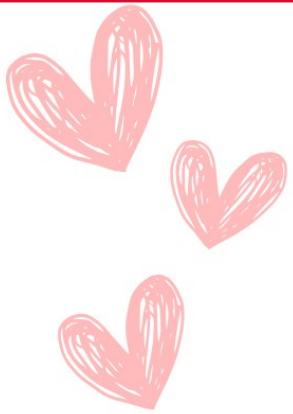




ExpertCare

CHRONICLE



February 2026



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FEBRUARY GIVEAWAY

We're drawing two winners for February!

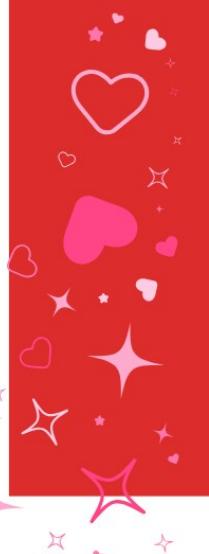
Each will get a \$50 gift card for Dinner and a Movie!

Find out who won in next month's Newsletter!

JANUARY GIVEAWAY

Congratulations to January 2026 Winners!

Bernice Chene & Phoenix Grubbs



W-2 Information

IRS Form W-2 has been mailed to the address on file for employees not enrolled in the Early W-2 program.

Electronic W-2s are available in the Paylocity under Pay> Tax Forms. If you are not enrolled, you may select the Early W-2 Election option.

Address changes must be submitted through the Paylocity Employee Portal or in writing. We accept email or text messages from the contact information on file. Email updates may be sent to HR@versicaregroup.com

To update tax information, submit a new MI-W4 using the provided link. ExpertCare cannot assist with completing W-4 forms. We recommend using the IRS Withholding Calculator: <https://apps.irs.gov/app/tax-withholding-estimator/income-and-withholding/>

Free tax assistance is also available through the City of Detroit: <https://detroitmi.gov/government/tax-preparation-sites>

Thank you for your understanding.

Friendly Reminder

Please make sure all your contact information is up to date. If your phone number or address has changed lately, please call ExpertCare and ask to speak with a Recruiter to update your information!



HHA TIP OF THE MONTH



Question- What do I do if I work 2 CLS shifts in the same day but I only have 1 CLS shift on my schedule?

Answer- Call the office to have a second shift added to your schedule. If it is afterhours or on the weekend please call us the next business day.

Question- If I miss collecting a signature for a shift, what do I do?

Answer- You will need to submit the missing signature using the time corrections sheet. You will locate this by going to the visits tab, selecting the shift that is missing the signature, and clicking the pencil/clock icon under the blue clock out button.

<https://youtu.be/dT3v1wJXWW8?si=crDNFQYbqYHuhPHx>

Question- Where can I find the prior shifts that I have worked?

Answer- You can locate any of your prior shifts you have worked by clicking on the visits tab on the home screen of the HHA app. You can adjust the date range of the visits listed by using the filter button in the upper right hand corner.

Question- What type of note can I submit?

Answer- We will only accept a text note.

Question- How do I edit my Plan of Care Tasks?

Answer- Click on the shift you need to add Plan of Care Tasks to in the Visits tab, click on the pencil icon in the upper right hand corner, “X” off the tasks completed during that shift and adjust progress, click save.

https://youtu.be/4c3V2s5fAd4?si=ZxEbz_xUkpSOI8vt

Question- What happens if I accidentally clock into the wrong shift?

Answer- You will clock into the correct shift and call the office and we will be able to remove the incorrect clock in for you.

HHA REFRESHER CLASSES

Monday, February 2 @ 2pm

Tuesday, February 10 @ 10am

Friday, February 20 @ 3pm

Thursday, February 26 @ 12pm



ExpertCare, along with the Office of Recipient Rights, was recently notified of an incident involving a Caregiver and a Recipient during a community outing. It was reported that the Caregiver walked a significant distance ahead of the Recipient, limiting their ability to adequately monitor, support, or assist the Recipient while traveling to the activity.

