

# The Able Times

From the Desk of Michael Shapiro, President

## Helpful Tools for Our Caregivers

All the information you need to do your job and about your pay and benefits are all available and accessible on the web. Able maintains several websites to help you do your job and to provide all the information you need:

<b>Santrax or SMC</b>	Call in and out and enter completed tasks
<b>ADP Workforce Now</b>	Company Policies, Pay Statements, Leave and Benefits, Caregiving tips and ideas
<b>CareConnect</b>	Job offers or Communication with your branch, coordinator, payroll, HR or administrative management
<b>TextLine</b>	Announcements or Alerts

*See pages 3 and 5 for additional information.*

Toda la información que necesita para hacer su trabajo y sobre su pago y beneficios están disponibles en la web. Able mantiene varios sitios web para ayudarlo a hacer su trabajo y proporcionar toda la información que necesita:

<b>Santrax o SMC</b>	Registrar la hora de llegada y de salida y las tareas completadas
<b>ADP Workforce Now</b>	Políticas de la empresa, declaraciones de pago, licencias y beneficios, consejos e ideas para el cuidado
<b>CareConnect</b>	Ofertas de trabajo o comunicación con su sucursal, coordinador, nómina, recursos humanos o gestión administrativa
<b>TextLine</b>	Anuncios o Alertas

*Consulte las páginas 3 y 5 para obtener información adicional.*

### Dear Home Health Aides:

As COVID-19 cases in the region begin to emerge, sound primary prevention measures are the best way to prevent infection. In the current absence of a vaccine, the best way to protect yourself and others is to avoid being exposed to this virus.

#### The CDC recommends the following:

- Stay home when you are sick.
- Wash your hands often with soap and water for at least 30 seconds. Use an alcohol-based hand sanitizer that contains at least 70% alcohol, if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. (In the absence of a tissue, cough or sneeze into your shirt sleeve or bent arm)
- Clean and disinfect frequently touched objects and surfaces.

NYSDOH recommends to get the flu shot. At this time there is no vaccine for coronaviruses.

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April 2020

Volume 25 Edition 2

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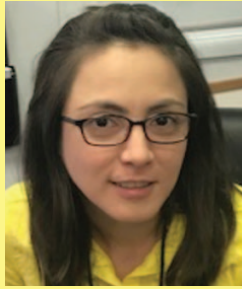
GOOD COMMUNICATION  
IS THE BRIDGE  
BETWEEN  
CONFUSION AND CLARITY.

NAT TURNER



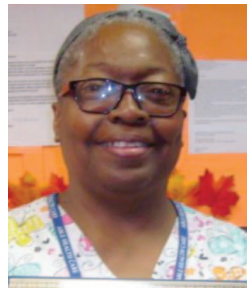
# Able's Hall of Fame

## Employee Recognition — 1st Quarter 2020



(L.-R.) Rudelsia McKenzie, Flavia Maroney, Eriquea Ifill, Cynthia Crooks, Laura Watrous

### January Aides of the Month



(L.-R.) Bulbuli D'Cruze, Marie Kidd

### February Aides of the Month

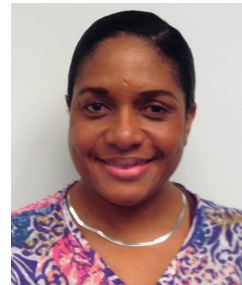


(L.-R.) Karen James, Judith Maldonado, Olinda Ortega

### Queens February Training Class



The training class surprised teacher **Dorothy Sistrunk Cook** (front row, 3rd from the left) with lunch and a gift out of appreciation for the wonderful training class they experienced.



(L.-R.) Ann Williams, Sharon Williams Whyte (with Marie)

Dear Nurse Supervisor,

I'm writing to tell you about the excellent home care services I received. Specifically...Ms. Bulbuli D'Cruz, Home Health Aide. She always maintained a professional demeanor and made me feel comfortable. In addition, she was excellent at communicating information to me that I needed to know.

I was very pleased with the services that I received and want to express my gratitude for being provided with outstanding home care.

Sincerely, J.T.

To The Staff at Able,

I would like to thank you for the long association I had with you during the time you serviced my son, Tom. I thank you Cindy (Guttenberg) for your positive attitude, your happy voice and your professional manner.

