

# The Able Times

From the Desk of Michael Shapiro, President

## The Importance of Caregivers

## La Importancia De Los Cuidadores

Home care allows people to hang on to the things that mean the most to them while still getting the assistance and care they need: the familiarity of home, the comfort of their own bed, and all of those memories made at the kitchen table throughout the years. Another benefit of home care is patients also have the opportunity to establish trusting, meaningful relationships with their Caregivers. As a Caregiver, you spend more time with your patients than any other member of the clinical team, acting as the nurse's eyes and ears. You get to know your patient very well and intimately. Be sure to ask them at the beginning of each shift how they are feeling. Observe the physical, mental and emotional condition of your patient and report any changes to the nursing team.

Being a caregiver can be difficult. The job can be very stressful and lonely at times. But Caregivers are unique individuals. You have a strength in your heart that cannot be measured. The rewards are not always financial, but remember you are making a difference in someone's life every day. The care you provide is priceless and can often be the difference between a patient's health and happiness at home or having to live in a nursing home.

On a personal note, after my grandfather died, my grandmother remarried and became a caregiver to an elderly man, taking care of all his needs. When she was diagnosed with cancer, he said he couldn't take care of her. She spent the last days of her life with our family. We took care of her. We need to take responsibility to care for each other. Caregivers play a vital role in helping families care for their loved ones. Our society often doesn't acknowledge the importance of this job, but at Able we do.

Our Caregivers are our business and our priority. On behalf of Able Health Care, we recognize how important and special you are. You are appreciated and valued and truly make a difference, not only for the daily needs of our patients but also for making every day of their lives happier and engaged. A loving Caregiver is often selfless and brave. So much sacrifice is required of them but often overlooked. Loving Caregivers have always played a significant and unique role in healing and maintaining the health of everyone around them, and we are thankful you are part of our team.

La atención domiciliaria permite que las personas se aferren a las cosas que más les importan y, al mismo tiempo, obtengan la asistencia y la atención que necesitan: la familiaridad del hogar, la comodidad de su propia cama y todos esos recuerdos creados en la mesa de la cocina a lo largo de la vida. años. Otro beneficio de la atención domiciliaria es que los pacientes también tienen la oportunidad de establecer relaciones significativas y de confianza con sus cuidadores. Como cuidador, pasa más tiempo con sus pacientes que cualquier otro miembro del equipo clínico, actuando como los ojos y oídos de la enfermera. Llegas a conocer muy bien a tu paciente y formar un vínculo estrecho. Asegúrese de preguntarles al comienzo de cada turno cómo se sienten. Observar el estado físico, psíquico y emocional de su aciente y reportar cualquier cambio al equipo de enfermería.

Ser un cuidador puede ser difícil. El trabajo puede ser muy estresante y solitario a veces. Pero los cuidadores son individuos únicos. Tienes una fuerza en tu corazón que no se puede medir. Las recompensas no siempre son financieras, pero recuerda que todos los días estás marcando una diferencia en la vida de alguien. La atención que brinda no tiene precio y, a menudo, puede ser la diferencia entre la salud y la felicidad de un paciente en el hogar o tener que vivir en un hogar de ancianos.

En una nota personal, después de la muerte de mi abuelo, mi abuela se volvió a casar y se convirtió en cuidadora de un anciano, ocupándose de todas sus necesidades. Cuando le diagnosticaron cáncer, él dijo que no podía cuidarla. Pasó los últimos días de su vida con nuestra familia. Cuidamos de ella. Tenemos que asumir la responsabilidad de cuidarnos unos a otros. Los cuidadores juegan un papel vital en ayudar a las familias a cuidar a sus seres queridos. Nuestra sociedad a menudo no reconoce la importancia de este trabajo, pero en Able lo hacemos.

Nuestros cuidadores son la columna vertebral de nuestro negocio y nuestra prioridad número 1. En nombre de Able Health Care, reconocemos lo importante y especial que es usted. Usted es apreciado y valorado y realmente marca la diferencia, no solo por las necesidades diarias de nuestros pacientes, sino también por hacer que cada día de sus vidas sea más feliz y comprometido. Un cuidador amoroso suele ser desinteresado y valiente. Se requiere mucho sacrificio de ellos, pero a menudo se pasa por alto. Cuidadores amorosos siempre ha jugado un papel importante y único en la curación y el mantenimiento de la salud de todos los que los rodean, y estamos agradecidos de que seas parte de nuestro equipo.

compassionate • caring • dedicated  
warm • reliable • loyal • kind • loving  
**Caregiver**



