

ExpertCare CHRONICLE

SEPTEMBER 2025



Inside This Issue

- 1 September Giveaway / August Winner
- 2 OCHN 17th Annual Recovery Celebration
- 3 Veterans and Community Resources Event
- 4 Walk a Mile in my Shoes Rally
- 5 Walk a Mile in my Shoes Rally Transportation Info
- 6 PrismHR Information
- 7 Accident Fund—Heat related Illness Information
- 8 Find Your Fit—Oak Park Community Center Lawn
- 9 Oakland County Parks—Monster Mayhem
- 10 Oakland County Parks—Glow Bye Summer
- 11 Employee Milestone Anniversaries / Fiscal Year End
- 12 Home Vaccination Program
- 13 Community Activities / September Awareness Days
- 14 HHA September Trainings / HHA Tip of the Month
- 15 HHA Tip of the Month (continued)
- 16 Getting to know the ExpertCare Office Staff
- 17 August Caregiver of the Month

ExpertCare Drawing

This month ExpertCare will draw 2 employees at random who will win a \$50 Amazon gift card.



Good luck, we will announce the winner in the October newsletter.



CONGRATULATIONS
TO AUGUST
WINNERS
DIANA LIPE AND
LILLIAN OSBORN



OAKLAND COMMUNITY HEALTH NETWORK

OAKLAND COUNTY'S PUBLIC BEHAVIORAL HEALTH SYSTEM

17th Annual Recovery Celebration

Celebrate recovery with Oakland Community Health Network!
This FREE family-friendly recovery celebration will include
food, games, entertainment, and more!

WHEN:

September 19th, 2025
11 a.m. - 1:30 p.m.

WHERE:

5505 Corporate Dr.
Troy, MI 48098

[Click here](#), scan QR code
below, or visit
oaklandchn.org to register!



Featuring a
performance by
local artist,
leader, author,
and individual in
recovery,
Bryce The Third!



For questions, contact Anna Jessup at jessupa@oaklandchn.org or 248-858-9098

INSPIRE HOPE, EMPOWER PEOPLE, STRENGTHEN COMMUNITIES

5505 Corporate Drive
Troy, MI 48098



Oakland Community
Health Network

Developmental Disabilities • Mental Health • Substance Recovery

248-858-1210
www.oaklandchn.org



Thank you to those who have served!

Veterans & Community Resource Event

When:

Monday, September 15, 2025

9:00a.m. - 12:00 p.m.

Where:

Madison Heights City Hall
260 W. 13 Mile Rd
Madison Heights, 48071

Highlights:

Behavioral health information, connect to VA resources, free Narcan kit, gift cards and lunch! Vendors welcome!

Questions?

Contact OCHN Veteran Navigator
Chaka McDonald at 248-764-4443 or
mcdonaldc@oaklandchn.org

5505 Corporate Drive
Troy, MI 48098
248-858-1210
www.oaklandchn.org



**Oakland Community
Health Network**

Developmental Disabilities • Mental Health • Substance Recovery



Veterans, community members, & vendors can register at the QR code above or by [clicking here](#)



**Veteran Navigators
Walking with Warriors**





Walk a Mile in My Shoes Rally

Mark your calendar!
Wednesday, September 17, 2025
12 p.m. - 3 p.m
State Capitol Building, Lansing



Why we rally...

- To enhance public awareness, because legislators need to know that Mental Health Matters.
- To put an end to the stigma related to mental illness & developmental disabilities.
- To promote mental health and wellness, because we can make a difference!

Visit www.cmham.org to learn more!

**Walk-a-Mile In
My Shoes
Bus Information
State Capitol Building, Lansing
September 17, 2025**

What You Need to Know

- There are two locations where you can get on the bus:
North Oakland: CNS Healthcare
279 Summit Drive Waterford
South Oakland: Oakland Community Health Network
5505 Corporate Dr. Troy
- The bus ride is free, but space is limited.
- The bus is able to accommodate a limited number of wheelchairs
(Please indicate if you use a wheelchair when registering).
- You **MUST** RSVP to save a seat on the bus & indicate which location you are getting on the bus.
- Lunch will be provided.
- Bus will leave promptly at the scheduled time. Be sure to arrive 15 minutes early to be checked in.
- Make signs and bring them to the rally.
- OCHN will provide t-shirts for those attending to represent Oakland County.