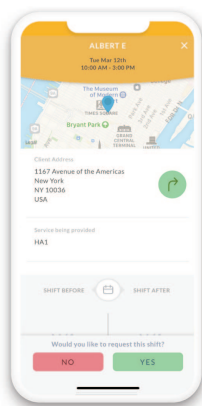
I thank you, Donna (Sforza), for your excellent nursing care and advice. You always took the time explaining things to me. You follow a long line of nurses at Able who were always good, patient and understanding.

I thank you Nicola (Hyatt) for your competence, patience and lovely voice and manner over the phone. As my Coordinator you always came through for me.

I would like to thank Able for my aides—first and foremost for Brad Hasloecker who was with me for years. for Jocelyn Grant, an excellent aide, and for Michael Dunnom who kept my son happy and laughing, and was also very kind to me.

Sincerely, R.J.





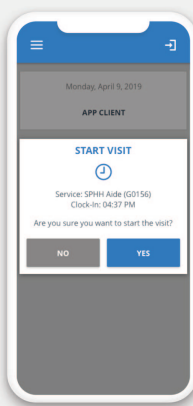
#### RECEIVE OPEN CASE NOTICES & REPLY RIGHT AWAY

- **Shift Invitations:** Get real-time open shift notifications
- **Shift Management:** View your requested, upcoming, and past shifts
- **Shift Directions:** Get one-tap directions to upcoming shifts
- **Shift Reminders:** Receive automatic shift reminders
- **Shift Preferences:** Set your work preferences to receive best matching cases



SEARCH THE PLAY OR APP STORE FOR:  
CareConnect for Caregivers

Sandata  
MOBILE CONNECT™



#### EASY TO USE CLOCK-IN & CLOCK-OUT + TASK TRACKING

- Easily clock-in and clock-out of your current shifts
- Document your tasks performed during each shift
- Document your observations during each shift
- Quickly view your upcoming and past shift details



SEARCH THE PLAY OR APP STORE FOR:  
Sandata Mobile Connect

# Embracing Technology

## From the desk of Wayne Lasner

*Chief Information Officer*

As the world gears up for the technological revolution, Able Health Care has kept up with the increased need for telecommunications such as our online apps, text messaging and our websites. Government regulations are now driving the direction for how Health Care organizations can communicate and share patient information. It is imperative that all of us be prepared. With that said we all, from clinical staff, administrative personnel, to the home health aide, must engage in as much training so that we can adapt to these new standards.

Going forward, it is important that everyone use this smart technology that is available in home care in order to do their job efficiently. If you need help learning, downloading or using all the technology, our staff is here to assist you at every inservice or orientation. In addition, individual training sessions can be scheduled by contacting your coordinator.

Part of our responsibility when text messaging and emailing is to ensure that any messages containing personal or patient data adhere to HIPAA regulations.

Here's what's new in 2020! Able Health Care has rolled out its new SMC application which is replacing the current MVV App. Field staff can now easily and accurately clock in and out of their scheduled shifts. This innovative app runs on IOS or Android cell phones. SMC has made it so easy for our staff to do away with paper time sheets. It is more convenient and the app updates payroll instantly, avoiding late pay because of time sheets being lost, or delayed in the mail. Able has also introduced our new CareConnect app which when installed on a caregiver's cell phone, creates a communication link between the caregiver and their coordinator. More shifts will be offered to our caregivers along with easy to follow directions and an abundance of crucial information to assist both the caregiver and the coordinator during the scheduling process.

Making sure your coordinators have your correct email and cell phone number will help us communicate with you more efficiently for schedule changes, scheduling opportunities (for more work) and for announcements.

***Embrace technology...it's here to stay!***

## ADP Mobile Solutions

The ADP Mobile Solutions app can help you stay connected to the tools and information you need for peak performance in this increasingly mobile world.

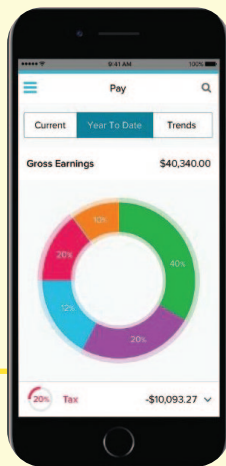
With the ADP Mobile Solutions app, you can:

- ✓ Check pay statements and view W-2s
- ✓ View time off balances and submit/approve requests
- ✓ Clock in/out and submit time sheets
- ✓ Enroll in benefit plans and make elections
- ✓ Access FSA balances and transactions
- ✓ Change 401(k) contribution rate and view account performance
- ✓ Manage your team from your phone
- ✓ And more!