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### Inside this Issue

Able's Hall of Fame.....	2 - 3
Introducing Able's New CEO .....	4
Benefits.....	4
Able's 401k Program .....	4
Introducing Nevvon Online Service Training .....	5
Melody Benefits Card .....	5
Get Your Flu Shot .....	6
Covid Reminders.....	6
Call In Call Out Reminders.....	6
Did You Know? .....	6
Top Tips for Fire Safety .....	7
Health Benefits of Pumpkin Seed .....	8
ADP Homepage.....	8



# Able's Hall of Fame

## Aides of the Month



*Volda Lancaster*



*Denise Rindos*



*Ketly Volcy*



*Giovanna Rayco*  
(pictured with Jocelyn Velasquez)



*Verna Patterson*  
(pictured with Kesia Velasquez)



*Latoya Archer*  
(pictured with Lena Vaisblat)



*Maria Mejia Rivera*  
(pictured with Marcos Maltez and Michelle Lee)

## *Letter of Appreciation*

Good Evening Jocelyn,

As I said in our many conversations, I planned to send you a note about how much my mother, I, and my sister appreciate how wonderfully her aide, **Maria Mejia Rivera** takes care of my mother. Well, I'm finally getting around to it.

In a word, Maria is special. Other aides we had for my mother would just wait until they were needed, i.e., making lunch, making sure that she was ok when she went to the bathroom, etc. and would otherwise stand by until my mother would ask for something.

Maria is different. She proactively engages with my mother and this is not an easy thing to do, considering the differences in age and cultures and the fact that it takes my mother a while to warm up to people. Maria is not just "doing a job"; she is caring for my mother as if my mother were her mother. Maria showed my mother how to watch YouTube on TV, has played some Spanish music for her, and of course, prepares lunch, makes sure that she is safe, does some light cleaning, etc. Also, I want to mention that Maria is very clean and neat, and this is a big plus.

As I said, my mother does not warm up to people readily, but she took to Maria almost immediately. Maria deeply cares about my mother and the job she does; it shows, and my mother loves her. I've had many aides in my home when I was caring for my father-in-law and sister-in-law, so I easily recognize a special aide when I see it. And I should mention that it's not just my mother who loves Maria; we all do.

Maria didn't ask me to put this to you, but if you could give her a raise and / or bonus, please do so because she totally earned it for the way she cares for my mother. Selfishly, I hope you can do something for her along these lines because I wouldn't want her to leave this job for the opportunity to earn more money elsewhere.

And while I'm at it, I also want to tell you how much I appreciate you and your agency. I've dealt with many agencies in the past, so I know quality when I see it. You folks are on top of your game; you're easy to get hold of and you address my concerns promptly and satisfactorily.

Sincerely, Teresa I.

# Able's Hall of Fame

## Happy Retirement!!

Jimmy Gonzales retires after almost 10 years at Able. Congratulations and Best Wishes Always!!



Happy Halloween



CONGRATULATIONS  
MICHAEL JAMES  
THE SHAPIRO  
&  
ABLE FAMILY  
HAPPY ANNIVERSARY!

Celebrating  
46 Years  
in Business

Happy 46th  
Anniversary Able



## Queens Branch Breakfast

### Letter of Appreciation

Jocelyn,

I want to take this opportunity to thank you for providing the most outstanding care for my mother Dolores. As you know, mom passed away last Thursday afternoon, during Giovanna's shift. Giovanna waited for me to return home before saying one last goodbye to mom.

Mom's aides, **Giovanna Rayco**, **Josette Charles**, **Medjine Leger**, **Charleine Jesulas**, and **Ketura Seizeme** were always there for mom. She may not always have remembered their names, but she always knew they were there for her and spoke often of the excellent care that they provided. They cared for her as if she was their own mother. All kept me informed about mom's day, kept a detailed log about her daily habits, never complained and all honored her with their presence at her wake and funeral.

While all of these wonderful ladies cared for mom in a way that I did not expect, special thanks goes to **Giovanna Rayco**. Giovanna was with mom for, perhaps, the most involved part of mom's day. She went above and beyond at every opportunity and mom knew that. Giovanna is a special kind of special.

I know that all of these amazing ladies are saddened at mom's passing, but whomever they care for next will be lucky to have them at their side.

Much thanks to you and the rest of the Able team for working through the difficult times. The quality of love and care that was shown to our mom and family is a reflection on your commitment to excellence. The ability to not only find, but retain such superb caregivers puts Able at the top of the A-List.

When we look back on the last few years that mom spent with us, Able will always be part of that picture. Thanks again for all you do.

Best Regards, Joseph P. Jr.