Bus Schedule

9:15 a.m.	Leaves North Pickup location
10:00 a.m.	Leaves South Pickup location
12:00 p.m.	Arrive in Lansing
3:00 p.m.	Bus leaves Lansing
4:30 p.m.	Bus arrives at South drop off
5:00 p.m.	Bus arrives at North drop off

**Reserve your seat on
the bus!**

[Click here to sign up,](#)
scan QR code, or visit
oaklandchn.org



Questions? Please call 248-858-1210

Are you on social media?
Like us to stay up to date on all things
ExpertCare!

Facebook.com/ECareMichigan
Instagram: @ExpertCare

All ExpertCare employees have access to their payroll information using the PrismHR Employee Portal. We encourage all employees to login to their account using the following link: <https://ser-ep.prismhr.com/>. Employees can also access the Employee Portal through the mobile app. If you don't have an account or forgot your username and password, please contact the Human Resources department at HR@versicaregroup.com.

You can find the following in the Employee Portal or App:

- Paystubs and pay history
- Personal contact information
- Benefits summary
- Direct deposit
- Tax information and W2's
- Labor law notices

We want to make sure all employees are receiving important communications and updates so it's critical that we have up-to-date information on file. Please take the time to review your Personal Information menu in the Employee Portal. You can update certain information yourself such as your address, email, phone number, emergency contact, direct deposit, and tax information right from the portal! To ensure payroll is processed timely, please be sure to have any payroll changes in by Monday's at 8 a.m. prior to the Friday pay date.



**"THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY,
NOT ON FIGHTING THE
OLD, BUT ON BUILDING
THE NEW."**

- SOCRATES



The summer months bring with them elevated temperatures, high humidity and an increased potential for heat-related illness. The Centers for Disease Control and Prevention report that excessive heat exposure causes an average of more than 200 deaths per year. With the extreme heat the majority of the country has experienced the last several weeks, it's more important than ever to educate your employees on the dangers of heat-related illness.

Heat exhaustion includes a spectrum of conditions with minor symptoms, such as prickly heat or heat rash, and can progress to heat cramps and heat stroke — a life-threatening medical condition. When a person works in a hot environment and sweating cannot dissipate enough heat, heat-related illness is bound to happen. The loss of about 1% of body water through sweating can be tolerated without serious effect. When sweat loss exceeds this amount, serious consequences of dehydration can arise.

There are several symptoms that workers should be aware of when working in extreme heat:

- Profuse sweating
- Weakness
- Muscle cramps
- Headache
- Reduced urination
- Nausea and/or vomiting

What causes heat-related illness?

As dehydration increases from the loss of body water, lightheadedness and fainting can also occur. If any of these symptoms are present, it's imperative that the worker take a break (out of the heat) and drink plenty of water or electrolyte replacement solutions. If nausea, vomiting or severe muscle cramps are present, the person should seek medical attention.

In the event of seizure or if the person is acting confused or disoriented, emergency medical services should be contacted immediately as this is likely heat stroke. This condition needs to be treated as a true medical emergency requiring immediate professional medical attention. If an employee has hot, dry skin or is unconscious, call 911. If not treated rapidly, heat stroke can lead to death.

What are some tips for staying safe in high temps?

- Learn the signs and symptoms of heat-induced illnesses and what to do in the event of an emergency.
- Perform the heaviest work in the coolest part of the day and slow the pace of work.
- Drink plenty of cool water (one small cup every 15 to 20 minutes).
- Take frequent short breaks in cool shaded areas.
- Avoid eating large meals before working in hot environments.
- Avoid caffeine and alcoholic beverages, which make the body lose water.
- Dress in light-colored, lightweight clothing.

Find Your Fit

Sunday, Sept. 14, 2025

1-4 p.m.

