

# The Able Times

From the Desk of Michael Shapiro, President

## The Future of Caregiving El Futuro Del Cuidado

The only constant, as they say, is change. Home care is changing and the job of caregivers is always evolving and growing. To keep up with the changes, caregivers will need to learn new skills and how to use technology.

Able Health Care has been training Home Health and Personal Care Aides for over 5 decades. We have trained 10s of thousands of caregivers, teaching basic patient care such as toileting, assisting with ambulating and transferring, safety precautions, how to obtain vital signs, and more.

Today, more than ever, we are relying on new technology. To use most of the new technology, caregivers will need to download apps on their smart phones. If you need a smart phone, Able can help you obtain one at a reasonable cost.

Home health care apps can assist with the following:

### EVV

On your phone you can call in and call out from your daily assignment and enter the tasks that were prescribed on your patient's Plan of Care. You can get your schedule for the following 3-4 weeks; including patient demographics, directions to their home and a list of specific tasks to be performed. You can be alerted to new cases that match your availability, are within your desired location, and contain the hours you are looking for.

### Communication

You are able to communicate with your branch – sending and receiving messages. This is vital for patient care. It allows you to document and notify your branch if you notice any concerning changes in your patient's condition.

### Inservices and continued education

With your smart phone you can receive continued education on many topics, or refreshers on tasks that you may not have done recently and would like to review to better assist your patient.

### VBP

Monitoring your patient's health every day is crucial. For example if your patient is diagnosed with CHF noticing weight gain, swelling in the legs or difficulty breathing may be a warning of something more serious and medical intervention may prevent the situation from exacerbating to the degree that your patient may need to be hospitalized.

*(Continued on page 6)*

La única constante, como dicen, es el cambio. La atención domiciliar está cambiando y el trabajo de los cuidadores siempre está evolucionando y creciendo. Para mantenerse al día con los cambios, los cuidadores deberán aprender nuevas habilidades y cómo usar la tecnología.

Able Health Care ha estado capacitando asistentes de salud en el hogar y cuidado personal durante más de 5 décadas. Hemos capacitado a decenas de miles de cuidadores que enseñan el cuidado básico del paciente, como ir al baño, ayudar a deambular y trasladarse, precauciones de seguridad, cómo obtener signos vitales y más.

Hoy, más que nunca, confiamos en las nuevas tecnologías. Para usar la mayoría de las nuevas tecnologías, los cuidadores deberán descargar aplicaciones en sus teléfonos inteligentes. Si necesita un teléfono inteligente, Able puede ayudarlo a obtener uno a un costo razonable.

Las aplicaciones de atención médica en el hogar pueden ayudar con lo siguiente:

### EVV

en su teléfono puede llamar y llamar desde su asignación diaria e ingresar las tareas que se prescribieron en el Plan de atención de su paciente. Puede obtener su horario para las siguientes 3-4 semanas; incluyendo datos demográficos del paciente, indicaciones para llegar a su casa y una lista de tareas específicas a realizar. Puede recibir alertas sobre nuevos casos que coincidan con su disponibilidad, estén dentro de su ubicación deseada y contengan las horas que está buscando.

### Comunicación

puede comunicarse con su sucursal: enviar y recibir mensajes. Esto es vital para el cuidado del paciente. Le permite documentar y notificar a su sucursal si nota algún cambio preocupante en la condición de su paciente.

### Capacitación y educación continua

con su teléfono inteligente, puede recibir educación continua sobre muchos temas o actualizaciones sobre tareas que quizás no haya realizado recientemente y que le gustaría revisar para ayudar mejor a su paciente.

### VBP

monitorear la salud de su paciente todos los días es crucial. Por ejemplo, si a su paciente se le diagnostica insuficiencia cardíaca congestiva, notar aumento de peso, hinchazón en las piernas o dificultad para respirar puede ser una advertencia de algo más grave y la intervención médica puede evitar que la situación empeore hasta el punto de que su paciente deba ser hospitalizado.

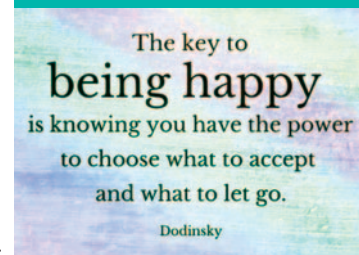
*(Continúa en la página 6)*



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### Inside this Issue

Able's Hall of Fame.....	2 - 3
Covid-19 Reminders .....	4
Benefits.....	4
Call In Call Out Reminders ..	4
Guard Against Cyber Attacks .....	5
Be Prepared, Not Scared .....	5
Did You Know? .....	5
Able's 401k Program .....	5
The Future of Caregiving (continued from cover) .....	6
A Positive Attitude .....	6
RemoteFocus .....	6
Able's Safety Corner.....	7
BEFAST Stroke Awareness ...	7
Health Benefits of Drinking Lemon Water.....	8
ADP Homepage.....	8



