



ExpertCare CHRONICLE

April 2026



APRIL GIVEAWAY

We're drawing two winners for April!
Each will get a \$50 Target gift card!
Find out who won in next month's Newsletter!

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Recreational Flyers

MARCH GIVEAWAY

Congrats to March 2026 Giveaway
Winners:

Keith Pitts & Almani Abdalla



HHA TIP OF THE MONTH

For the HHA Tip of the Month for April, we are going to go over the process to be EVV compliant with your timesheet.

To be EVV compliant, you must Clock In and Clock Out using the GPS verification for every shift. We want to make sure everyone is doing this correctly for every Clock In and Clock Out since this is a requirement from the State of Michigan.

It is VERY important that you are EVV Compliant, as it could effect your visits being processed.



HHA Refreshers:

Friday, April 10 @ 2pm
Thursday, April 23 @ 10am
Tuesday, April 28 @ 12pm

Recipient Rights Corner

Recent incidents reported to ExpertCare and the Office of Recipient Rights:

1) An incident involving a staff member allowing a recipient to purchase food items with their own funds for staff while out in the community. This is a violation of established policy and recipient rights protections.

Michigan Mental Health Code 330.1722

A recipient of mental health services shall not be subjected to abuse or neglect.

Michigan Department of Community Health Administrative Rules 330.7001

(b) Abuse class II means...:

(v) Exploitation of a recipient by an employee, volunteer, or agent of a provider.

(h) Exploitation means an action by an employee, volunteer, or agent of a provider that involves the misappropriation or misuse of a recipient's property or funds for the benefit of an individual or individuals other than the recipient.

MCCMH/MCO Policy 9-780 Recipient's Personal Property and Funds

V. Standards

F. Employees, volunteers, and agents of an MCCMH network provider shall not:

1. Exploit their relationships with recipients for personal advantage;
2. Accept money, goods, services or other non-monetary remuneration from a recipient or on behalf of a recipient, except for service fees paid to an MCCMH network provider for mental health services.

Please remember that ExpertCare employees shall not accept money, goods, services, or other non-monetary remuneration, except for service fees paid to ExpertCare, from consumers in exchange for services.

Thank you for your continued commitment to maintaining professional boundaries and protecting the rights, dignity, and resources of the individuals we support. By following these guidelines, we help ensure a respectful, ethical, and supportive environment for all recipients.

-2) An incident involving a caregiver who brought a Recipient to their personal residence during their shift instead of attending a planned community outing. The caregiver also did not communicate this change to the Recipient's guardian, who believed the Recipient and staff were in the community as scheduled.

This is a violation of **Michigan Mental Health Code 330.1711**, which states that family members of recipients must be treated with dignity and respect. It also violates **MCCMH Policy 9-606: Dignity / Services Suited to Condition / Humane Environment / Least Restrictive Treatment Environment**.

Under this policy:

- Dignity means treating individuals with esteem, honor, and politeness. Communication should never be patronizing, condescending, or demeaning. Individuals should be treated as equals and with the same respect anyone would expect.
- Respect means showing consideration and appreciation for individuals and their families, protecting privacy, being sensitive to cultural differences, and supporting a person's right to make choices.

Important Reminder for All Staff:

- Community Living Supports (CLS) services must be provided in the community or in the Recipient's home.
- CLS services may not be provided in a caregiver's personal residence.
- Staff must communicate any changes to planned activities or schedules with the Recipient and the Recipient's family or guardian.

(continued)



Recipient Rights Corner



Recent incidents reported to ExpertCare and the Office of Recipient Rights:

3) An incident involving a caregiver who engaged in a verbal and physical altercation with a recipient's family member in the presence of the Recipient.

This conduct constitutes a violation of **Michigan Mental Health Code 330.1711**: Rights of Family Members. Family members of recipients shall be treated with dignity and respect.

It is also a violation of **MCCMH MCO Policy 9-606**. Under this policy:

- Dignity means treating individuals with esteem, honor, and politeness. Communication should never be patronizing, condescending, or demeaning. Individuals should be treated as equals and with the same respect anyone would expect.
- Respect means showing consideration and appreciation for individuals and their families, protecting privacy, being sensitive to cultural differences, and supporting a person's right to make choices.

Please be reminded that **ExpertCare's Code of Conduct** states the following:

- ExpertCare employees will treat the consumer, the consumer's family, and the consumer's assets and property with respect and demand that others do the same.
- Each employee will create an atmosphere of gentleness. No employee will use physical management.

All staff are expected to maintain professionalism, treat individuals and their families with respect, and avoid any form of physical or verbal altercation.

Providing services with transparency, respect, and professionalism helps ensure we uphold the rights and dignity of the individuals and families we support. We thank you for your continued commitment to providing quality care and for helping maintain these important standards.

If you have questions or concerns about schedules, activities, or service expectations, **please contact ExpertCare for guidance at 248-643-8900.**

EXPERTCARE POLICY REMINDERS

Training Compliance



ExpertCare contracts with several counties, and each county determines the training requirements employees are required to complete. Over time, all employee trainings will expire. ExpertCare begins sending reminders thirty days in advance. It is important to complete required trainings on time to remain in compliance. If trainings expire, employees will be placed on hold and will be unable to work until all required trainings are completed.

Completed trainings can be sent
to: training@expertcare.com





Payroll Reminder

Employee Announcement



Friday is payday!

Just a friendly reminder that ExpertCare's payday is every Friday on a weekly schedule.

Must haves!

- To make sure your hours are processed on time and included in the upcoming payroll, please remember to submit all hours, punch corrections, and any adjustments by Monday at 8am.
- Submissions received after this deadline may be processed in the following week's payroll.

Call us!

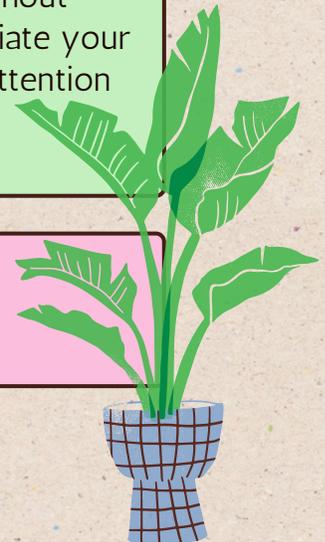
Please feel free to call us if you have any questions!
248-643-8900

Payroll's Workweek

- Each Friday's payroll includes hours worked from Sunday through Saturday of the previous week. Submitting corrections on time helps our payroll team ensure that everyone is paid accurately and without delays. We appreciate your cooperation and attention to this process!

Thank you!

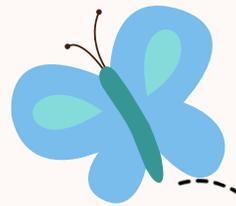
If you have any questions or need assistance with your timesheet, please reach out to the billing team for support. Thank you for helping us keep payroll running smoothly!





UPCOMING EVENTS

Press the name of the event to learn more



Special Olympics Young Athletes Program

04/14/2026 4:30 PM - 5:30 PM

2800 Watkins Lake Road
Waterford, Michigan 48328

This is a free, six-week sport and play program designed specifically for children ages 4-7 with and without intellectual disabilities. During this series, participants are introduced to basic sport skills like running, kicking and throwing. They learn how to play with others and develop essential skills for learning.



Basic Food Safety Class

04/15/2026 2:00 PM - 4:00 PM
27725 Greenfield Road

Southfield, Michigan 48076

This free class is designed to teach basic food safety fundamentals. The class focuses on the three main causes of foodborne illness and ways to control them.



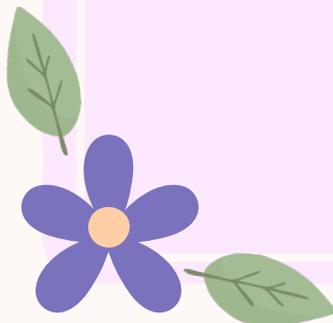
SENSORY REPTILE AND AMPHIBIAN ENCOUNTER

04/17/2026 6:30 PM - 7:30 PM

Nankin Mills Interpretive Center, 33175 Ann Arbor Trail, Westland 48185

A sensory-friendly program for individuals with cognitive disabilities or sensory sensitivities featuring an up-close live animal encounter. Learn about Michigan turtles, snakes, frogs, and salamanders, with hands-on props to explore.

Cost: \$5 per person (\$6 for out-of-county residents). Recommended for ages 5+.

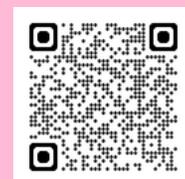


Greenfield Village

Reopens April 11th

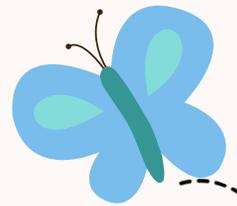
20900 Oakwood Blvd, Dearborn, Michigan 48124

Explore 300 years of perseverance and innovation as ordinary people changed history — from the Selma Voting Rights Movement to Edison's inventions and the Wright brothers' first flight. Visit a historic market, ride a Model T, play games on the Village Green, and experience the ideas that continue to inspire today.





UPCOMING EVENTS



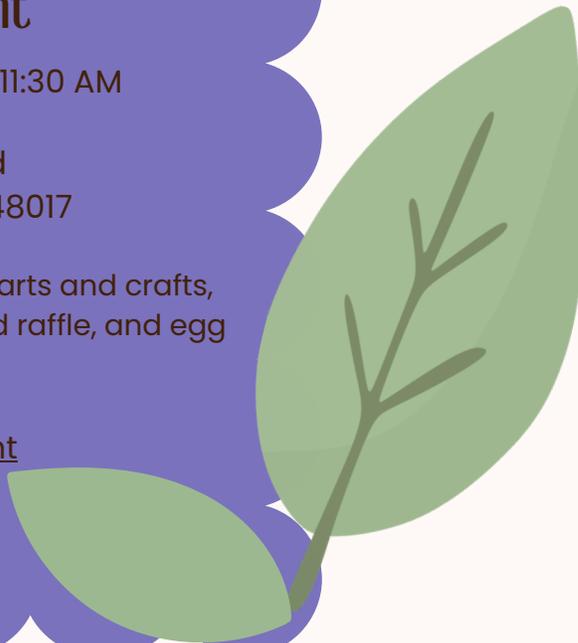
Easter Egg Hunt

04/04/2026 10:00 AM - 11:30 AM

749 W. 14 Mile Rd
Clawson, Michigan 48017

This is a free event, including arts and crafts, cookie decorating, a prize filled raffle, and egg hunting!

Easter Egg Hunt



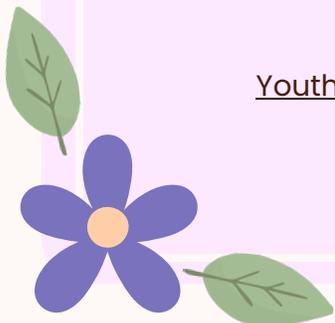
Youth Crafternoons

04/11/2026 11:00 AM - 2:00 PM

60 E. Pike St.
Pontiac, Michigan 48342

A free event at the Pontiac Public Library, held monthly, and featuring an Easter themed craft for the month of April.

Youth Crafternoon



Watercolor Workshop

7140 7 Mile East
Detroit, Michigan 48234

Held the second Saturday of each month at the Detroit Public Library.

Unleash your creativity with watercolor painting. Learn new techniques or do whatever comes naturally to create your masterpieces.

Watercolor Workshop



Employee Anniversaries!