Oak Park Community Center Lawn



Join us for a free event featuring rock climbing, fitness activities, inflatables and more for all ages and abilities! Presented by Oak Park Recreation and Oakland County Parks, as part of the Restore in the Outdoors series. Additional activities include stick-it archery, inflatables, climbing tower, arts and crafts, nature walks and a wellness-themed nature table.

No registration needed. Food and beverages will be available for purchase.

Schedule of Fitness Activities:

1:15-1:45 p.m. Zumba

2:15-2:35 p.m. Chair Yoga

2:40-3 p.m. Family Yoga

3:15-3:45 p.m. Hustle

Questions about this event?

Call 248-858-0916.

**OAKLAND
COUNTY PARKS**
OaklandCountyParks.com



 **OAKLAND
COUNTY PARKS**



Monster

Mayhem

Sept. 20, 2025 1-3 p.m.

Archery Range at Independence Oaks County Park

\$10/person Registration Min: 4; Max: 16

- General archery instruction with 3D Monster targets
- Kids 8 and up (parent/caregiver participants encouraged)
- Weather Permitting
- Equipment included

Independence Oaks County Park
9501 Sashabaw Road
Clarkston, MI 48348

248-858-0916
<https://bit.ly/OCPArchery>
BrechN@OakGov.com



GLOW-BYE *Summer*

Sept. 26, 2025 • 6:30 - 9 p.m.

Friendship Park, Lake Orion

- Art & live music concert featuring the band *Empty Canvas* (7-8:30 p.m.)
- Hot Air Balloon Glow (7-9 p.m.)
- Food trucks
- Face painting
- Glow putt-putt & disc golf
- Arts & crafts
- Inflatables (socks are required)
- Glow photo spot

Wear your best
Neon **outfit!**

Friendship Park
3380 Clarkston Rd.
Lake Orion, MI 48362





Employee Milestone Anniversaries

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



15 Years
Susan Phillips



5 Years
*Alexis Zambo-Peabody
Robert Robinson
Elizabeth Hamilton
Gail Zdzinnicki*



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



**COUNTY FISCAL
YEAR END IS
9/30/2025**

**ExpertCare must receive all un-
paid visits with dates worked
through 9/30/2025 by Monday,
October 6, 2025 at 8AM.**

If we do not receive your completed
visits by this time, it cannot be pro-
cessed as we have very tight dead-
lines due to county year end.

**WE MUST RECEIVE ALL VISITS
BY MONDAY 10/6/25**

**Thank you in advance for your
cooperation!**

HOME VACCINATION PROGRAM



Get Vaccinated in the Comfort of Your Own Home

Routine adult and childhood vaccines available
including covid vaccines.

Available for those who have:

- A disability, injury, or illness preventing travel without a supportive device or caregiver
- Medical, financial or transportation barriers
- Higher risk of illness
- Considerable, taxing effort to leave the home

Call Nurse on Call at 800-848-5533 for more information.

*The Health Division accepts most insurances including Medicare and Medicaid.
No one will be denied services if uninsured or due to inability to pay.*

OakGov.com/Health | Nurse On Call: 800.848.5533 | NOC@OakGov.com |   @PublicHealthOC

The Oakland County Health Division will not deny participation in its programs based on race, sex, religion, national origin, age or disability. State and federal eligibility requirements apply for certain programs. 24-118_4.19.24

Adaptive Field Trip / Detroit Zoo

Tuesday, September 2,
2025 from 9:30 am -2 pm

[Troy Community Center](#) (3179 Livernois,
Troy, MI 48083, 248-524-3484)

Field trips for children and adults with
adaptive needs. Pre-registration re-
quired. \$25 resident / \$35 non-resident.
For more info, visit rec.troymi.gov. [Online
registration](#). Hosted by [Troy Recreation](#).