# Able's Hall of Fame

## Aides of the Month



*Pearl Williams*



*Jasmine Forrester*



*Lorraine Johnson*



*Roosvelt Sully*  
(pictured with Margaret Peralta, who nominated him)

## Admin Employees of the Quarter



*Cynthia Crooks*



*Kathleen Morosky*  
(Pictured with Jocelyne)



*Lucienne Fleury*

**Cynthia Crooks received a beautiful card from Rejoice Baan, HHA:**

Dear Miss Cynthia,

Thank you so much for being an awesome supervisor. Thank you so much for always looking out for your aides, including me especially. Thank you so much for everything. Thank you, thank you, thank you!

From a grateful heart, Rejoice Baan

**Also, Elsy Duroseau, Special Projects Manager, sent an email to Cynthia expressing her appreciation for her hard work and dedication. She wrote:**

"You are appreciated! I know you go above and beyond for your aides. I heard about another aide, B.M. who is on a C.H. case who was paying \$14.00 a day cab fare and had to walk more than 10 minutes uphill to get to her patient. You called the case worker and begged for Travel Fare for that aide. From what I was told, they agreed to pay the poor aide \$10.00 a day travel. Now she only has to pay \$4.00. BRAVO for your effort! Big Kudos to you!"

Sincerely, Elsy



*Mother's Day  
& Father's Day  
Celebration*



# Able's Hall of Fame

## Administrative Professionals Day Celebrating Islandia's Finest Sandra, Naomi, Kate, Manuela



*Thank you ladies, for always going above & beyond in all you do!*

Dear Staff at Able Health Care Service,  
Our family wishes to thank you for the excellent service provided to M.W. for over 10 years.  
Sincerely, The C. Family

## Letters of Appreciation

Dear Able,  
My mother V.S. was a client of yours. She had 2 aides provided by you - Marie Momplaisir and Brumelle Sully. When I started this I was dreading having strangers being responsible for my mom, especially since she did have dementia and couldn't tell us most of the time if she was being treated badly. The aides you sent over were both wonderful and caring. Both were hard workers and we could not have asked for two better people to be caring for my mom. My mom passed away last week but it was a comfort to know that she was taken care of while I was at work. Those two women were great! Can you please let them know how grateful we are to them for the care they gave her. G.S.

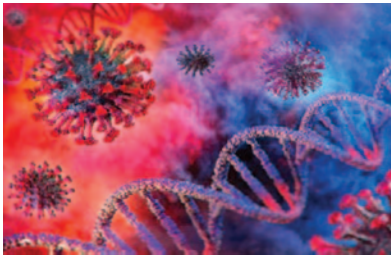
## Happy Nurse's Week



*Thank you for your hard work and dedication!*

*Karin Tuska,  
Nurse Educator  
and  
Kathleen Morosky,  
Director of Nursing*





## Covid-19 Reminders

The pandemic has NOT ended. Don't let your guard down. Remain vigilant!  
 Get vaccinated to protect yourself from severe illness and death.  
 Get a booster if desired. Wear a mask in indoor public places.  
 Sanitize/wash your hands. Social distance - 6 feet apart.  
 These precautions will also help prevent Flu and Colds!! Win-Win!

## 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.

**Depósito Directo** Reciba su pago directamente en su cuenta corriente o de ahorro. No se pare en colas ni pague tarifas de cambio de cheques. Reciba su pago automáticamente. Es fácil inscribirse y ver sus estados de pago en su teléfono móvil.

**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.

## 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.)
6. Make sure to only work the hours that are prescribed and scheduled. You cannot work additional time without approval. If there is an emergency that requires you to stay longer than your scheduled shift you must get approval from your branch. Additional time cannot be paid or billed without approval from the patient's insurance program.



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.)
6. Asegúrese de trabajar solo horas prescritas y programadas. No puede trabajar tiempo adicional sin aprobación. Si hay una emergencia que requiere que permanezca más tiempo que su turno programado, debe obtener la aprobación de su sucursal. El tiempo adicional no se puede pagar ni facturar sin la aprobación del programa de seguro del paciente.

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.

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

# Guard Against Cyber Attacks



Happy summer to all! There is so much going on in the news affecting our everyday lives, it is sometimes hard to focus on the less obvious issues of cyber threats.

Keeping safe from the threat of a cyber attack is not something new, it is simply something to be aware of, daily. Please be vigilant when using your computer, tablet, smart-watch, or cell phone to access any web content or email.