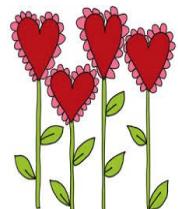
In addition, the Caregiver arranged for a family member to transport both the Caregiver and the Recipient home from the activity. This action is not permitted under current policy and confidentiality standards.

Under Michigan Mental Health Code 330.1708(1), A recipient shall receive mental health services suited to his or her condition.

ExpertCare policy further requires the following:

- All community activities must be conducted one-on-one and face-to-face between the Caregiver and the Recipient. Caregivers may not have another individual in their care, nor may friends or family members join or meet them during community activities.
- To protect Recipient confidentiality under HIPAA, friends or family members may not transport a Caregiver to or from a Recipient's residence. Recipient addresses are protected health information and must remain confidential at all times.

We appreciate the dedication Caregivers bring to their roles each day. These guidelines are in place to ensure the safety, dignity, and privacy of every Recipient, while also supporting Caregivers in providing high-quality, compliant care. By following these expectations, we can continue creating positive, safe, and respectful experiences for everyone involved. Thank you for your ongoing commitment and cooperation as we work together to support our community. If there are any questions or concerns, please feel free to contact ExpertCare at (248) 643-8900.





Ten Years

Verna Jr Bradley
Marilou Medina

Five Years

Andrew Jr Jackson
Aja Dennis
Angela Hunter
Alexis Henderson-Anderson
Beth Bowden

Hassan Rammouni
Mahfuja Rabina
Marcus Walton
Mosammad Akter
Patrick Bargy Jr

Thank you

Upcoming Events

FEBURARY 2026

Winter at Valade

Robert C. Valade Park, 2670 Atwater St. , Detroit, MI 48207

Every Saturday & Sunday from noon to 8pm

- Sledding with free sleds to borrow in the Sled Shed
- Oversized bonfires and marshmallow roasters (lit 12-7 p.m.)
- Curling
- Board Games inside the Shed
- Riverfront Ambassadors with free activity pages, hand warmers, and gloves
- Drinks and s'mores at the Valade Shed Bar (12-8 p.m.)
- Food from Smokey G's (12-7 p.m.)

Scan with your camera for the website



Polar Power Walk

Robert C. Valade Park, 2670 Atwater St. , Detroit, MI 48207

Every Sunday at 2pm

This is an upbeat, cardio driven group walk along the Riverfront with stops for stretching and group movement.

Free, registration required at the link. Please scan the QR.

Upcoming Events

FEBURARY 2026

Berkley Winter Festival

Berkley Community Center 2300 Robina, Berkley Michigan 48072

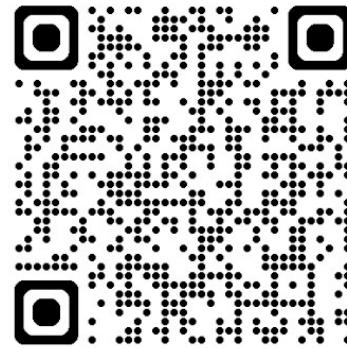
February 7 noon to 2pm

Free to attend.

- Bounce houses
- Table top curling
- Fire pit S'MORES
- Cake Walk
- Outdoor ice rink (weather dependent / Bring your Own Skates)
- Petting farm with unicorn rides
- Food trucks with food available for purchase



Scan with your camera for the website



Waterford Fireworks and Flannels

2800 Watkins Lake Rd. Waterford, Michigan 48328

February 13 - February 14, 2026

The winter festival features live entertainment 5k run, and a fireworks display.

Scan the QR below for more information!



GET TO KNOW THE

EXPERTCARE STAFF



MEET VANESSA OLIVAREZ



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

Vanessa: I am a billing specialist, I handle the therapy payroll and billing

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

Vanessa: I think the most exciting part is payroll. I love seeing our hard-working therapists reach their bonus goals, and I love seeing an increase in the number of recipients we are serving!

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

Vanessa: The absolute best concert I have been to is Tiesto in Jesolo, Italy. I had so much fun with friends, meeting new people, and dancing on the sand all night.