Stephen Kelly

20 Years!

Christine Perdew

5 Years!

Kenneth Battle

5 Years!

Juanita Reszkowski

5 Years!

Thank You

April Holidays

April 1: April Fools' Day

April 1: Passover begins

April 3: Good Friday

April 5: Easter Sunday

April 15: Tax Day

April 22: Earth Day

April 24: Arbor Day



Get to know ExpertCare Staff



Meet Justin Oplinus



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

Response: Administrative Assistant I- My role does a lot, but we mainly answer phones and process paperwork.

ECare: How did you first learn about ExpertCare/VersiCare?

Response: I found this opportunity online through Indeed!

ECare: Are you more of a messy or organized person?

Response: I am somewhat both, I know what is where, but it can get a little messy.

ECare: What is your favorite podcast?

Response: I don't listen to podcasts, but I do watch The Round Table Game Show.

ECare: If you had to eat one meal every day for the rest of your life, what would it be?

Response: Pasta (especially if made by my fiancé)!

ECare: What advice would you give to recent new hire, Caregivers and Therapists?

Response: Utilize your resources! ExpertCare gives out amazing resources to you to be the best in your position.

ECare: If you could switch your job with anyone else within ExpertCare, whose job would you want for a day?

Response: HR Admin or Recruiting- I have always enjoyed working in HR via previous positions. I find great satisfaction in the connections recruiters establish with caregivers and the families we serve.

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

Response: A Pilot

ECare: What is your proudest moment at ExpertCare?

Response: Automating a process to improve efficiency and save time.

ECare: What is one piece of advice you want to share with our Caregivers and Therapists?

Response: Positivity always outshines negativity. When faced with challenges, going in with a positive outlook tends to yield greater results. My best advice is to be positive!



LOOK WHO'S TALKING
MARCH CAREGIVER OF THE MONTH
ANGELICA GAUNA



ECare: What made you decide to become a Caregiver?

Angelica: My husband died of cancer; I had hospice for him so I thought I could also help others.

ECare: What was your first paying job?

Angelica: McDonald's

ECare: What do you do for fun?

Angelica: I enjoy playing bingo with my friends.

ECare: Have you ever met anyone famous?

Angelica: Yes, have met famous people where I work at Comerica Park.

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

Angelica: Always do your best making clients happy and comfortable and always have patience and listen.

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

Angelica: I'm both introvert and extrovert

We are proud to recognize Angelica Gauna as our Caregiver of the Month! Angelica is truly a pleasure to work with and consistently demonstrates professionalism, compassion, and dedication in everything she does. She is both reliable and flexible, always willing to step in and support when needed. Angelica consistently goes above and beyond for her recipient, ensuring they receive the highest quality of care and attention. Her hard work does not go unnoticed, and we genuinely appreciate the commitment she brings to her role each day. Angelica's reliability and dedication make a meaningful difference not only for her recipient, but also for our team and the families we serve.

Congratulations, Angelica, and thank you for the outstanding care and support you provide! Thank you for demonstrating ExpertCare's core values of:
Helping People Succeed
Passion for Success
Can Do Attitude



Sarah Lindsay - ExpertCare Trainer

Meet our New Staff!



Heather Lesogor - VersiCare Director of Business Development

Easter Chick & bunny Craft



Craft Supplies:

- A (color) printer or printing service
- Scissors and glue
- Wooden or plastic clothes pin (7-9 CM)
- Color pencils
- Small piece of cardboard

Instructions:

1. Print the design you want to create, either the color version or the coloring page version, and gather the necessary craft supplies. I recommend using heavier printing paper for added durability. To create the coloring page version, start by coloring the carrot and bunny, or the egg and chick. I suggest using colored pencils, as they work well for small illustrations. 2. Carefully cut along the thin dashed outline of the shapes, leaving a small white border. If you are using regular printing paper, I recommend gluing the illustrations onto a thin piece of cardboard, such as a cereal box, for added durability. We used thick printing paper and also incorporated a piece of cardboard to enhance the durability. See the sample picture for reference. 3. Once you have all your pieces cut out, you can begin assembling them. Refer to the sample picture below for guidance. Measure 2 cm from the end of your clothespin; this distance is where you will apply the glue. Now your egg sticks out; this is to ensure that your egg opens wide enough for the chick to be visible. If you use the carrot, position the clothespin with its open side facing right. Otherwise, the bunny's ears won't be visible since they point to the right as well. You can use hot glue to help the different materials stick well. 4. We layered a little piece of cardboard underneath the chick to create some depth, see sample picture on the right. But this step is optional

EASTER CHICK AND BUNNY

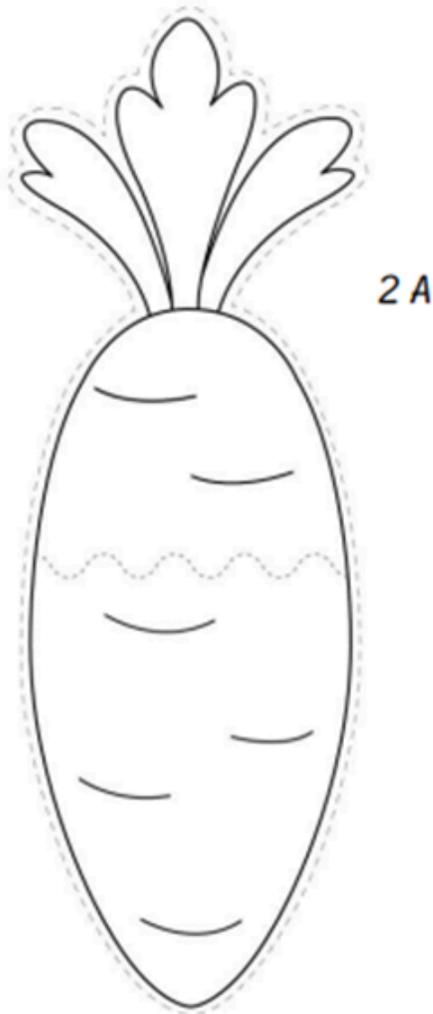
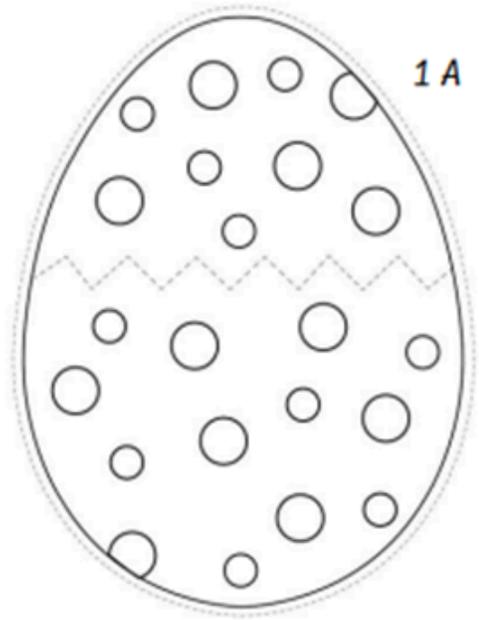
Color the shapes bellow.

To make your clothespin complete combine:

1: the egg (1A) with the chick (1B)

2: the carrot (2A) with the bunny (2B).

Follow the crafting instructions and enjoy!



TOGETHER FOR A SUSTAINABLE WORLD

Together, we can make a difference in sustaining and protecting our environment by focusing on three simple acts.



REDUCE

Discover simple and effective ways to reduce garbage! Minimize single-use plastics, compost food scraps, and choose products with less packaging.

REUSE

Donate and shop at thrift stores to help the environment! By reusing old clothes, you reduce waste, conserve resources, and give garments a second life.



RECYCLE

Use the right bins when recycle so that recyclables are processed efficiently. This reduces landfill waste and promotes a healthier environment.

Name : _____

Date : _____

Earth Day

WORD SEARCH



C L T H S E A S O N S E R Q J A E T F V S P N I
G A S I U A X P U S T H A N A T U R E N C L S E
A R Z N A R E C Y C L E W I J Z B E S S C A I N
Q A E C D T S C O N T U N Q R T S E C B E N A V
A I W E R H T G C P L A N E T U R S L E W T K I
X C A B N T R A S H T E R H D S N C E Q A S I A
Y A T T D A C I Z F U S S O U T H I A N S M N R
Z S E H A S M C A Z P O L L U T I O N K T L D E
H S R U S T A A T M O S P H E R E N Z O E O I U
P R O T E C T V X M E S Q F H U M A N S F B L S
S O L A N O R T E A N I M A L S N C X N A E N E



NATURE
GREEN
PROTECT
ANIMALS
POLLUTION



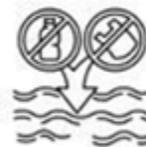
TREES
SEASONS
WATER
EARTH
HUMANS



PLANTS
CLEAN
RECYCLE
TRASH
WASTE



SAVE
ATMOSPHERE
REUSE
PLANET
AIR



Spring Self-Care



Day 1

Make a goal to finish by summer

Day 2

Create a playlist of upbeat music

Day 3

Channel your inner Snow White

Day 4

Get physical outside

Day 5

Buy new spring clothing

Day 6

Air out your living space
Let sun in

Day 7

Pick flowers and then press them

Day 8

Make friends with your body

Day 9

Find a spring-theme meditation

Day 10

Go easier on yourself

Day 11

Go out for dessert and eat outside

Day 12

Clean up your digital device storage

Day 13

Make a seed bomb

Day 14

Try something new-to-you

Day 15

Put on music and sit outside

Day 16

Simplify your schedule

Day 17

Read something light & fun

Day 18

Visit a Farmer's Market

Day 19

Take a nap in the sunshine

Day 20

Do some spring cleaning

Day 21

Make a fruit or veggie dish

Day 22

Go on a nature walk

Day 23

Create an outdoor space for yourself

Day 24

Go on a mini adventure

Day 25

Get a new houseplant

Day 26

Change the energy of your home

Day 27

Find a new outside hobby

Day 28

Put on nature sounds and relax

Day 29

Go camping or hiking

Day 30

Light a campfire & hang out

Kind Word Flower Pots

Go through this list and color in the flower pots with the affirmations that you like the most! Practice saying these to yourself daily.



I deserve to be
happy



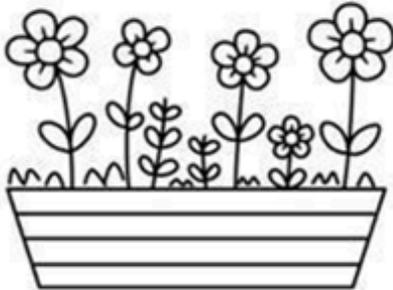
I am strong and
can overcome
challenges



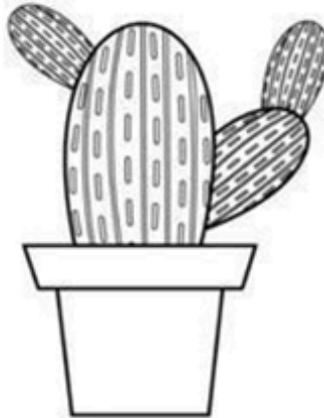
I am proud of
who I am



I believe in
myself and can
do hard things



I am constantly
growing and learning



I am unique and I
accept myself



I am capable of
reaching my goals



I have people
who love me



I get stronger when
I make mistakes

INCLUSIVE SOCIAL



Scan to Register

GATHERINGS

*Every other Wednesday,
same time,
same place!*

Location:

Join us for a night filled with fun

and laughter! *Birmingham Unitarian Church 38651
Woodward Ave Bloomfield Hills, MI*

*Games Art
Music Dance
Wellness
Recreation
Conversation*

Ages
18+

STARTING
MARCH 25
2026

WED
6:00 - 7:30
PM



Come find your flock in The NEST!

www.TheNESTforAll.com

248.956.0756

Facebook.com/TheNESTforAll



EMPLOYER MATCH

VersiCare Group:

- **Safe Harbor Match** = 100% of your contributions up to the first 3% of deferral. And 50% of the next 2% of deferral. (4.00% in total per year)

An added benefit that can really add up

Employee Contribution	Total Employee Contribution	Total Company Contribution	Estimated Value after 30 Years
6% of Pay	\$77,186	\$51,458	\$350,505
7% of Pay	\$90,051	\$51,458	\$385,556
8% of Pay	\$102,915	\$51,458	\$420,607
9% of Pay	\$115,780	\$51,458	\$455,657
10% of Pay	\$128,644	\$51,458	\$490,708
11% of Pay	\$141,508	\$51,458	\$525,758
12% of Pay	\$154,373	\$51,458	\$560,809
13% of Pay	\$167,237	\$51,458	\$595,859
14% of Pay	\$180,101	\$51,458	\$630,910
15% of Pay	\$192,966	\$51,458	\$665,960

The chart assumes a \$13 hourly rate (40 hours per week) with a 3.0% annual salary increase, an annual 7% rate of return, and a 4% organization match up to a 6% contribution. This example is for illustrative purposes only. The assumed rate of return in this chart is hypothetical and does not guarantee any future returns nor represent the return of any particular investment option. The amounts shown do not reflect the impact of taxes on pre-tax distributions.

401(K)

PRINCIPAL PLAN OVERVIEW

IMPORTANT: UPDATE YOUR BENEFICIARY INFORMATION AT WWW.PRINCIPAL.COM

<p>Eligibility Requirements and Dates</p>	<p>You are eligible to participate in the plan if you are at least 21 years old and have completed 12 months of employment. Part-time employees are also eligible. Once you meet the eligibility requirements, you can enroll in the plan only on one of the following dates: January 1, April 1, July 1, or October 1.</p>
<p>Employee Contributions</p>	<p>You may contribute 1-100% of your annual pay, not to exceed \$23,500 (2025 limit - indexed annually). Annual limitations are set by the IRS and are subject to change. You may also be eligible to contribute an additional "catch up" amount over the regular annual limit if you are at least 50 years old. The catch-up amount for 2025 (indexed annually) is \$7,500.</p>
<p>Employer Contributions</p>	<p>Safe-Harbor Employer Match: Your employer has elected to match 100% of your contributions up to the first 3% of deferral. And 50% of the next 2% of deferral.</p>
<p>Vesting Schedule</p>	<p>You will always be vested in the portion of your account attributable to your employee contributions. You are also 100% vested upon your death, normal retirement, or disability. Your employer contributions are also 100% vested based on the Safe Harbor rules governing the plan.</p>
<p>Rollovers</p>	<p>Money from other qualified plans such as 401(k) plans is accepted. Rollover contributions are allowed prior to meeting the eligibility requirements of the plan.</p>
<p>Contribution Change Frequency</p>	<p>You may stop, resume, or change contributions at any time. Once you have made a change, payroll will be updated as soon as reasonably possible.</p>
<p>Investment Transfers</p>	<p>Using Principal's automated telephone or online service, you can review your accounts and transfer funds from one investment option to another, 24 hours a day. To register online, go to www.principal.com or call (800) 547-7754 for assistance.</p>
<p>Distribution, Withdrawals, and Loans</p>	<p>Funds are available at retirement, death, disability, extreme hardship or termination of service. Participant loans are NOT permitted under this plan, please see the Summary Plan Description for more information.</p>