**When in doubt – throw it out.** Another threat that has become more intrusive in our everyday lives are phishing scams via phone calls and text messages. Hackers will attempt to *bait* you in to giving up sensitive information using familiar information they find on public media like Facebook, Twitter, etc. Insurance companies, Banking institutions and Utilities will never ask you for personal account information. If you are unsure about a request, do not click any links in that request. Call in to your Bank or Utility or Open a separate web browser and log into your account. Usually, any messages will be available there for you to respond to.

*Be safe, be happy, Wayne Lasner, CIO*

## Be Prepared, Not Scared

Although we cannot prevent hurricanes, we can certainly prepare for them. If you are prepared with food (*items that require no refrigeration, preparation or cooking and little or no water*) and water (*1 gal. of water per person per day for at least 5 days*), an emergency can be an inconvenience instead of a disaster.

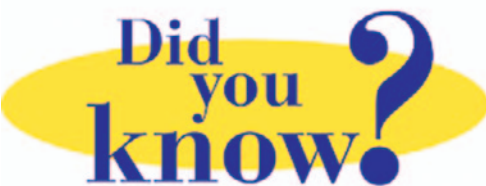
Everyone has a personal responsibility to be prepared. Creating an emergency plan ahead of time for you and your family will help you stay organized if a hurricane strikes.

Your emergency plan should include a communication system, disaster supply kit, and an alternate meeting place if your home is unsafe. Depending on the severity of the hurricane, you may need to evacuate where you live. When instructions are given to evacuate, you will be directed to a temporary, emergency refuge that will provide a safe haven for the duration of the storm. However, it is recommended that you first try to seek refuge with a friend or family member located away from the affected area. You will be more comfortable on a friend's couch than on a cot in a shelter.

For safety tips on hurricanes and other emergencies visit: [www.Ready.gov](http://www.Ready.gov)



**The human body is truly an incredible specimen. Don't believe it? Take a look at these 5 fun facts, you'll be surprised at what you learn.**



- Infants are born with approximately 300 bones, but as they grow some of these bones fuse together. By the time they reach adulthood, they only have 206 bones.
- More than half of your bones are located in the hands, wrists, feet, and ankles.
- Every second, your body produces 25 million new cells. That means in 15 seconds, you will have produced more cells than there are people in the United States.
- The largest bone in the human body is the femur, also known as the thigh bone. The smallest bone is the stirrup bone, which is located inside your ear drum.
- There is anywhere between 60,000 -100,000 miles of blood vessels in the human body. If they were taken out and laid end-to-end, they would be long enough to travel around the world more than three times.

## 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.



# The Future of Caregiving | El Futuro Del Cuidado *(continued from cover)*

Caregivers are becoming much more involved in their patients' health and wellbeing. Able will provide the automation, apps, and education you need to improve the quality of care your patients require to be able to remain in their homes and avoid, as much as possible, adverse health problems.

Los cuidadores se están involucrando mucho más en la salud y el bienestar de sus pacientes. Able le proporcionará la automatización, las aplicaciones y la educación que necesita para mejorar la calidad de la atención que requieren sus pacientes para poder permanecer en sus hogares y evitar, en la medida de lo posible, problemas de salud adversos.

## A Positive Attitude Leads to Success and Happiness

A positive attitude helps you cope more easily with the daily affairs of life. It brings optimism into your life, and makes it easier to avoid worries and negative thinking.

With a positive attitude you see the bright side of life, become optimistic, and expect the best to happen. It is certainly a state of mind that is well worth developing.

Choose to be happy. Find reasons to smile more often and associate yourself with happy people.

*A positive attitude is contagious!*



### *A Positive attitude promotes:*

*Positive thinking  
Constructive thinking  
Creative thinking  
Optimism  
An attitude of happiness  
Motivation and energy to do things  
and accomplish goals*

### *With a positive attitude you:*

*Expect success and not failure  
Feel inspired  
Have the strength not to give up, if you encounter obstacles  
Believe in yourself and in your abilities  
Show self-esteem and confidence  
Look for solutions, instead of dwelling on problems  
See and recognize opportunities*



## RemoteFocus A Patient Safety Program Serving You

Able Health Care Service has partnered with **Remote Focus** to add that extra white glove service for you or your loved ones.

**Remote Focus** will work alongside our Agency's clinical team to assist with:

- General Health and Wellness
- Keeping your chronic conditions controlled and monitored,
- DME -durable medical equipment such as canes, crutches etc
- Help facilitate communication between you & your doctor
- Telehealth consultations
- Remote Focus Case Managers available to assist
- **BEST PART: IT IS A FREE SERVICE** offered by Able Health Care Service

**Our Coordinators & Nurses can help with Enrollment or feel free to contact Remote Focus at 929-630-4100 or via email at [Intake@remotefocus.com](mailto:Intake@remotefocus.com)**

# Able's Safety Corner

Your safety team has had no workplace safety issues reported!

Contact your branch safety officer or email [laurao@ablehealthcare.com](mailto:laurao@ablehealthcare.com) with any workplace safety concerns.

Your team is here for you! — Able Safety Committee

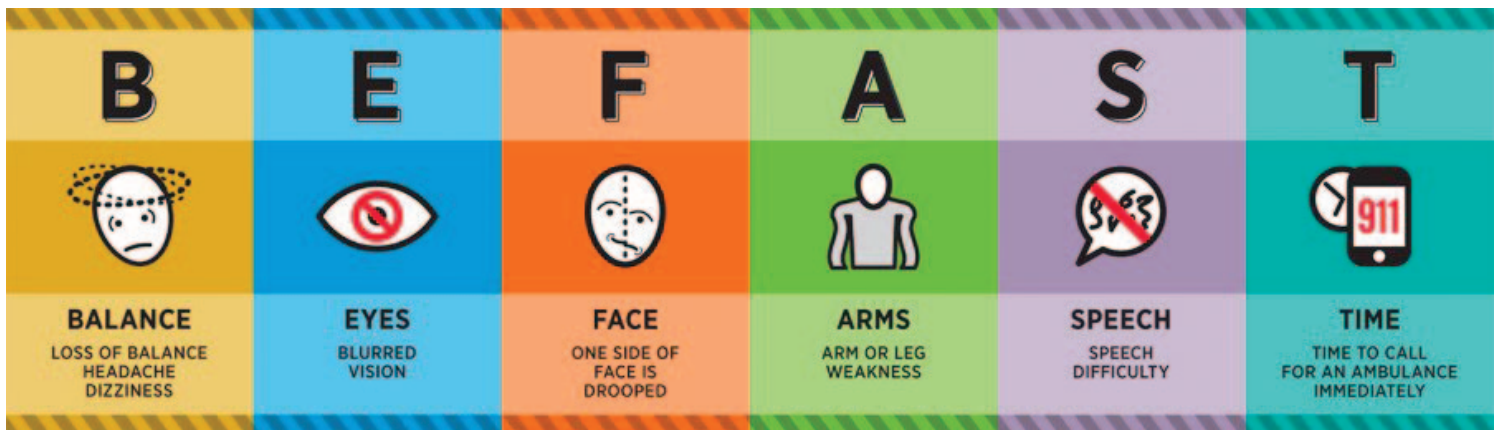
## Safety Word Search

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

Trip	Report	Risk	PPE	Slip	Observe	Safety	Lighting
Alert	Hazard	Danger	Repair	Needle	Sick	Lift	Precautions

## BEFAST Stroke Awareness

I recently attended an outing at one of our local parks where vendors had setup all kinds of interesting and informative booths. One in particular, from our local hospital system, presented the BEFAST Stroke awareness program. Even though I am not a clinical professional, I thought this program, which was geared toward educating young people to recognize the signs of someone having a stroke, would be beneficial to people of all ages.



Following the above chart, any one or combination of these symptoms could indicate a person is having a stroke. It is important that families understand and recognize these symptoms and educate their young children who often spend alone time with grandparents.

**TIME MATTERS** – call 911 if you suspect you or another person is experiencing STROKE symptoms.

For more information visit the American Heart Association at <https://www.stroke.org>

From the Desk of Wayne Lasner, CIO



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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 .....516-292-0100  
 Suffolk .....631-952-0500  
 White Plains .....914-683-9400

**Recruitment Offices**

Queens .....929-487-1428  
 Brooklyn.....929-480-6643  
 Nassau .....516-464-6213  
 Suffolk .....631-904-0825  
 Westchester.....914-688-1838  
 Bronx .....929-526-2253

**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.*

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Presorted Standard  
 US Postage PAID  
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 Permit #1306

## HEALTH BENEFITS OF DRINKING LEMON WATER

Lemon is a natural energizer; it hydrates and oxygenates the body so it feels revitalized and refreshed!

- Boosts your immune system
- Balances pH
- Flush out unwanted materials
- Decrease wrinkle and blemishes
- Relieve tooth pain
- Blood purifier
- Cures throat infections
- Excellent for weight loss

*Able Employees will find a wealth of information when they log onto the ADP Website.*

The **HOME PAGE** is where you will find Able's Mission Statement, Things to Do, Company Announcements, Pay information, Benefits, Time off requests/balances, Covid information/Important forms, Able Times newsletters

By exploring the **RESOURCES** and **MYSELF** Tabs found on the Home Page you will find Company Policies, Forms Library, Pay Information, Time & Attendance, Time Off, Benefits and Much More!

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

**Educational Inservices**

To remain in compliance as an HHA you are required to attend 12 hours or 4 inservices each year. You can find a list of educational inservices presented at your local branch office and on the ADP Homepage. Call to make a reservation; dates may change. OSHA in-service is required once a year.