Birmingham Outdoor Movie Night at Booth Park

Friday, September 5th at 6:30 pm
Trolls



Buddy Soccer League

Tuesdays September 9,
2025 through October
14, 2025 from 5:30 pm -
6:30 pm

Sashabaw Plains Park
(5620 Maybee Rd, Clarkston, MI 48348)
6 week soccer league for boys and girls
ages 7-14 with cognitive disabilities with
or without physical impairments. Each
player will be paired with a buddy, ages
10-17, to assist as needed. Minimum of 10
players/buddies. Hosted
by [Independence Twp Parks & Recrea-
tion](#)

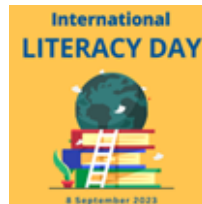


SEPTEMBER AWARENESS DAYS

September 1st
Labor Day



September 5th
National Food Bank Day
#WorldFoodBankDay

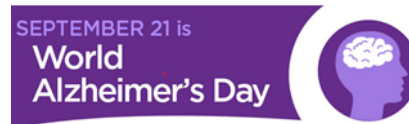


September 8th
International Literacy Day
#LiteracyDay



September 10th
**World Suicide Prevention
Day**
#WSPD

September 21st
World Alzheimer's Day
#WorldAlzheimersDay



September 21st
**International Day of
Peace**



September 29th
World Heart Day
#WorldHeartDay





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 9/3 @ 12pm

Tuesday 9/16 @ 10am

Thursday 9/25 @ 2pm

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 October in next month's



HHA Tip of the Month

Happy September! For the HHA Tip this month, we wanted to go over what your Visit Text Note should include. Every shift that you work needs to have a text note that gives a detailed summary of what you did with your client during the service you provided. We recommend mentioning their mood, behavior, or trends that you are noticing (positive or negative) with your client as well as mentioning the Plan of Care tasks that you mark off. Your note should cover all activities during your shift and any additional information that you feel might be beneficial for us to know should also be added.

The next page we have provided three examples of Visit Text Notes. Please review each of these examples as a guide to providing more details to your notes after your shift. These notes stand as medical documentation for your client and are the final part of completing your timesheet for payroll processing. As a reminder, all your notes should be added to your timesheets at the end of each visit and no later than 8am every Monday morning.

In case you need to find your Notes section, here is a video tutorial of this process: <https://youtu.be/0yIPRuUGgTk?si=Yl87hjDmceffPUmy>

If you have any specific questions on how to add your notes or what should be included, don't hesitate to reach out. We are here to assist you!

HHA eXchange

Text Note Samples

 Back

Visit Detail
Jane Test



Careplan

Notes

— Text Note

Today:: May 20, 2024

Assisted Jane in getting ready for school. Jane was given 2 choices of clothes to wear. She made her choice after 5 mins. Jane brushed her hair with no prompts. Assisted her in putting toothpaste on toothbrush. Monitored Jane making her lunch. Verbal prompts to put freezer pack in lunch to keep food safe.



 Back

Visit Detail
Jane Test



Careplan

Notes

— Text Note

Today:: May 20, 2024

Assisted Jane with shower. Helped her get in and out of tub. Verbal prompts given for hair washing. Jane needed assistance with picking out weather appropriate clothes. Jane was offered 2 activities in the community. She chose to go to the park for a walk. Monitored safety - Not stable when walking, needs assistance to prevent falls. Jane and I talked about the things/people we saw in the park. Encouraged Jane to greet people we often see in the park. Jane chose not to look at them but smiled and waved.

 Back

Visit Detail
Jane Test



Careplan

Notes

— Text Note

Today:: May 20, 2024

Jane sorted the clothes with few verbal prompts. Assisted Jane with selecting the right wash cycle. Monitored Jane moving clothes from washer to dryer and start the dryer correctly. Assisted Jane with folding the laundry. Jane was given 2 healthy choices for dinner. Jane did not want either choice; reminded Jane of her goal to eat healthy food. She made a choice after 5 mins. Assisted Jane with dinner prep. Demonstrated correct way to use knife safely. Monitored Jane while cutting veggies. Verbally prompted safe way to use knife 2 times.