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

Vanessa: I set mini goals for the day, once I meet that goal, I take 1-2 minutes to walk around my house and hype myself up for the next goal. It makes the day go by so much faster and gives me a greater feeling of accomplishment.

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

Vanessa: All things billing! Rates, coding requirements, and insurance policies are ever changing so I'd like to get better and faster at recognizing and understanding those changes.

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

Vanessa: At ExpertCare, I am most proud of learning how to do the Paid to Billed report. There is a lot that goes into it and when I first worked on it, it took me about 7 hours! Now I am down to 3-4 hours. My greatest accomplishment in life is serving in the military. I have always been more of a "go with the flow" type of person so getting through Basic training, and serving was a big win for me. It helped me become a more committed and successful person.

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

Vanessa: This may sound weird but in the beginning of my relationship with my husband, he would always say "expect the worst and hope for the best". I thought this was so negative at first, but as I started living by this, I realized that the worst never or rarely happened and I became less stressed and scared of failure. It really helped me to put myself out there.

Ecare: Have you ever met anyone famous?

Vanessa: I went to school with Hunter Gomez, the little boy in National Treasure, and met Alice Cooper at that same school when he came to give a motivational speech. I have also met several NFL and NBA teams through a previous job. I'm not going to lie, those big guys seemed so intimidating but they were always so sweet and funny!!



Therapist of the Quarter -Cindy Lahm-Phoel



We are pleased to introduce Cindy Lahm-Phoel, ExpertCare's Therapist of the Quarter. Cindy started with us in October of 2021 as a Speech Language Pathologist. Cindy has exemplified what it means to be a therapist with ExpertCare. She has fostered so much growth among the recipients she works with. We have received nothing but exceptional feedback regarding Cindy and her skills. We are lucky to have her as part of the Therapy Team and are looking forward to many more years with her on the team.

1. What is the most rewarding experience you have had as a Speech language Pathologist?

One of the most rewarding experiences of being a speech therapist is watching my clients grow in their communication skills. Seeing their confidence build—and witnessing the smiles and laughter that come with their progress—reminds me why this work is so meaningful.

2. What's something you've always wanted to try but never did?

I have always wanted to try Scuba Driving. I've been close; I completed an underwater experience with a helmet, but still not the same as Scuba Driving.

3. What are your hobbies outside of work?

I enjoy crocheting blankets, reading, shopping, and traveling with my family.

4. What are three foods you can't live without?

Cake, Chips and Salsa, and Chicago Style Deep Dish Pizza, random, I know.

5. What is the first concert you attended?

I am dating myself, but Davie Bowie (1st row seats)

6.What have you learned from your experience as a Speech Language Pathologist that has helped you in other aspects of your life?

Being a speech therapist has profoundly shaped my understanding of patience and compassion. I have become a better therapist, friend, mom, wife, and daughter by learning these two important skills

**7. What is your best piece of advice for other Speech Language Pathologists?**

Grace. Give yourself grace as you learn. You won't know everything right away, and that's okay. Every evaluation, every session, every family you meet teaches you something new. Progress as a therapist takes time, just as your clients' progress does. Be patient with your own growth and trust the process. Offer grace to your clients. Communication is deeply personal and emotional. Some days, progress will be slow; other days, breakthroughs will surprise you. Celebrate small victories, meet setbacks with compassion, and remember that your presence and encouragement often matter as much as your techniques. Extend grace to caregiver and families. Parents and loved ones are navigating their own emotions—hope, frustration, fear, and pride. Meet them where they are and guide them with empathy. Your understanding can strengthen and enhance the therapeutic relationship.

LOOK WHO'S TALKING

JANUARY CAREGIVER OF THE MONTH

JAZZMYN BEANUM

ECare: What made you decide to become a Caregiver?

Jazzmyn: Helping a family member out 15 years ago. Seeing others in need and me being capable, I felt it was my calling.

ECare: What was your first paying job?

Jazzmyn: Technicolor. I knew then I'd rather work in a different field.