# Introducing Able's New Ceo



*We are pleased to introduce Marcos Maltez as our Chief Executive Officer. Mr. Maltez will lead Able in accomplishing its mission of providing the highest quality, cost effective home health services to our patients and their families.*

*Marcos brings to Able over nineteen years' experience in the home health care industry, and over fifteen years as the Vice President of Operations of a major home care agency that included fifteen offices across five states. Marcos's accomplishments include strategic growth of the agency's sales, development of marketing, administration of compliance and mentoring a successful team of administrative staff. His academic background includes a Bachelor's degree in Psychology from Binghamton University.*

*We are thrilled to have Marcos as part of our team!*

## 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 un 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.



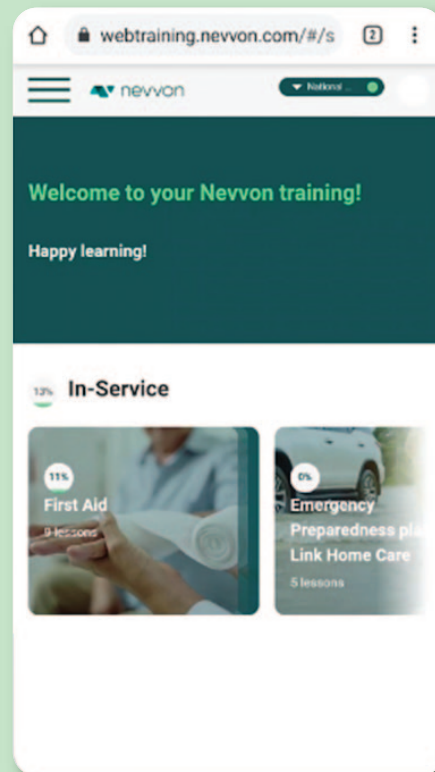
# Introducing Nevvon Online In-Service Training for Caregivers

## Attention Caregivers!

Able is thrilled to introduce Nevvon, an online in-service training program that allows you to complete your paid in-services using the HHAeXchange Mobile App!

From now on, all your required in-services can be completed via smartphone, tablet or computer. Just log onto the HHAeXchange Mobile App using the email address and password that you created when you signed up. Just click on the “GO” button that will appear on the banner near the top of the main screen to open up the Nevvon portal. On the main screen, you will see all of the training courses that Able has assigned to you. Click the training course you'd like to complete, then click the lesson you'd like to start from the lesson menu. Once you complete the lesson, the next lesson in the course will become unlocked. From here you can start and continue your Nevvon training anytime, anywhere.

## Happy Learning!



## Melody Benefits Card

### Oh, the things you can do with your Melody Benefits Card

Work things. Family things. Life things.

Able Health Care loads wage parity benefits to your card. You're free to spend them however works for you.

Yeaas. Move over, MasterCard. This baby don't come with no bill.

#### Freedom.

Melody Benefits is how Able Health Care gives you money to spend on eligible items and services. You don't have to pay taxes on it. And it doesn't affect your income or Medicaid eligibility at all. Cool for you.

#### Check your balances any time.

##### BY PHONE

833-372-2273

Select option #1 and follow the prompts

##### ON THE APP

Download the Melody Benefits app on Google Play or the App Store

##### ONLINE

Register and log into your account at melodybenefits.com/card.

##### VIA TEXT

Register and text 'BAL' to 97487 to get a text with your balance.

What is the Melody Benefits card? This card holds your wage parity benefits \$ provided by Able Health Care. All funds on this card are tax-free, so you can use 100% of it to pay for eligible expenses.

### What Benefits is Able Giving You?

#### Dependent Care (Up to \$5,000/year)

Nanny & Newborn Care	Babysitting
Summer Camp	Elder Care

#### Education (Up to \$5,000/year)

Language Courses	Professional Courses
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#### Transit (Up to \$5,000/year)

MetroCard	Parking
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#### Medical & Pharmacy (Up to \$1,800/Year)

Medical Exams	Clinic Fees
Lab Tests	

#### Dental & Vision (Unlimited)

Exam & Cleaning	Braces & Crowns
Teeth Extraction & Fillings	Retainers & Invisalign
Exam & Equipment	Eyeglasses
Eye Surgery	Contract Lenses

#### Cellphone (Up to \$100/month)

Cellphone Bills	New Phone
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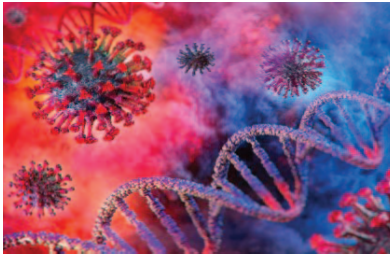
## Reminder...Get Your Flu Shot!