La aplicación ADP Mobile Solutions puede ayudarle a mantenerse conectado a las herramientas y la información que necesita para obtener el máximo rendimiento en este mundo cada vez más móvil.

Con la aplicación ADP Mobile Solutions, puede:

- ✓ Compruebe las declaraciones de pago y vea W-2
- ✓ Ver saldos de tiempo libre y presentar / aprobar solicitudes
- ✓ Reloj de entrada / salida y enviar hojas de tiempo
- ✓ Inscribirse en plan de beneficios y hacer elecciones
- ✓ Acceder a los saldos y transacciones de FSA
- ✓ Cambiar la tasa de cotización 401 (k) y ver el rendimiento de la cuenta
- ✓ Administre su equipo desde su teléfono
- ✓ ¡Y más!



To download the app, go to:  
[adp.com/gomobile](http://adp.com/gomobile)

Download at:



# Urgent Call In Call Out Reminders

**To receive your pay accurately and on time it is important to:**

1. Call in and out for every case which will assure you are paid the correct amount of hours you work.
2. Make sure to use the correct phone #, this will identify your patient correctly.
3. Make sure to correctly enter your ID #, this will assure you receive credit for your visit.
4. Make sure to accurately enter the tasks you do for your patient that are prescribed on the Plan of Care.
5. Do not hang up until you hear the final prompt say Thank You and Goodbye. (this will only be heard on the call out after all tasks have been entered properly.)



**Please feel free to ask for help or to come to your branch if you need more guidance or help calling in and out and entering tasks.**

**Para recibir su paga correctamente y en el día de pago adecuado es importante que usted haga lo siguiente:**

1. Debe de llamar al empezar su turno laboral y debe de llamar al concluir su turno laboral por cada caso. Este proceso asegurará que se le pague la cantidad correcta por las horas trabajadas.
2. Asegúrese de usar el número de teléfono correcto, esto identificará a su paciente correctamente.
3. Asegúrese de ingresar correctamente su número de identificación, esto le asegurará recibir crédito por su visita.
4. Asegúrese de ingresar con precisión las tareas que usted hace para su paciente las cuales están delineadas en su Plan de Cuidado.
5. No cuelgue hasta que escuche el último mensaje decir Gracias y Adiós. (Esto solo se escuchará en la llamada después de haber entrado adecuadamente todas las tareas.)

**Por favor, siéntete libre de pedir ayuda o de visitar a su sucursal si necesita más orientación o ayuda para seguir el proceso de llamar y salir y para entrar las tareas adecuadamente.**

## Take Advantage of the Many Benefits Offered to You Through Employment with Able Health Care

**Health Insurance** – Your health is important to us! We offer health insurance for you and your family with HIP. Prescription Benefits, vision and some dental coverage. HIP has an extensive network of doctors available near to your home or work. We offer four levels of coverage!

**401K Retirement Plan** – It's never too late to start saving for retirement. Retirement & Savings program is always an advantage. Participation is strictly voluntary. You can contribute 1% - 15% to the plan each pay period. The Able Health Care Service 401K Plan is a great way to save for your retirement.

**Comprehensive Dental Care** – Affordable dental coverage for you and your family. The Guardian Dental plan offers two types of coverage. Dental cleanings and other services are at a discounted rate. Depending on your selection, Orthodontics may be included. Enroll today!

**Commuter Benefit** – A debit card that can be used to purchase transit passes for use on New York City subways, buses, train, ferry or UberPool.

**Direct Deposit** – Receive your pay directly in your checking or savings account. Don't stand on long lines or pay check cashing fees. Receive your pay automatically. It's easy to enroll and see your pay statements on your mobile phone.

**Referral Bonus** – Refer a friend. You and your friend can each receive a bonus of \$150 each. Call your branch for details.

### Aproveche los muchos beneficios que se le ofrecen Able Health Care a través de un empleo

**Seguro Medico ;Su salud es importante para nosotros!** Ofrecemos seguro de salud para usted y su familia con HIP. Beneficios de prescripción, visión y alguna cobertura dental. HIP tiene una amplia red de médicos disponibles cerca de su hogar o trabajo. ¡Ofrecemos cuatro niveles de cobertura!

**401k Plan de Jubilación** Nunca es tarde para comenzar a ahorrar para la jubilación. Elegible después de un año de empleo. El programa de jubilación y ahorro es siempre una ventaja. Participación es voluntaria. Puede aportar del 1% al 15% al plan en cada período de pago. El 401K plan de Able Health Care es una excelente manera de ahorrar para su jubilación.

**Plan Dental Integral** Cobertura dental asequible para usted y su familia. El plan de Guardian Dental ofrece dos tipos de cobertura. Las limpiezas dentales y otros servicios tienen una tarifa con descuento. Dependiendo de su selección, la ortodoncia puede ser incluida. ¡Inscríbete hoy!

**Beneficios de Viaje** Una tarjeta de débito que se puede usar para comprar pases de tránsito para el uso en los trenes, autobuses, trenes, ferry o UberPool de la Ciudad de Nueva York.

**Programa de bonificación por medio de referencia** Recomiende a un amigo o amiga para trabajar en Able Health Care. Usted y su amigo o amiga pueden cada uno recibir un bono de \$150. Para más información llame a su Sucursal de Able Health Care.

## ABLE'S 401(k) Program

We encourage our employees to participate in Able's 401K plan, administered through Empower Retirement. You must complete 1 year of service to enroll. The plan offers multiple investment options, loan provisions and much more.

To help promote financial wellness in the workplace, we have financial advisers available through Merrill Lynch. They are committed to helping our employees with objective, personalized advice and guidance with your 401K accounts and overall financial plan. Please reach out to them for any questions or concerns — they are here to help:

**Brett Berkman: (203) 3863-7641**

**Joseph Ilg: (631) 351-5129**

Please remember, Able has consistently provided a discretionary contribution to those that choose to participate. While this discretionary contribution is based on company profit and is not guaranteed, we will continue to provide every available benefit and resource to our personnel. We urge you all to take advantage of this benefit and reach out to our contacts at Merrill Lynch for assistance.



# 6 Spring Cleaning Tips to Reduce Indoor Allergens

A lot of people with allergies think that if they just stay indoors when the pollen counts are high, they can keep their spring allergy symptoms under control. But indoor allergens, particularly dust, can also cause nasal allergy symptoms, including nasal congestion, runny nose, sneezing, itchy nose, and itchy, watery eyes.

That's why it's a good idea to give your home a thorough, dust-busting spring-cleaning once the weather gets warmer. But before you get out your dust mop, stop and review our "clean smarter" tips for clearing the air. Because if you don't clean the right way, you run the risk of making your dust allergy worse.

## 1. Double-Doormats Keep Allergens Out

Did you know that around 85% of the contaminants in your home—including pollen and other allergens—can be found within about 10 feet of the exterior doors? To keep outdoor allergens from becoming indoor allergens, put doormats by every door, both inside and outside. The outside doormat captures the first layer of dirt; the indoor mat grabs what's left behind. Be sure to shake out both mats twice a week.

## 2. Work From Top To Bottom To Trap Dust

As you clean each room, start at the top and work down. Begin, for example, with the highest shelves in the room. This top-down technique helps to capture any dust that escapes from your dust cloth as you're working your way down shelves, wall-hanging and furniture.

## 3. Dust First, Vacuum Last

The last thing you want to do when you're cleaning is scatter dust around instead of removing it from surfaces. That's why it's best to dust before you vacuum so any dust that falls to the floor can get picked up with the vacuum cleaner. And remember that a damp dust cloth will trap more dust than a dry one.

## 4. Less Often Is More

Good news for those who don't love to vacuum: experts say it's better to vacuum thoroughly once a week than to bring out the vacuum cleaner every day for a quick run over the carpets. During your weekly vacuuming session, don't forget to use the upholstery attachment on mattresses and padded furniture, where dust mites love to hide.

## 5. Remake The Bed

As you change out heavy winter bedding for lighter spring blankets, wash quilts and blankets in hot water (at least 130° F) and dry them thoroughly before storing them. Do the same with throw pillows and stuffed animals. Wash or dry-clean your curtains and dust blinds thoroughly with a microfiber cloth.

## 6. Replace Your Filters

This is a good time to change the filters in your HVAC system or furnace and air conditioners. Choose those with a MERV rating of at least 10. (The higher the MERV rating, the smaller the particles it can filter.) Keeping your home dust-free can go a long way toward reducing your dust allergy symptoms.