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 MATTHEW ROLAND



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

Matt: I work as our Therapy Recruiter. I focus on finding talented Speech-Language Pathologists, Occupational Therapists, and Physical Therapists to join our team and support the individuals we serve. Since joining ExpertCare in November, there have been many things I've enjoyed, but I'd like to highlight a few. First, I feel encouraged to excel in my role because I know that each hire directly impacts the lives of the individuals they serve. Second, the therapy team has supported my transition into a new industry, helped me learn about the world of therapy, and consistently stayed focused on our shared goal of making a difference in the communities we serve.

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

Matt: As a recruiter I enjoy finding new passionate therapists to connect with our recipients. It's exciting to hear therapists eager to help make a positive impact in each individual's life.

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

Matt: This is a tough one! I enjoy going to all types of concerts, small and large venues. Top of mind, I would say traveling to see Ruston Kelly in Nashville at the historic Ryman Auditorium was an incredible overall experience

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

Matt: I focus on two approaches for my productivity approach. First, simplify as much as I can to remove unnecessary roadblocks. Second, each day I prioritize my task in order of importance and remove them off my list as completed. I enjoy the feeling of removing a task as a sign of accomplishment.

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

Matt: In a past job I had the opportunity to work on presenting in front of large groups. It's something that doesn't come natural for me as I typically thrive better with one on one conversations. Which is why I love recruiting and connecting with candidates!

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

Matt: Finding and purchasing my home in 2022 during a competitive market! It was a stressful time finding the right home I didn't feel like I was overpaying for and competing with multiple offers. I love the house I found and hosting my friends for bonfires whenever I can!

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

Matt: The best advice I've received is to take feedback as a chance to grow, even when it's difficult. I've learned that really listening and reflecting helped me get better at what I do. I try to stay curious and ask myself what I can learn from others' journey.

ECare: Have you ever met anyone famous?

Matt: I've been a big fan of professional wrestling since I was a kid, and when I was around 8 or 9, I got to meet my favorite wrestler, Kevin Nash! My uncle was working security for an event and arranged for me to meet him. Seeing someone nearly seven feet tall at that age was unforgettable, and it's a moment that's stuck with me ever since.



Do you know a caregiver who consistently goes above and beyond? We want to hear from you!

Please submit your nominations for caregiver of the month by emailing twalter@expertcare.com.

Be sure to include the reasons why you believe they deserve this recognition. Whether it's their exceptional compassion, reliability, or dedication to making a difference, we want to celebrate their contributions.

Your input helps us honor those who truly make an impact!



LOOK WHO'S TALKING

AUGUST CAREGIVER

OF THE MONTH

LATANYA HACKMAN



ExpertCare: What made you decide to become a Caregiver?

Latanya: What made me become a Caregiver is I love to nurture and support people and this was a way for me to do that for other individuals.

ExpertCare: What was your first paying job?

Latanya: My first paying job was a day camp counselor.

ExpertCare: What do you do for fun?

Latanya: I love hanging out with my family during my down-time .

ExpertCare: Have you ever met anyone famous?

Latanya: Yes, I met Anthony Hopkins while he was filming a movie in Chicago.

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

Latanya: Be open minded and patient .

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

Latanya: I would describe myself as an extrovert; I am very friendly, outgoing and down-to-earth.

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

Latanya: I've learned that your intention is felt, and patience and understanding is key.



We are proud to recognize Latanya Hackman as our Caregiver of the Month! Latanya's dedication, patience, and compassion have made a meaningful impact in the lives of those she supports. Her recipients have shown remarkable progress under her care—a testament to the consistency and heart she brings to her work every day.

Recently, Latanya's exceptional caregiving was recognized by a special education teacher who witnessed her in action while out in the community. The teacher was moved by her kindness and patience, noting that Latanya's gentle and encouraging approach truly stood out. It's moments like these that highlight the incredible difference she makes—not only to her recipients but to everyone who sees her in action.

Latanya consistently goes above and beyond in her role, and her efforts never go unnoticed. Her commitment to excellence and her unwavering positivity is an inspiration to us all. Thank you, Latanya, for all that you do!

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

