ExpertCare
CHRONICLE

November 2026



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NOVEMBER GIVEAWAY

We're drawing two winners for November to a Multi-Brand Gift Card.

Find out who won in next month's Newsletter!

OCTOBER GIVEAWAY

Congrats to October 2026 Giveaway Winners:

Aarion Lee & Timothy Smith!

HHA TIP OF THE MONTH

NOVEMBER 2026

FOR THE NOVEMBER HHA TIP OF THE MONTH WE WANTED TO SEND OUT A REMINDER THAT SOMETIMES THE APP WILL GLITCH OR HAVE UPDATES THAT NEED A LITTLE EXTRA HELP PUSHING THROUGH! WHEN SOMETHING IS NOT WORKING CORRECTLY, TRY TO DELETE THE APP AND REINSTALL IT AS YOUR FIRST ROUND OF TROUBLESHOOTING.

INCLUDED BELOW ARE THE TWO CURRENT LINKS TO THE APP STORE FOR THE LATEST VERSION OF THE HHAEXCHANGE+ APP:

ANDROID/GOOGLE: HTTPS://PLAY.GOOGLE.COM/STORE/APPS/DETAILS?ID=COM.HHAEXCHANGE.UMA

APPLE/IPHONE: HTTPS://APPS.APPLE.COM/US/APP/HHAEXCHANGE/ID1623129489

BONUS TIP! MAKE SURE YOUR DEVICE IS UP TO DATE ON THE LATEST SOFTWARE VERSION!

NOVEMBER REFRESHER CLASSES

TUESDAY, NOV. 3RD AT 12PM
FRIDAY, NOV. 13TH AT 2PM
THURSDAY, NOV. 19TH AT 2PM
MONDAY, NOV. 23RD AT 12PM

USE THE LINK BELOW TO JOIN:
HTTPS://TEAMS.MICROSOFT.COM/MEET/270767705834444?P=ZMBJJT5RI7UJJJEQLW

Policy Reminders



Friendly reminder: Holiday Breaks and Providing Care

Care cannot be provided while the recipient is attending school or is expected to be at school. However, with holiday and school breaks approaching, caregivers often ask how this applies when school is not in session.
If school is closed for a holiday break and the recipient is not expected to attend school, a caregiver may provide care during the recipient's typical school hours. In these situations, services can be provided because the recipient is available and not required to be in school.



EARNED SICK TIME (ESTA)

If you're sick, please stay home to help prevent the spread of illness and maintain a healthy workplace. Eligible employees may use available ESTA hours in accordance with company policy. Please submit ESTA requests through Paylocity, where you can also view your available balance.

A few reminders:
Up to 72 hours of unused ESTA may roll over into the following year.
If you're unable to make it to work, please notify the families you work with as soon as possible.

Thank you for helping keep our workplace healthy and safe!



UPCOMING EVENTS

MACOMB

HARVEST HOLIDAY MARKET

November 1, 2026

Kick off the holiday shopping season at the Harvest Holiday Market at Packard Proving Grounds! Stop by on Sunday, November 1, from 12:00 PM to 4:00 PM to explore local vendors and shop for the upcoming holidays.
Location: 49965 Van Dyke Ave, Shelby Township, MI 48317.

Mount Clemens Santa Parade

November 21, 2026
Celebrate the holiday season with a festive parade and a special appearance by Santa Claus! This free, family-friendly event takes place in downtown Mount Clemens.
Date & Time: Saturday, November 21, 10:00 AM–12:00 PM
Location: N. Main Street, Mount Clemens, MI
Cost: Free!

MACOMB TOWNSHIP ADAPTIVE HOLIDAY CRAFT WORKSHOPS

Address: Macomb Township Recreation Center, 20699 Macomb St, Macomb, MI 48042

Phone: (586) 992-2900
Cost: $8–$12 per class
Date & Time: Select Wednesday evenings in late November 2026

A structured, small-group adaptive art workshop where participants with cognitive or physical disabilities create holiday decorations and ornaments. Instructors adapt tools and materials to accommodate varying hand strength and motor abilities.

THE MACOMBERS FALL EXTRAVAGANZA

November 14, 2026
Enjoy an evening of music and entertainment at The Macombers Fall Extravaganza! Join Macomb Community College's show choir, along with special guests Expressions and the Concert Choir, for an exciting performance featuring pop, jazz, and Broadway favorites, from modern hits to 1980s classics!
Date & Time: Saturday, November 14, at 7:30 PM
Location: Macomb Center for the Performing Arts, 44575 Garfield Road, Clinton Township, MI 48038.
Tickets: $18 for adults and $12 for students.

UPCOMING EVENTS

OAKLAND

FRIENDSGIVING BINGO

RARA Recreation Center, 500 E Second St, Rochester, MI 48307

Cost: $6–$10 per participant

Date & Time: Friday, Nov. 20, 2026 | 6:30 PM – 8:30 PM

Organized by Rochester Avon Recreation Authority (RARA), this adaptive social gathering features Thanksgiving-themed bingo games, prizes, and social interaction tailored for individuals with special needs and their support networks.

Royal Oak Market: Art Fair Edition

November 19–20, 2026
Shop unique creations from over 60 artists and makers while enjoying live entertainment, food, and drinks! This free event is perfect for finding one-of-a-kind holiday gifts.
Date & Time: November 19–20, 11:00 AM–9:00 PM
Location: Royal Oak Farmers Market, 316 E. 11 Mile Road, Royal Oak, MI Cost: Free!

GREAT LAKES SENSORY SANTA VISIT

Address: Great Lakes Crossing Outlets (District 7), 4000 Baldwin Rd, Auburn Hills, MI 48326

Cost: Free to visit and meet Santa; photo packages available for optional purchase

Date & Time: Sunday, November 15 & Sunday, November 22, 2026 9:00 AM – 10:30 AM (Before mall opening)

Hosted in partnership with Cherry Hill Programs, this special event gives children with sensory sensitivities, physical disabilities, or autism a calm environment to meet Santa. The mall lowers the lights, turns off background music, and controls crowd size to minimize sensory overload. Online reservation is required.

Cranbrook Art Museum Fall Family Day

November 7, 2026
Enjoy a creative day at Cranbrook Art Museum featuring hands-on activities, a fashion design workshop, and mannequin styling for ages 5 and up!
Date & Time: Saturday, November 7, at 11:00 AM
Location: Cranbrook Art Museum, 39221 Woodward Ave, Bloomfield Hills, MI
Cost: Included with standard museum admission.

UPCOMING EVENTS

WAYNE

WAYNE COUNTY LIGHTFEST (DRIVE-THRU DISPLAY)

Address: Merriman Hollow Park (Hines Drive Entrance), 7651 Merriman Rd, Westland, MI 48185
Phone: (734) 261-1990
Cost: $5 cash per vehicle

Date & Time: Opens Thursday, November 19, 2026 (Runs Wednesday–Sunday evenings 6:00 PM – 10:00 PM)

The Midwest's longest drive-thru holiday light display features nearly 5 miles of animated light structures along Hines Drive. Highly accessible for families with mobility challenges or sensory sensitivities, as you can enjoy the entire light experience from the comfort, warmth, and sound control of your own vehicle.

Lightfest Run/Walk

(Westland/Dearborn Heights) Wednesday, November 18, 2026, starting at 7:00 PM at Merriman Hollow Park and finishing at Warrendale Park; includes a hat, medal, and snacks for the first 1,000 registrants.

The Rink at Campus Martius

Opens November 21, 2026
Celebrate the holiday season with outdoor ice skating in the heart of downtown Detroit! Enjoy festive lights, holiday music, and beautiful city views.

Location: Campus Martius Park, 800 Woodward Ave, Detroit, MI

Cost: Admission and skate rental fees apply.

Downtown Detroit Markets

Opens November 12, 2026
Get into the holiday spirit while shopping local vendors, unique gifts, and seasonal goodies at Detroit's festive downtown holiday markets!
Opening Date: Thursday, November 12
Location: Downtown Detroit, Cadillac Square
Cost: Free admission!

CAREGIVER

Of the month

MARCHELLE BRIDGES



EC: What made you decide to become a Caregiver?

Marchelle: What made me decide to become a caregiver is that I've always been a caring person.

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

Marchelle: When I know that I've brightened someone's day.

EC: What do you do for fun?

Marchelle: I love spending time with my family and friends. Mainly my adult kids. Movies, and going out to dinner is always a plus.

EC: Have you ever met anyone famous?

Marchelle: I Haven't met anyone famous yet.

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

Marchelle: To treat everyone that you meet with kindness.

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

Marchelle: Over the past years of being a caregiver I've learned that you should always treat and care for others as you would want someone to care for you. Treat everyone with dignity, kindness, and respect. Always try to give your best. Know that you're appreciated and valued.



We are excited to recognize Marchelle Bridges as our Caregiver of the Month! Marchelle is a wonderful caregiver who consistently brings kindness, positivity, and warmth to the families she serves. Her families absolutely adore her, and it is easy to see why. She arrives to work on time every day with a smile on her face and a positive attitude that makes a meaningful difference in the lives of those around her.

Marchelle is always kind, courteous, and uplifting in her interactions with others. Her dedication and positive spirit help create an encouraging and comfortable environment for the individuals she supports. One family shared that Marchelle is, "very courteous, very kind, very uplifting, very good"—a wonderful reflection of the compassion and positivity she brings to her role each day.

We are incredibly grateful to have Marchelle as part of the ExpertCare team. Her reliability, kindness, and genuine care for the families she serves represent the type of impact we strive to make every day. Thank you, Marchelle, for consistently showing up with a smile, a positive attitude, and a heart for helping others. We appreciate everything you do! Thank you for demonstrating

ExpertCare's core values of:
Champion People
Pursue Excellence
Own the Impact
Be Stronger Together
Inspire Joy
Innovate Boldly

DOES YOUR FAMILY HAVE AN AWESOME CAREGIVER?



Does your caregiver go above and beyond? Help us recognize their hard work by nominating them for ExpertCare's Caregiver of the Month!

To nominate your caregiver, please email Recruiters@expertcare.com with their full name and a few reasons why they stand out. Share what makes them special, how they make a difference, or why you appreciate them!

Let's give our incredible caregivers the recognition they deserve!



Thank You

EMPLOYEE *Anniversaries*

20 YEARS

LAQUITA HASBERRY

10 YEARS

KAYLA WERLEY-COFFEE

5 YEARS

PAIGE DEARMENT
LISA JENDERS
CIARA LAH
ANGALITA LOVE
DEBORAH MORGAN
JAZMINE NOLES
CATHY RIGDON
ELEANOR WATKINS

EXPERTCARE EMPLOYEE OF THE MONTH: AMANDA GURNE



What is your job title and role at ExpertCare?
Director of Operations. I focus on keeping our operational departments running smoothly, removing roadblocks for our teams, and making sure our systems and daily workflows effectively support the care we provide.

How do you contribute to the company's positive work culture?
By keeping communication open, approachable, and grounded. I want everyone to feel comfortable speaking up, asking questions, and knowing they have real support in their corner without feeling judged.

What would people never guess you do in your role?
A lot of behind-the-scenes troubleshooting. When things run smoothly, you rarely see the moving parts—so much of my day is spent quietly connecting dots and solving puzzles before an issue ever reaches anyone else's desk.

If you had to eat one meal, every day for the rest of your life, what would it be?
I would dream to have Thanksgiving dinner made by my grandmother again. The smells wrap you in comfort and love, which leaves you wanting more.

What is one piece of advice you want to share with our Caregivers and Therapists?
Take the time to really connect and do the job right—it's never just about rushing in and out or checking off tasks. Bringing patience, a warm presence, and a smile helps the people we care for feel truly comfortable, safe, and confident. Never underestimate the value of the human side of care; taking that extra moment to make someone feel seen is what truly matters most.

Seasonal Recipes!

Snowball Cookies



Makes 40–50 cookies

Ingredients:

- 2 cups flour
- ½ cup finely chopped walnuts, almonds, or pecans
- 1 cup softened butter or coconut oil
- ½ cup powdered sugar
- Extra powdered sugar for coating

Directions:

- Preheat oven to 325°F.
- Beat butter and powdered sugar until combined.
- In a separate bowl, mix flour and chopped nuts.
- Combine everything to form a dough.
- Roll into small balls and place on a baking sheet.
- Bake for 20–25 minutes, until lightly golden.
- While warm, roll cookies in powdered sugar.
- Transfer to a wire rack to cool. Enjoy!

Shortbread Cookies

Makes 15 cookies, Total Time: 1 hour 8 minutes

Ingredients

1 cup softened butter
½ cup granulated sugar
1 tsp vanilla extract
2 cups all-purpose flour
Optional: 2 tbsp milk and ¼ cup sprinkles

Instructions

Beat butter and sugar until light and fluffy.
Add vanilla and flour. Mix until dough forms.
Gently roll dough to ½-inch thickness and cut into desired shapes.
Place on parchment-lined baking sheets and refrigerate for 30 minutes.
Preheat oven to 350°F.
Bake for 12–18 minutes, until edges are lightly golden. Begin checking at 10 minutes.
Optional: Let cool slightly, brush tops lightly with milk, and add sprinkles.
Storage: Airtight container for up to 1 week or freeze for up to 3 months.



I AM THANKFUL

On each line, write one thing you're thankful for that starts with that letter.

A _____

B _____

C _____

D _____

E _____

F _____

G _____

H _____

I _____

J _____

K _____

L _____

M _____

N _____

O _____

P _____

Q _____

R _____

S _____

T _____

U _____

V _____

W _____

X _____

Y _____

Z _____

printabulls



RECIPIENT RIGHTS CORNER

NEGLECT

Definition

Neglect can occur when someone responsible for providing mental health services does something they should not do, or fails to do something they are required to do, resulting in the recipient not receiving the standard of care or treatment they are entitled to receive.

Be Present

All CLS and respite services are 1:1. A caregiver's role is to provide support throughout the service, not just be in the same location. Leaving a recipient unattended may put them at risk and could result in a substantiation of neglect.

What shouldn't we do

- **At the Gym:** Sitting outside the building while the recipient works out.
- **At the Park:** Leaving the recipient alone to retrieve something from your vehicle.
- **At the Store:** Walking away and leaving the recipient unattended.
- **At Home:** Stepping away to another room without ensuring the recipient's supervision needs are met.

Pause & Ask

- Am I present and providing support?
- Am I leaving the recipient unattended, even briefly?
- Am I following the recipient's plan and supervision needs?
- Am I giving the recipient my attention?

Questions?

Contact ExpertCare at 248-643-8900
We are here to help!

Recipient Rights Is Everybody's Business.

EQUIFAX | The Work Number

Guide to The Work Number

Automatedincome and employment verifications from The Work Number database

The Work Number® from Equifax helps privately and quickly provide automated income and employment verifications 24 hours a day, 7 days a week to help keep your life moving! No more searching for paystubs!



What can theworknumber.com do for me?

Get an Employment Data Report (EDR):

Aconsumer reportrequired by the Fair Credit Reporting Act (FCRA) so you can see your personal information and who requested it. We want you to be able to see this report so here's how:

Fill out the Employment Data Report Request Form and mail or email it to:
Equifax Workforce Solutions
ATTN: EDR
3470 Rider Trail South
Earth City, MO 63045
Email: EDR@equifax.com
(Use of secure emailfunction recommended)

Ask for Data Dispute Assistance:

Ifyounotice somethinginaccurate on your Employment Data Report (EDR,) call The Work Number Employee Service Center for assistance:

866-222-5880
M-F 8:00 am - 8:00 pm (ET)
TTY- hearing impaired:
800-424-0253

If a Verifying Organization Needs Assistance:

(including mortgage lenders,propertyleasing, financial institutions, a government agency, etc.)

