

The Able Times

From the Desk of Michael Shapiro, President

Dear Caregivers,

Patients trust us with their most valuable possession – their lives – and we know all of you recognize the immense responsibility that comes with that trust. We appreciate and recognize the compassionate and competent care you provide to them, making it possible for them to remain in the comfort of their own homes. As a Caregiver, you assist patients with activities of daily living such as bathing, dressing and meal preparation. But perhaps one of the most meaningful benefits you provide is companionship. Seniors who live alone often experience social isolation and feelings of loneliness, which causes their health to decline. The meaningful human connection you provide brings hope and healing to your patients and their families and it's a contribution that will have a lasting effect on all.

At Able we work hard to provide our Caregivers with the best wages and benefits, but also important tools to help you along the way, such as our new EVV software system, HHAExchange.

Here are some HHAExchange reminders to make sure you get paid correctly and on time:

- The HHAExchange Toll Free Telephony number is 844-968-4308. Press 1 to call in, 2 to call out.
- When calling in or out be sure to use the patient's home phone number or other approved EVV phone number on record for the patient.
- Enter your correct assignment ID number.
- Enter correct task codes according to your patient's Plan of Care (POC). Do not include other tasks that are not on the POC. Remember a minimum of 5 tasks must be recorded.
- Consider downloading the HHAExchange Mobile App. When you download the App for the first time HHAExchange will email you an ID code. Be sure to call your branch to supply them with the ID Code you received. **(see page 6 for more information)**
- If for any reason there is a glitch and the HHAExchange system is not working, be sure to complete and submit a signed paper time sheet to the branch in order to get paid correctly and on time.

We want to thank you again for your hard work and dedication. We are so proud to have you as part of our team making a difference in the lives of those we serve in our communities. We wish you all a very Happy and Healthy New year.

Estimados cuidadores,

Los pacientes nos confían su posesión más valiosa, sus vidas, y sabemos que todos ustedes reconocen la inmensa responsabilidad que conlleva esa confianza. Apreciamos y reconocemos la atención compasiva y competente que les brinda, lo que les permite permanecer en la comodidad de sus propios hogares. Como cuidador, usted ayuda a los pacientes con las actividades de la vida diaria, como bañarse, vestirse y preparar las comidas. Pero quizás uno de los beneficios más significativos que brinda es el compañerismo. Las personas mayores que viven solas a menudo experimentan aislamiento social y sentimientos de soledad, lo que hace que su salud se deteriore. La conexión humana significativa que proporciona brinda esperanza y sanación a sus pacientes y sus familias, y es una contribución que tendrá un efecto duradero en todos.

En Able trabajamos arduamente para brindarles a nuestros cuidadores los mejores salarios y beneficios, pero también herramientas importantes para ayudarlos en el camino, como nuestro nuevo sistema de software EVV, HHAExchange.

Aquí hay algunos recordatorios de HHAExchange para asegurarse de que le paguen correctamente y a tiempo:

- El número telefónico gratuito de HHAExchange es 844-968-4308. Presione 1 para llamar, 2 para llamar.
- Al llamar o llamar, asegúrese de utilizar el número de teléfono de la casa del paciente u otro número de teléfono de EVV aprobado registrado para el paciente.
- Ingrese su número de identificación de asignación correcto.
- Ingrese los códigos de tarea correctos de acuerdo con el Plan de atención (POC) de su paciente. No incluya otras tareas que no estén en el POC. Recuerde que se deben registrar un mínimo de 5 tareas.
- Considere descargar la aplicación móvil HHAExchange. Cuando descargue la aplicación por primera vez, HHAExchange le enviará un código de identificación por correo electrónico. Asegúrese de llamar a su sucursal para proporcionarles el código de identificación que recibió. **(consulte la página 6 para obtener más información)**
- Si por alguna razón hay un problema técnico y el sistema HHAExchange no funciona, asegúrese de completar y enviar una hoja de horarios en papel firmada a la sucursal para que le paguen correctamente y a tiempo.

Queremos agradecerles nuevamente por su arduo trabajo y dedicación. Estamos muy orgullosos de tenerlo como parte de nuestro equipo, haciendo una diferencia en las vidas de aquellos a quienes servimos en nuestras comunidades. Les deseamos a todos un Año Nuevo muy Feliz y Saludable.



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A new year
a fresh start
& infinite
possibilities

Able's Hall of Fame

Aides of the Month



Lorna Davis



Rodney Herring



Lisa Smith-Fonseca

Employee of the Quarter



Lori Morris



Carmen Taveras

Hi,

We can't say enough about Ruby Williams. She is heaven sent. There is the highest level of care and then above that is Ruby Care!!!

Regards, Rich C.

Letters of Appreciation

To the Awesome Team at Able Health Care,
Good afternoon, I am writing this letter on behalf of my father Carmen I. and his family. We would like to thank you and the entire team at Able HC for the unwavering personal care you provided my dad. He has had Parkinson's disease for over 20 years. When my mom passed away last year you all helped make the grieving process more tolerable. Everyone that has had contact with my dad directly or indirectly has treated him with respect and kindness. Just to name a few: Beverly, Cindy, JoAnn, Marie, Sharon, Veron, Veveca, Oral and Sharon. I apologize if I missed someone. I will recommend your service to everyone! