



ExpertCare CHRONICLE



May 2026

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MAY GIVEAWAY

We're drawing two winners for May!

Each will get a \$50 Meijer gift card!

Find out who won in next month's Newsletter!

APRIL GIVEAWAY

**Congrats to April 2026
Giveaway Winners:**

Tiarra Minor & Martell Rich!



HHA TIP OF THE MONTH



For the HHA Tip of the month we wanted to share with you our job aid video tutorials to help with the process of completing your timesheets. If you are struggling with a certain aspect of your timesheet, please look at the videos linked below as they will provide a visual step-by-step guide to making sure that your timesheet is correct and able to be processed for payroll.

Please let us know if you have any additional questions on any of the processes or if you are experiencing any issues with using the HHAeXchange app!

[How To Submit A Time Correction - Clock In \(youtube.com\)](#)

[How To Submit A Time Correction - Clock Out \(youtube.com\)](#)

[How To X Off Your Plan Of Care Tasks \(youtube.com\)](#)

[How To Add A Signature To Your Timesheet \(youtube.com\)](#)

[How To Add A Shift Note \(youtube.com\)](#)

HHA Refreshers for May:

Tuesday May 12th at 2pm

Thursday May 21st at 3pm

Friday May 29th at 12pm



EXPERTCARE POLICY REMINDERS

Meet and Greet Tips



When doing a family meet and greet, we want to make sure you're set up for success. Here are some helpful interviewing tips.

- **Dress for success**
- **No perfumes or strong odors**
- **Share your experience**
- **Ask about the Recipient's goals, interests, passions, communication style, and triggers**
- **Consider taking notes to show engagement, while being mindful of confidentiality**
- **Confirm the schedule**
- **Thank the Recipient and Family for their time**



TIPS FOR CAREGIVERS



BE KIND TO YOURSELF

Eat right, get enough sleep, and remind yourself what a great job you're doing!



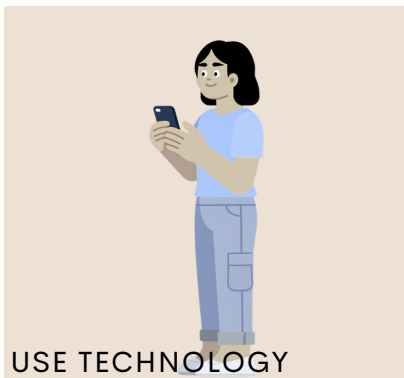
PAUSE BEFORE MAKING BIG DECISIONS

Don't rush into big changes. Take a moment to consider your options.



WRITE THINGS DOWN

Your memory isn't perfect but your notepad won't forget!



USE TECHNOLOGY

Make your life easier by using tech to help you stay on track!



TAKE A BREAK

Relaxing now will keep you going when you need to!



TALK TO PEOPLE WHO HAVE BEEN THERE, DONE THAT

Don't know how to approach something, ask someone else for advice!



TRY AGAIN

Some days nothing goes right, that's okay! Tomorrow is another day



STOP AND SMELL THE FLOWERS

Take a moment to appreciate the small things that make you happy



KEEP YOUR EYES ON THE PRIZE

Give yourself credit for every step towards your and the recipient's goals

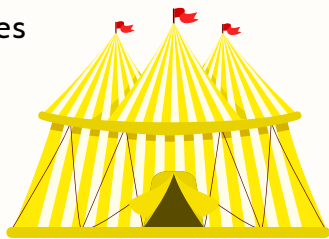
UPCOMING EVENTS

CENTER LINE INDEPENDENCE FESTIVAL

May 29th - May 31st

Center Line Memorial Park, 25355 Lawrence, Center Line, MI. 48015

- Free entry (rides/food cost extra)
- Carnival rides, live music, kids' activities, fireworks vibe
- Great for all ages



CLARKSTON ADAPTIVE NEEDS PROM

May 8th at 6pm

6970 Andersonville Road, Clarkson, Michigan 48346

- \$15 per person and Caregivers are Free
- Fancy Attire is optional
- Ages 14 and up
- Registration required



DISABILITY DIRT DAY AT HOLLY OAKS ORV PARK

May 17th from 11am - 3pm

14551 Shields Road, Holly, MI 48442

- Free event
- Off-Roading through Holly Oaks ORV Park
- Each person may bring one guest (ages 10 plus)
- Waivers are required
- Registration required

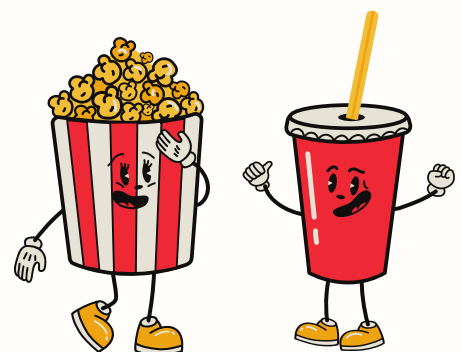


AMC SENSORY FRIENDLY FILMS

Every 2nd and 4th Saturday

Participating Movie theaters in Michigan:

- AMC Forum 30
- AMC Livonia 20
- AMC Star Gratiot 15



LOOK WHO'S TALKING
APRIL'S CAREGIVER OF THE MONTH
JONATHAN MCGRATH

ECare: What made you decide to become a Caregiver?

Jonathan: Ever since I was little, I've been involved with people with special needs, whether it was babysitting, or volunteering at centers for my National Honor Society hours at school. I always knew I was great with kids and wanted to help people. When I saw the job listing, I knew it was perfect for me!

ECare: What was your first paying job?

Jonathan: My first paying job was as a dishwasher at a local restaurant for 3 years when I was 14. It gave me a lot of experience, and I loved my coworkers, but I certainly don't miss washing dishes in a hot kitchen all day!

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

Jonathan: For me, the most exciting part is not knowing what I'm going to do every day. No day is the same as the last.

ECare: What do you do for fun?

Jonathan: I play guitar in a metal band, and we play a lot of shows in Michigan and even have gone across the country! I also love playing video games, listening to music, walking my dog, and going on random adventures!

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

Jonathan: Patience is one of the most important skills you can learn for this job. You have to learn that no matter what is thrown your way, respond with kindness and respect. Understanding who you are working with and truly connecting with them will make a night and day difference.

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

Jonathan: Nowadays I definitely consider myself to be more extroverted. Being in a band and playing live forced me to get outside my comfort zone and be confident in myself. I love talking to random people and striking up conversation when I can. One of the most important things I was ever told was "no one cares as much as you think they do" and ever since I heard that my fear of people significantly decreased.

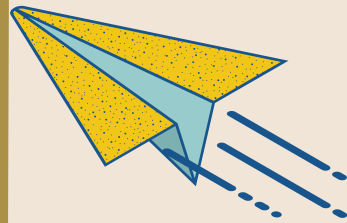


We are proud to recognize Jonathan McGrath as our Caregiver of the Month! Jonathan is a reliable caregiver and a truly wonderful addition to the ExpertCare team. His passion for caregiving shines through in everything he does, and it is clear that he is deeply committed to making a positive impact. Jonathan consistently goes above and beyond to support his recipient, and his dedication makes a meaningful difference in their daily life. We are grateful to have Jonathan as part of our team and appreciate the compassion and excellence he brings to his role each day. Congratulations, Jonathan, and thank you for all that you do!

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

EMPLOYEE ANNIVERSARIES!

THANK YOU!



Winfrey Dudley 25 Years

China Long-Kent 15 Years

Regina Gunnells 15 Years

Molly Likiardopoulos 5 Years

Tiarra Minor 5 Years

Josefina Martinez 5 Years

Bettina Little 5 Years

Dechelle Reed 5 Years

May Holidays

May 1: International Workers' Day

May 4: International Firefighters' Day

May 5: Cinco de Mayo,

May 6: National Nurses Day.

May 10: Mother's Day.

May 16: Armed Forces Day.

May 25: Memorial Day.

NEW VERSICARE EMPLOYEES

WELCOME TO THE TEAM!

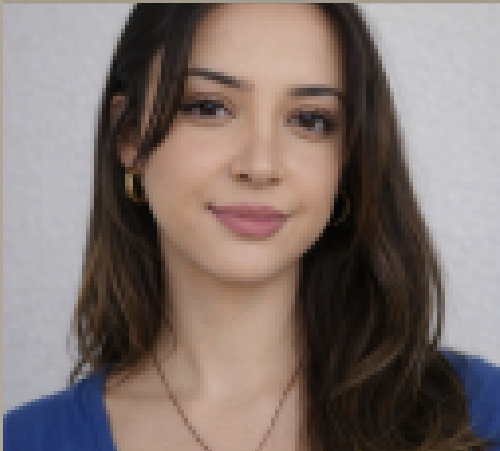
SUSAN WISE

**STAFF
ACCOUNTANT**



KARLA GUILLEN

TRAINER



ANGELA SAMUELS

TRAINER



Jasmine Vang

Get to know ExpertCare Staff



What is your job title and role at ExpertCare?

I'm an admin coordinator for our therapy team. One of my most important (and favorite) part is processing therapy referrals. I work with supports coordinators to ensure we have the required documentation to accept each referral. Once everything is in place, I enter the individual into our database so they can begin the onboarding process. We currently provide in-home Speech Therapy (ST), Occupational Therapy (OT), and Physical Therapy (PT) services.

Do you recall any embarrassing moment at work?

Several years ago, we shut our phones off for an hour during a company luncheon. One of our caregivers became concerned when calls weren't being answered and contacted Troy police to conduct a wellness check. You could imagine the confusion on me and the officers' faces when they walked in and everything was fine. It's still one of the most embarrassing (but probably funnier) work moments I have to date.

People would be surprised if they knew:

In 8th grade, I won First Place Gold at the Detroit Science Fair for my science project, "How does acid rain effect the germination of seeds?".

Reflecting on your journey, can you pinpoint a pivotal career milestone that significantly influenced your path towards success?

When I began supporting the therapy department, the team was just three members - but the demand for therapy services was high. I was grateful to learn something new. As I became more involved, I expressed interest in taking on a permanent role and was truly grateful when the opportunity was offered to me. Since then, our team has doubled in size and continues to grow, allowing us to expand our services and support even more individuals and families in our community.

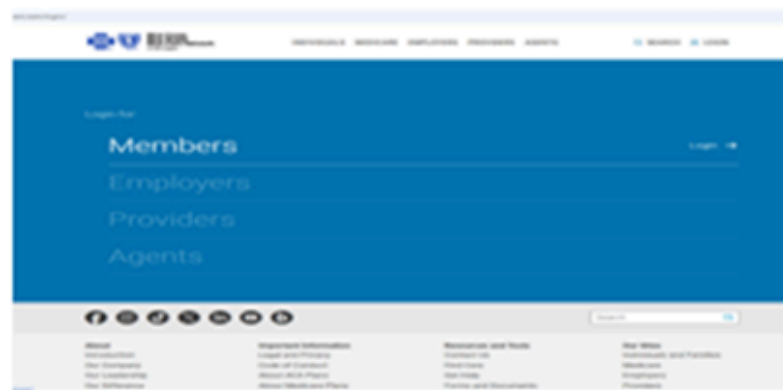
What is one piece of advice you want to share with our Caregivers and Therapists?

Every interaction counts. Your patience, guidance, and support help our recipients make real progress even when it doesn't feel obvious day-to-day. Thank you for all that you do - you make a real impact!

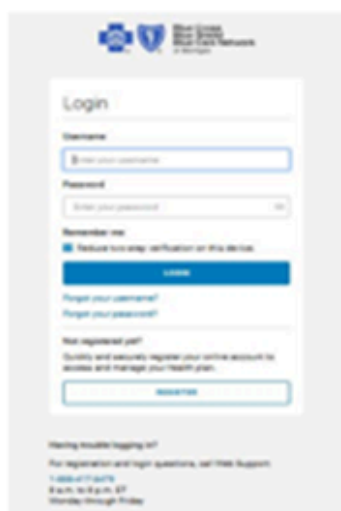


How To Access Proof of Qualified Health Coverage for Auto Insurance

1. Open your web browser and visit the **BCBSM website**: <https://www.bcbsm.com/login/>



2. Click on the **Login for members** button, typically located at the top left of the page. Enter your **username** and **password** in the respective fields, then click **login**.



3. At the top of the screen select **My Coverage**, and under **Resources** select **ID Cards & Proof of Coverage**



4. You will then see a copy of your ID card and scroll down to the bottom of the page to download proof of coverage for your auto insurance or a letter of eligibility for your current health insurance. **Click on the appropriate PDF link**

Qualified Health Coverage

Find out if your plan meets the qualified health coverage requirements under the Michigan no-fault law. To learn more or to request a letter about your eligibility status, contact us.

Company Name

[Proof of Qualified Health Coverage for Auto Insurance \(PDF\)](#)

Letter of Eligibility

In some cases, you may be asked to provide proof of your current health insurance. This letter shows your current coverage and lists all the members on the current policy.

Company Name

[Letter of Eligibility \(PDF\)](#)

Recipient Rights Corner



Recently, an incident was reported to ExpertCare and the Office of Recipient Rights involving a staff member who used a personal device to photograph a recipient and identified the individual as a MCCMH consumer while in the community. These actions are violations of the Michigan Mental Health Code.

Michigan Mental Health Code 330.1724 Fingerprints, photographs, audiotape, or use of 1-way glass.

(1) A recipient of mental health services shall not be fingerprinted, photographed, audiorecorded, or viewed through a 1-way glass except in the circumstances and under the conditions set forth in this section. As used in this section, photographs include still pictures, motion pictures, and recordings.

(2) Fingerprints, photographs, or audiorecordings may be taken and used and 1-way glass may be used in order to provide services, including research, to a recipient or in order to determine the name of the recipient only when prior written consent is obtained from 1 of the following:

(a) The recipient if 18 years of age or over and competent to consent.

(b) The guardian of the recipient if the guardian is legally empowered to execute such a consent.

(c) The parent with legal and physical custody of the recipient if the recipient is less than 18 years of age.

(6) Photographs of a recipient may be taken for purely personal or social purposes and shall be maintained as the recipient's personal property. A photograph of a recipient shall not be taken or used under this subsection if the recipient has indicated his or her objection.

(7) Photographs or audiorecordings may be taken and 1-way glass may be used for educational or training purposes only when express written consent is obtained from 1 of the following:

(a) The recipient if 18 years of age or over and competent to consent.

(b) The guardian of the recipient if the guardian is legally empowered to execute such a consent.

(c) The parent with legal and physical custody of the recipient if the recipient is less than 18 years of age.

Michigan Mental Health Code 330.1748 Confidentiality:

(1) Information in the record of a recipient, and other information acquired in the course of providing mental health services to a recipient, shall be kept confidential and is not open to public inspection. The information may be disclosed outside the department, community mental health services program, licensed facility, or contract provider, whichever is the holder of the record, only in the circumstances and under the conditions set forth in this section or section 748a.

(7) Information may be disclosed by the holder of the record under 1 or more of the following circumstances:

(a) As necessary in order for the recipient to apply for or receive benefits.

(b) As necessary for treatment, coordination of care, or payment for the delivery of mental health services, in accordance with the health insurance portability and accountability act of 1996, Public Law 104-191.

(c) As necessary for the purpose of outside research, evaluation, accreditation, or statistical compilation. The individual who is the subject of the information shall not be identified in the disclosed information unless the identification is essential in order to achieve the purpose for which the information is sought or if preventing the identification would clearly be impractical, but not if the subject of the information is likely to be harmed by the identification.

(d) To a provider of mental or other health services or a public agency, if there is a compelling need for disclosure based upon a substantial probability of harm to the recipient or other individuals.

Recipient Rights Corner



Key reminders for all staff:

- Never take photos, videos, or recordings of recipients without documented consent.
- Do not use personal devices to capture or share recipient information.
- Avoid identifying individuals as recipients/consumers in public settings.
- Always safeguard confidential information and only share it when legally authorized.

Maintaining privacy, dignity, and trust is essential to providing respectful, person-centered care. We sincerely thank ExpertCare caregivers for their continued commitment to upholding these standards and protecting the individuals they support. If you have any questions or need clarification, please contact ExpertCare at 248-643-8900.

*Thank,
You!*

May is Mental Health Awareness Month

MENTAL HEALTH AWARENESS MONTH IS IMPORTANT BECAUSE IT HELPS BREAK DOWN STIGMA, ENCOURAGES EARLY INTERVENTION, AND FOSTERS UNDERSTANDING AND EMPATHY. HERE ARE SOME DIFFERENT SELF-CARE ACTIVITIES TO DO WITH YOUR RECIPIENT!

EMOTIONAL

- TALK IT OUT – CONNECT WITH A TRUSTED FRIEND, THERAPIST, OR SUPPORT GROUP
- PRACTICE GRATITUDE – WRITE 3 THINGS YOU'RE THANKFUL FOR DAILY
- SET BOUNDARIES – PROTECT YOUR TIME AND ENERGY WITHOUT GUILT
- SELF-COMPASSION CHECK-INS – SPEAK TO YOURSELF LIKE YOU WOULD TO A FRIEND

PHYSICAL & MENTAL

- GO FOR A WALK OUTDOORS – NATURE CAN SIGNIFICANTLY REDUCE STRESS
- TRY GENTLE MOVEMENT – YOGA OR STRETCHING (LOOK UP HATHA YOGA FOR BEGINNERS)
- PRIORITIZE SLEEP – CREATE A CALMING NIGHTTIME ROUTINE
- STAY HYDRATED & EAT NOURISHING MEALS

CREATIVE & RELAXING

- COLORING, PAINTING, OR CRAFTING – NO SKILL NEEDED, JUST EXPRESSION
- LISTEN TO MUSIC OR PODCASTS – EVEN BETTER IF IT UPLIFTS YOUR MOOD
- READ SOMETHING COMFORTING – A FAVORITE BOOK OR LIGHT READ
- DIGITAL DETOX HOUR – REPLACE SCREEN TIME WITH SOMETHING CALMING

OTHER SELF-CARE

- GO SOMEWHERE YOU ENJOY – COFFEE, A MOVIE, OR A PARK VISIT
- DECLUTTER A SMALL SPACE – A TIDY AREA CAN EASE MENTAL CLUTTER
- VOLUNTEER OR HELP SOMEONE – GIVING BACK BOOSTS MOOD AND PURPOSE
- TRY THERAPY OR COUNSELING – EVEN ONE SESSION CAN HELP RESET PERSPECTIVE



MOTHER'S DAY

FUN CRAFT IDEA FOR AMAZING MOMS

HERE IS WHAT YOU'LL NEED:

1. A PAPER PLATE CUT IN HALF. IF YOU WANT TO CREATE AN EXTRA FANCY CRAFT, YOU CAN TRACE AND CUT A CIRCLE OUT OF A CRAFT FOAM SHEET AND THEN CUT IT IN HALF.
2. CRAYONS OR MARKERS. I PREFER CRAYONS SINCE IT'S EASIER TO CLEAN UP.
3. FOAM FLOWER STICKERS OR ANY DECORATIVE STICKERS.
4. GLUE
5. HOLE PUNCHER.
6. YARN, THREAD OR RIBBON.
7. HAPPY MOTHER'S DAY BANNER PRINTED ON NICE CARDSTOCK.
8. TISSUE PAPER IN DIFFERENT COLORS.
9. CLEAR TAPE.



Thank you so much!