theworknumber.com
800-367-5690
M-F 8:00 am - 8:00 pm (ET)
member@equifax.com

Freeze your Information to Verifiers:

Ifyouwould liketoput a freezeonyouremployment information available to verifiers:

Fill out the Freeze Request Form and mail or email it to:
Equifax Workforce Solutions
ATTN: FREEZE
3470 Rider Trail South
Earth City, MO 63045
Email: twnfreeze@equifax.com -
(Use of secure email function recommended)

Phone: 1-866-222-5880

For assistance contact The Work Number Employee Service Center at:
Phone: 800-367-2884
M-F 8:00 am - 9:00 pm (ET)
TTY- hearing impaired:
800-424-0253

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COMMUNITY TOWN HALL

Oakland Community Health Network
Developmental Disabilities · Mental Health · Substance Recovery

Upcoming Medicaid Changes



Thursday, November 12
3–5 p.m. or 6–8 p.m.

OCHN Administrative Office
5505 Corporate Drive
Troy MI 48098

Michigan Room

Learn what upcoming Medicaid changes may mean for you and your family, including the new work requirements for Healthy Michigan Plan members.

Get answers. Ask questions. Connect with resources.

Scan QR code or select the link below to register!
forms.cloud.microsoft/r/Sg3UQ3L7ZR

Meet with community organizations providing support with:

Advocacy Housing Legal Services Healthcare
Disability Services Employment Education

Join OCHN, provider agencies and community partners for this important conversation.

If you need additional information, contact Tiffany Devon, devont@oaklandchn.org or 248-975-9684.

Nurture the Future and Henry Ford SandCastles present

SandCastles Family Grief Support Event

Monday, November 9, 2026

5:30–7:30 p.m.

This parent/caregiver-child event will provide grief information and support for families who have experienced a death. Activities will include:

- Family dinner
- Grief and loss education and support
- Family creative activities
- Free book and resources *while supplies last*

For children 5+ please



This workshop is free and registration is required at
www.guidance-center.org/grief

At The Guidance Center's
Center for Excellence (Building 2)
13111 Allen Road, Southgate, MI 48195

THE GUIDANCE CENTER
NURTURE THE FUTURE
Family Resources & Support

Henry Ford SandCastles
Grief support program for children and families

For questions or more information contact Allison Smith at 734-308-0768 or asmith@guidance-center.org.

BOOK CLUB

The Amazing Generation

by Jonathan Haidt and Catherine Price



Thursday, November 12, 2026

5:30-7pm

The Guidance Center's Center for Excellence
13111 Allen Road, Southgate MI 48195

The Amazing Generation: Your Guide to Fun and Freedom in a Screen-Filled World is aimed at kids and tweens (ages 9-12) and offers a positive, practical guide to managing smartphone use and living a more fulfilling "analog" life. Inspired by Haidt's *The Anxious Generation*, it uses facts, a graphic novel, and real-life stories to empower young people to take control of their tech use, focusing on fun, confidence, and real-world connection rather than just restrictions.

Read together with your child and come ready to discuss *The Amazing Generation*. Parents and kids will have a chance to meet separately and then come together for games and dinner.

Free books available to borrow:
text 734-308-0768 for your copy!
(while supplies last)

RAFFLES & GIVEAWAYS INCLUDED!

Register at
www.guidance-center.org/book-club2

Group discussion and dinner provided.

For more information contact Allison Smith at asmith@guidace-center.org or 734-308-0768

THE GUIDANCE CENTER
NURTURE THE FUTURE
Family Resources & Support

OUT in Nature



Saturday, November 21, 2026

1-3pm

at the Detroit River International Wildlife Refuge
5437 W. Jefferson Ave., Trenton, MI

Join us for an LGBTQ+ community walk to connect with nature, followed by a craft and snacks. Youth of all ages, families and allies welcome!

Register with the QR code or at
guidance-center.org/hike

THE GUIDANCE CENTER
NURTURE THE FUTURE
Family Resources & Support

DETROIT RIVER INTERNATIONAL Wildlife Refuge

For more information contact Allison Smith at asmith@guidance-center.org or 734-308-0768.