## ADP Home Page

Able Employees will find a wealth of information when they log onto the ADP Website. Go to <https://workforcenow.adp.com/public/index.html>

The **HOME PAGE** is where you will find:

- ✓ Able's Mission Statement
- ✓ Company News and Announcements
- ✓ Current and Past Issues of the Able Times Newsletter
- ✓ Forms
- ✓ Featured Information under Company Spotlight

By exploring the **RESOURCES** and **MYSELF** tabs you will find:

- ✓ Company Policies
- ✓ The Employee Handbooks
- ✓ Benefits Information
- ✓ Education
- ✓ Reminders
- ✓ Personal Information including pay stubs, personal profile
- And Much More!

**Be sure to register and log onto the ADP website today!**

## CORONAVIRUS

# PROTECT YOURSELF & OTHERS

*(Continued from Page 1)*

Please note that surgical masks are only indicated for individuals who have contracted coronavirus and are not an effective deterrent against infection.

It is also important to remember that the overall majority of patients who do contract coronavirus COVID-19 will recover in full. Patients at extremes of age and with other co-morbidities seem to be most at risk, as with seasonal influenza. Furthermore, according to an analysis published in the New England Journal of Medicine, 81% of all 72,000 cases of COVID-19 in China were classified as only mild disease and were managed conservatively, while only 5% needed intensive hospital care (ICU).

In order to ensure a healthy and safe workplace environment, employees returning from CDC travel-restricted areas will not be permitted to return to work for 14 days. Restricted travel destinations currently include: China, South Korea, Italy, Japan and Iran. This list will be updated regularly as required and posted on our website and ADP.

During this time, employees may use sick time and other accrued benefit time. Employees returning from CDC-restricted areas should self-monitor for any symptoms of coronavirus. These symptoms can vary from mild to severe and include coughing, fever and shortness of breath. If any of these symptoms occur, employees should be evaluated by a health care provider. Following the 14-day cautionary period, the employee may return to work, provided that no symptoms are present. A MD note will be required.

For more information, you may visit the CDC website. We will send all staff undated information as we receive it from the DOH and CDC.

While we all have reason to be concerned, there doesn't appear to be any basis for undue alarm. Thank you all for your continued commitment to our patients and residents.

**Michael Shapiro** / *President*

**Sandra Weintraub** / *CEO*

**YOU CAN HELP PREVENT THE SPREAD  
OF RESPIRATORY DISEASES LIKE COVID-19.  
STAY HOME IF YOU ARE SICK.**



### SOCIAL DISTANCING

**Keep 6 feet between you and others when possible.**

**Avoid crowded public places where close contact with others may occur.**

**Avoid mass gatherings.**





# NYC: STOP THE SPREAD OF CORONAVIRUS!

New Yorkers working together can slow the spread of Coronavirus (COVID-19) in New York City.



## PROTECT YOURSELF AND OTHERS

- Wash your hands with soap and water often.
- Cover your nose and mouth with a tissue or sleeve when sneezing or coughing.
- Do not touch your face with unwashed hands.
- Do not shake hands. Instead wave or elbow bump.
- Monitor your health more closely than usual for cold or flu symptoms.



## PROTECT THE MOST VULNERABLE

- If you have chronic conditions like lung disease, heart disease, diabetes, cancer or a weakened immune system, avoid unnecessary gatherings and events.
- If you have family or friends who have one of these conditions, do not visit them if you feel sick.



## STAY HOME IF SICK

- Stay home and call your doctor if you have symptoms like coughing, shortness of breath, fever, sore throat.
- If you do not feel better in 3-4 days, seek care from your doctor.
- If you need help getting medical care, call 311.
- NYC will provide care regardless of immigration status or ability to pay.



## REDUCE OVERCROWDING

- Consider telecommuting.
- Stagger work hours, starting earlier or later.
- Walk or bike to work, if possible.
- If the train is too packed, wait for the next one.

# NYC: ¡DETÉN LA PROPAGACIÓN DEL CORONAVIRUS!

El trabajo conjunto de los neoyorquinos puede frenar la propagación del coronavirus (COVID-19) en la ciudad de Nueva York.



## PROTÉGETE A TI MISMO Y A LOS DEMÁS

- Lávate las manos a menudo con agua y jabón.
- Cúbrete la nariz y la boca con un pañuelo desechable o con la manga de tu camisa al toser o estornudar.
- No te toques la cara con las manos sucias.
- No te des la mano. En su lugar, haz un gesto de saludo o un choque de codos.
- Vigila tu salud más de cerca de lo habitual para detectar síntomas de resfriado o gripe.



## PROTEGE A LAS PERSONAS MÁS VULNERABLES

- Evita las reuniones y eventos innecesarios si tienes una condición crónica como una enfermedad del pulmón, una enfermedad del corazón, diabetes, cáncer o un sistema inmunológico débil.
- Si alguno de tus familiares o amigos tiene alguna de estas condiciones, no los visites si te sientes enfermo.



## QUÉDATE EN CASA SI ESTÁS ENFERMO

- Quédate en casa y llama al médico si presentas síntomas como tos, dificultad para respirar o dolor de garganta.
- Si no te sientes mejor en 24 a 48 horas, busca la atención de tu médico.
- Si necesitas ayuda para buscar atención médica, llama al 311.
- NYC proporcionará cuidados sin importar tu estado migratorio o tu capacidad de pago.



## REDUCE LAS AGLOMERACIONES

- Considera el trabajo a distancia.
- Escalona las horas de trabajo, comenzando más temprano o más tarde.
- Camina o ve a trabajar en bicicleta, si es posible.
- Si el tren está abarrotado, espera el próximo.

Text COVID to 692-692 for real-time updates or visit [nyc.gov/coronavirus](https://nyc.gov/coronavirus).

Call 311 to report harassment or discrimination.

\*Messages and data rates may apply. Check your wireless provider plan for details.



Para actualizaciones en tiempo real visita [nyc.gov/coronavirus](https://nyc.gov/coronavirus).

Llama al 311 para denunciar acoso o discriminación.



**For more information, visit the websites listed below:**

**CDC:** [www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

**NYSDOH:** [www.coronavirus.health.ny.gov/home](https://www.coronavirus.health.ny.gov/home)

**Local DOH Contact Information:** [www.health.ny.gov/contact/contact\\_information/](https://www.health.ny.gov/contact/contact_information/)

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The Able Times is a publication of Able Health Care Service, Inc. It is produced for its employees, patients, families, and referral sources.

*Able has provided Home Health Care since 1976. Able has offices at the following sites:*

#### Able Health Care Special Needs OPWDD Certified Division:

Queens ..... 718-779-7000  
Brooklyn..... 718-222-1200  
Nassau ..... 516-933-7000  
Suffolk ..... 631-952-0500

#### Able Health Care Licensed Home Care Agency:

Queens ..... 718-458-0800  
Nassau ..... 516-933-7000  
516-292-0100  
Suffolk ..... 631-952-0500  
White Plains ..... 914-683-9400

#### Recruitment Offices:

Hempstead..... 516-292-0100  
Brooklyn..... 718-222-1200



### What is the theme for Earth Day 2020?

The theme for Earth Day 2020 is climate action. The enormous challenge — but also the vast opportunities — of action on climate change have distinguished the issue as the most pressing topic for the 50th anniversary.

Climate change represents the biggest challenge to the future of humanity and the life-support systems that make our world habitable.

### What is the history of Earth Day?

Earth Day was a unified response to an environment in crisis — oil spills, smog, rivers so polluted they literally caught fire. On April 22, 1970, 20 million Americans — 10% of the U.S. population at the time — took to the streets, college campuses and hundreds of cities to protest environmental ignorance and demand a new way forward for our planet. The first Earth Day is credited with launching the modern environmental movement, and is now recognized as the planet's largest civic event.

### What was the result of the first Earth Day?

The first Earth Day in 1970 launched a wave of action, including the passage of landmark environmental laws in the United States. The Clean Air, Clean Water and Endangered Species Acts were created in response to the first Earth Day in 1970, as well as the creation of the Environmental Protection Agency (EPA). Many countries soon adopted similar laws. Earth Day continues to hold major international significance: In 2016, the United Nations chose Earth Day as the day when the historic Paris Agreement on climate change was signed into force.

### What can I do for Earth Day 2020?

The world needs you — and your actions — for Earth Day 2020. There's so much you can do to help protect and restore our planet, from joining a cleanup or climate strike, to taking part in the world's largest citizen science initiative, to hosting an event in your own community! Visit <https://www.earthday.org/earth-day-2020/> for more information.

### Editorial Policy

*The Able Times is a publication of Able Health Care Service, Inc. The Editor invites contributions of articles, special reports, statistics, news items, short personal experiences, poetry, etc. We reserve the right to refuse and/or edit all submissions for publication. Please send articles to The Editor at 1240 Broadcast Plaza, Merrick, NY, 11566.*

*Neither Able Health Care Service, Inc., nor its staff are responsible for factual statements or opinions published in The Able Times. All citations are noted where necessary.*