It's important to get a flu vaccination for protection while COVID-19 continues to spread. The Centers for Disease Control (CDC) recommends flu vaccination for everyone six months of age and up, preferably by the end of October. Certain populations are more vulnerable — for example, people over 65, young children, those with respiratory illnesses such as asthma, or illnesses that lower your immunity. If you have a chronic disease or immune condition, talk with your doctors first. There are safe options for people with egg allergies.

“There is a real community need to be unified with flu vaccination because of COVID,” said Cameron Wolfe, MD, an infectious diseases specialist with Duke Health. “Hospitals and clinics get surges in patient volume every winter because of the flu, and the threat of strain on hospitals and clinics because of the flu and COVID is real.”



Health  
Care  
.gov



## 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!

## 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.



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.)
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.

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.

Did  
you  
know?

## Climate change is causing flowers to change color.

Don't worry, your prized red roses aren't going to turn turquoise overnight, but an increase in UV radiation due to the ozone layer deteriorating over the past decades has caused flowers all over the globe to change. A 2020 study led by Clemson University scientists determined that the UV pigmentation in flowers has increased over time which has led to the degradation of their pollen.

Although we can't see the color change with our eyes, it is a big problem for pollinators like bees who are attracted to the bright colors that flowers produce.

# 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



## October is Fire Safety Month

### Top Tips for Fire Safety

- ♥ Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.
- ♥ Test smoke alarms every month. If they're not working, change the batteries.
- ♥ Talk with all family members about a fire escape plan and practice the plan twice a year.
- ♥ If a fire occurs in your home, **GET OUT, STAY OUT and CALL FOR HELP!** Never go back inside for anything or anyone.

### 5 Key Places To Keep Fire Extinguishers In Your Home

Do you have a fire extinguisher in your home, and do you know where it is located? With so much combustible material in the average house, fires can rage out of control in a matter of two to three minutes. Having easily accessible portable fire extinguishers is the best way to stop the spread of an incipient stage fire—a fire that has just broken out.

According to the National Fire Protection Association (NFPA), most house fires — about 56% — remain confined to their object of origin. But the fires that are allowed to spread are deadly and dangerous. When fires spread beyond the room where they start, they cause four out of five of all home fire deaths and almost half of all home fire injuries. Easy access to a fire extinguisher helps prevent fires from spreading while protecting your home and your family.

Here are the five essential places to keep a fire extinguisher in your home:

1. **The Kitchen** - Kitchens are one of the most common places to find a fire extinguisher in any home, and it's easy to see why. Cooking equipment continues to be the leading cause of reported home structure fires and fire injuries. Between 2010 and 2014, cooking equipment was involved in 46% of home structure fires, 19% of home fire deaths, and 44% of home fire injuries.
2. **Near Sources of Heat** - One fifth of all home fires are **caused by heating equipment**. Whether it's your chimney and fireplace, a permanently installed room heater, or a pellet stove, be sure you know where the closest extinguisher is to each piece of heating equipment in your home. Again, as with cooking equipment, don't keep the extinguisher right next to the source of heat, but a safe distance away.
3. **Each floor of your home** - Keep at least one fire extinguisher on every floor of your home, including the basement and attic, if you have them. Fires can start anywhere at any time in your home. Whether it's faulty wiring or an unattended candle, fires can start in unexpected locations. Prevent them from spreading by keeping an extinguisher on every floor. A quick response is essential to successfully combating an incipient stage fire.
4. **The Garage** - Garages, workshops, and sheds are typically full of combustible materials, especially things like gas canisters, oils, and cleaning products. Especially if you work with tools in your garage or shop, be sure to keep a fire extinguisher close by to prevent any sparks from leading to serious fires. Don't forget to check that your garage extinguisher is labeled for flammable liquids!
5. **The Bedrooms** - The majority of fires happen at night, so every bedroom in your house should have easy access to a fire extinguisher — even children's rooms. There is no age limit on using a fire extinguisher, and even kids can be trained on how to operate one safely and effectively. Even if you don't expect your children to use an extinguisher themselves, it's nevertheless important to have an extinguisher easily accessible.

*It's better to be well prepared than to be running around looking for an extinguisher in case of a fire.*



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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.*

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

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**Health Benefits Of Pumpkin Seed**

Improves Antioxidant Activity

Improves Prostate Health

Treats Arthritis and Reduces Inflammation

Acts as a Good Source of Plant Protein

Boosts Metabolism

Reduces Bad Cholesterol

Reduces Blood Pressure

Treats Insomnia

Prevents Kidney Stones

Limits Parasitic Activity

www.lybrate.com

lybrate

***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.