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

Jazzmyn: Watching my younger clients grow and excel where they once needed a lot of assistance.

ECare: What do you do for fun?

Jazzmyn: I like to go out to eat and spend quality time with my children!

ECare: Have you ever met anyone famous?

Jazzmyn: Yes I met one of my favorite comedians (Ms. Pat)

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

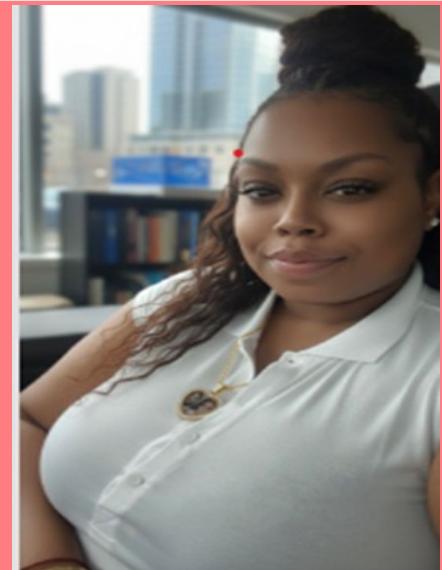
Jazzmyn: Have patience and be very understanding. It takes a lot of strength to be in our field.

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

Jazzmyn: I'm actually an ambivert. A cool mixture of both because I get overwhelmed with crowds but I'm a people's person so I love socializing.

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

Jazzmyn: Learning that patience and understanding has well rounded me overall because without those you cannot work as a caregiver in today's world. I use the two in my everyday life by staying calm in stressful situations, listening before reacting, and giving people time and grace instead of rushing to judge.



We are excited to recognize **Jazzmyn Beanum** as our Caregiver of the Month for January! Jazzmyn consistently demonstrates what it means to be an outstanding caregiver through her reliability, patience, and strong work ethic.

She approaches her role with dedication and compassion, always ensuring those she supports receive quality care and attention. Her hardworking nature and positive attitude make a meaningful difference each day.

ExpertCare is truly grateful to have someone like Jazzmyn on our team, and we appreciate the commitment and care she brings to her role. Congratulations, Jazzmyn, on this well-deserved recognition!

Thank you for demonstrating ExpertCare's core values of:

Helping People Succeed

Passion for Success

Can Do Attitude

Craft Ideas!

For February crafts, focus on Valentine's themes (hearts, paper chains, handprints) and winter ideas (snowmen, penguins, polar animals) using simple materials like paper, construction paper, cotton balls, and paint to create name crafts, or literacy activities. These activities often incorporate fine motor skills and name recognition. Popular options include heart cut-out garlands, Q-tip heart paintings, handprint cards, and themed writing toppers for displaying recipient work.

Valentine's & Heart Crafts

Heart Garland: Recipients cut out heart shapes, decorate them (stickers, glitter), and string them together for a festive chain.

Handprint Crafts: Create cards or artwork by tracing or stamping hands into heart shapes or animal figures.

Paper Plate Hearts: Decorate paper plates with red, pink, and white paint, yarn, or tissue paper to form heart designs.

Q-Tip Heart Painting: Use Q-tips for dot painting hearts on paper—great for developing fine motor skills.

Winter & Themed Crafts

Snowman Crafts: Use paper plates or cotton balls to create snowman art or paper chains.

Penguin Crafts: Folded penguin decorations or paper plate crafts are fun winter-themed options.

Winter Animals: Create crafts featuring polar bears, narwhals, or other cold-weather animals.

Literacy & Name Crafts

Name Crafts: Create themed toppers (for example, a heart with their name or a penguin holding their name) to display writing projects.

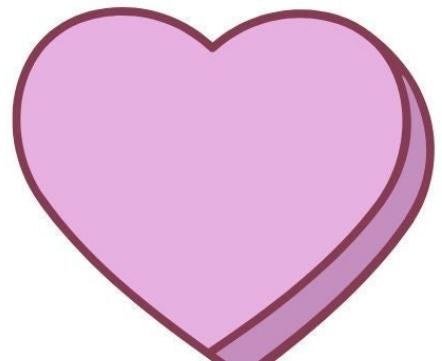
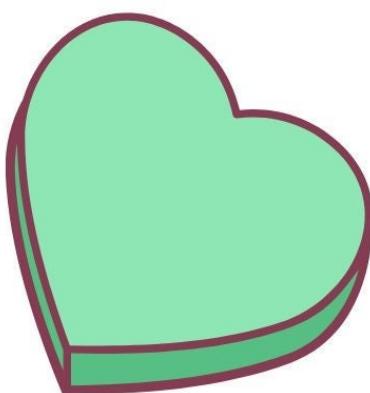
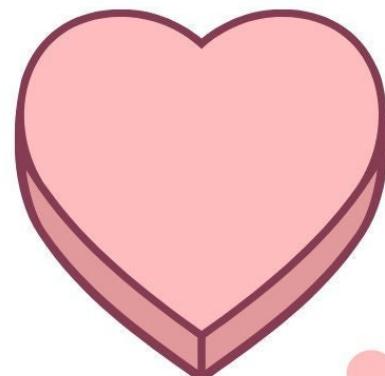
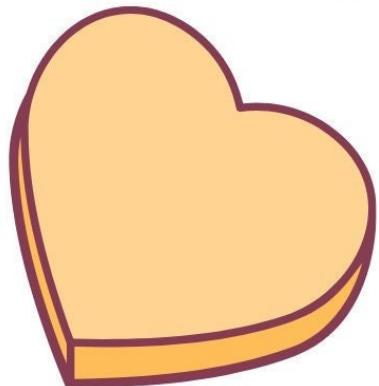
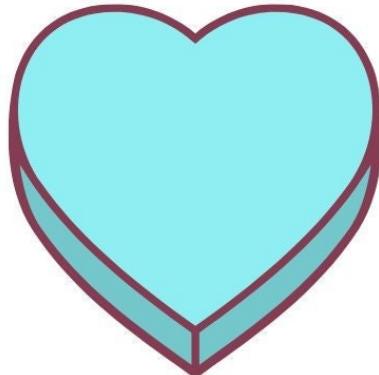
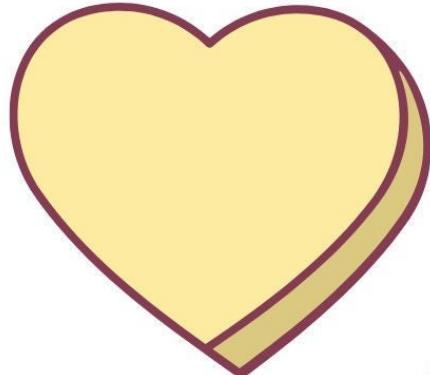
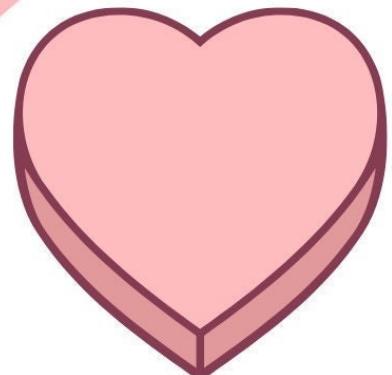
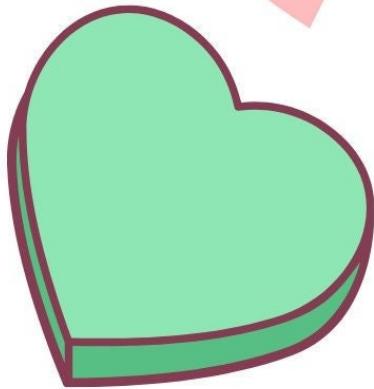
Letter/Rhyme Activities: Combine simple worksheets with decorative elements for a craft-based learning activity.

Name: _____

Date: _____

FEEL THE LOVE

What makes you feel loved? How do you show love to others? Write your answers on the hearts below!



