical impairments. Call 248-625-8223 to register. \$10. Hosted by Independence Twp Parks & Recreation.

Sensory-Friendly Planetarium Shows
Saturday, November 10, 2024 at 11a
Longway Planetarium
1310 E Kearsley St, Flint, Michigan
810-237-3400, sloanlongway.org

Every 2nd Saturday, a new show at Longway Planetarium. During sensory-friendly shows, staff turn the lights up and turn the sound down to provide a safe, welcoming environment for friends with special needs.



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 JENNIFER LENARD



ECare: What is your job title and role at ExpertCare?

Jennifer: Payroll Administrative Assistant.

ECare: What is the most exciting part of your job?

Jennifer: I enjoy speaking with the caregivers and assisting them with their needs.

ECare: What's the best concert you've been to?

Jennifer: Awolnation about 12 years ago at St Andrew's Hall in Detroit. It was a small venue when the group was still new, and it was a great show.

ECare: What's your most-used productivity hack?

Jennifer: Keeping of lists for myself for follow up, this allows me to stay on top of all follow up and avoid duplicating any processes.

ECare: What's a skill you'd like to improve on?

Jennifer: I would like to learn more about the entire payroll process.

ECare: What's an accomplishment that you're most proud of?

Jennifer: Being able to effectively assist the caregivers with their questions.

ECare: What's the best advice you have received?

Jennifer: To take each step one step at a time.

ECare: Have you ever met anyone famous?

Jennifer: No, not yet.



Wi-Fi Hotspot Map

The Michigan Public Service Commission (MPSC), in partnership with other State of Michigan agencies and Connected Nation Michigan, released a publicly available statewide Wi-Fi hotspot map to assist residents who currently lack internet access at home.

Here is a link to that map:

<https://cngis.maps.arcgis.com/apps/webappviewer/index.html?id=0d69accbb5ff422a82eccc2c9101b69d>





LOOK WHO'S TALKING

OCTOBER CAREGIVER OF THE

MONTH

TANISHA HICKS

ECare: What made you decide to become a Caregiver?

Tanisha: It's incredibly rewarding. I enjoy caring for people, it brings me joy to make a positive impact in their lives.

ECare: What was your first paying job?

Tanisha: Heartland Rehabilitation Center in West Bloomfield.

ECare: What is the most exciting part of your job?

Tanisha: Seeing the progress of those I care for and knowing I played a role in making their life better.

ECare: What do you do for fun?

Tanisha: I enjoy spending time with my family, swimming, and sharing good meals together.

ECare: Have you ever met anyone famous?

Tanisha: I met Judge Mathis working my first CNA job.

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

Tanisha: Stay patient, be kind, and never underestimate the power of empathy. It's important to care for yourself too.

ECare: Would you consider yourself an introvert or an extrovert and why?

Tanisha: I'd say I'm a mix of both. I enjoy socializing and making connections but also value my quiet time to recharge.

ECare: What have you learned from your Caregiving experience that has helped you in other aspects of your life?

Tanisha: I've learned patience, resilience, and the importance of empathy. These qualities have improved my personal relationships and made me more compassionate overall.

We are thrilled to recognize Tanisha as our caregiver of the month!

With an incredible depth of knowledge, she consistently provides high-quality care tailored to her recipient's specific needs. Tanisha's responsiveness and attentiveness ensure that no detail is overlooked, and her positive attitude brings warmth and reassurance to everyone she supports. Dependable and trustworthy, Tanisha is a true asset to our team, always going above and beyond. Thank you for your unwavering dedication!

Thank you for demonstrating ExpertCare's core values of:
Helping People Succeed
Passion for Success
Can Do Attitude