Name: _____

I Am



Write down 3 of your best qualities and give the reason why you believe these qualities supersede your other attributes.

I AM



because

I AM



because

I AM



because



Snowy Feelings!

* Write what each snowman is feeling in the star!



How are
you feeling
today?



WINTER DRIVING SAFETY TIPS



DON'T BLAME THE WEATHER! DRIVE SLOW ON ICE & SNOW

Most winter driving crashes are not caused by the weather, but by drivers' failure to adjust to road conditions. "Drive slow on ice & snow" is the theme for our winter driving safety program, and our #1 tip for staying safe on wintry roads. Here's why:

- ✳ Most winter driving crashes can be attributed to drivers going too fast for the roadway conditions. When this happens, drivers can lose control, leave their lane, or even leave the roadway.
- ✳ On snowy and/or icy roads, it can take up to **ten times longer** to stop your vehicle. Slowing down and allowing more room between your vehicle and the one ahead of you gives you more time to react and brake, thus reducing your crash risk.
- ✳ Michigan speed limit laws require drivers to move at a speed that is "reasonable and proper" for the road conditions. This means that even if you are driving at or under the posted speed limit, you could still get a speeding ticket if the road conditions make that speed unreasonable for safe driving.
- ✳ By making adjustments in speed and handling when road conditions are bad, you can take charge of your winter driving safety.
- ✳ Don't use cruise control on ice and snow. If your car skids, the cruise control will accelerate to maintain a constant speed — spinning your wheels even faster and increasing the chance you will lose control of your vehicle.



BE PREPARED

Before you go, take the time to prepare your car for safe winter driving.

- ✿ Keep your car well maintained. Have a mechanic check fluid levels (oil, wiper fluid, antifreeze, etc.), as well as your battery, ignition system, lights, brakes, heater/defroster, wipers and tires.
- ✿ Remove all snow and ice from your vehicle, especially from all windows, the windshield, mirrors, headlights and taillights. Snow and ice can dim the beams of lights and reduce visibility.
- ✿ Always keep your gas tank at least half full to avoid fuel line freeze-up.
- ✿ Check both current and forecasted weather conditions along your route.
- ✿ Stock your car with winter driving supplies:
 - *Auto Emergency Kit*
 - Flashlight with extra batteries
 - Shovel
 - Snow brush and scraper
 - Booster cables
 - Bag of sand or kitty litter for traction under tires
 - Cell phone charger
 - Bottled water, food, necessary medicine



FOLLOW THESE WINTER TIRE SAFETY TIPS

Winter tires are made of a softer rubber compound than summer or all-season tires, with thin cuts in the tread. This gives them a better grip on the road, which makes them the **safest choice for driving in winter**. In fact, winter tires can help you stop up to 50% faster on snowy or icy roads.

- ✿ **Regularly check your tire pressure in winter.** Tire pressure drops as temperatures do, so it's important to make sure your tires are adequately inflated.
- ✿ **Use the penny test to check tire treads.** Insert a penny, Lincoln's head down, into the tread of your tire. If you can see Abe's entire head, there's not enough tread left to drive safely. (Tires should have at least 1/8" of tread for safe driving.)
- ✿ **Get tires rotated every 5,000 to 8,000 miles** to help them wear more evenly.



KEEP PEDESTRIANS & PASSENGERS SAFE

Drivers aren't the only ones at greater risk in winter weather.

- ✿ Stopping distances can be up to 10 times greater on ice and snow, so drive slowly and stay alert for pedestrians, especially at intersections and crosswalks.
- ✿ Be aware that pedestrians can be obscured by snowbanks, or can be difficult to see in low-light winter weather.
- ✿ Don't shovel or plow snow into sidewalks. This can force pedestrians to walk in the road.
- ✿ Make sure you and all your passengers wear their seat belts. In 2017 alone, seat belts saved an estimated 14,955 lives in the U.S. and could have saved an additional 2,549 people — if they had buckled up.
- ✿ The lap and shoulder belt should be snug across the hips and chest. Never put the shoulder belt behind your back.
- ✿ Children should be buckled into car seats or booster seats until they are at least 4' 9" tall. Even when they are big enough to use the adult seat belt, they should ride in the back seat until they are 13 years of age or older.
For car seat guidelines, visit <https://www.nhtsa.gov/equipment/car-seats-and-booster-seats>
- ✿ Don't dress infants or toddlers in puffy coats or snowsuits. The extra bulk keeps the harness straps from fitting tight enough against baby's chest. Dress your little one in lighter layers to keep the straps snug, then cover them with a blanket or coat.





DRIVE SAFELY NEAR SNOWPLOWS

When sharing the road with a snowplow, here are ways to stay safe.

- ✿ Be aware that snowplows move slowly, make wide turns, and stop frequently.
- ✿ It's illegal in Michigan to pass a snowplow on the right. And while it's not illegal to pass on the left, you should do so with extreme caution.
- ✿ If you are driving behind a snowplow, maintain 6 to 10 car lengths between your vehicle and the snowplow. If you follow too closely, the driver may not be able to see you. Your vision could also be obstructed by a "snow cloud" created by the plow.
- ✿ A snowplow is considered an authorized vehicle for purposes of Michigan's Move Over law. If you see a stationary snowplow on the side of the road, you **must reduce your speed** to at least 10 mph slower than the speed limit and move over to an open lane. If this is not possible, slow down and pass, allowing as much room as possible.



KNOW HOW TO HANDLE EMERGENCIES

Despite all your precautions, you find yourself stopped or stalled on the road. Don't panic. Follow these safety rules:

- ✿ Stay with your car and don't overexert yourself.
- ✿ Put bright markers on the antenna or windows and keep the interior dome light turned on.
- ✿ If you must run your car's engine to keep warm, be certain the exhaust pipe is clear of snow, ice or dirt, and check it periodically. Run the vehicle for only 5-10 minutes each hour and be sure to open the windows slightly for ventilation. Keeping the car running continuously could lead to asphyxiation from carbon monoxide poisoning.



Portable Generators & Carbon Monoxide Poisoning

Portable generators are popular with homeowners, campers and hunters in Michigan. Generators are very convenient, but they can also be very dangerous. All fuel-burning appliances and equipment release a poisonous gas called carbon monoxide.



Carbon monoxide (also known as CO) can be dangerous for humans and pets, even in small amounts, because it blocks oxygen from getting into your body. Carbon monoxide poisoning can lead to death in a very short time. It is odorless, tasteless and invisible, so you may be exposed without knowing it. That is why carbon monoxide is sometimes called “the silent killer.”



Fortunately, there are a few simple steps that you can take to ensure that you and your family will remain safe during your next vacation up north or during the next power outage by following these tips for safe generator usage:

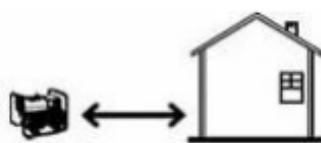
- **DO** read and follow all of the instructions that come with ALL of your fuel-powered appliances, including generators.

- **DO NOT** use your generator indoors.

- **DO** use an extra long extension cord with your generator. Be sure that your generator is secured several feet from your home and is away from all open windows, doors and air intakes.



No



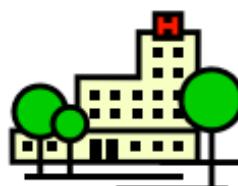
Yes!



- **DO** pay attention to flu-like symptoms, especially if more than one person has them. Headache, dizziness, confusion, fatigue and nausea are all common symptoms of carbon monoxide exposure.

- **DO** move outside to fresh air immediately if a carbon monoxide leak is suspected.

- **DO** go to the emergency room or call 911 if you feel sick. Tell them that you suspect carbon monoxide poisoning. Carbon monoxide poisoning can be determined by a quick blood test done soon after exposure. The faster you are treated, the better your chances for a quick recovery.



DO NOT ignore symptoms. You could DIE within minutes if you do nothing.
Call 911 or go to the nearest emergency room as quickly as possible if you suspect carbon monoxide poisoning.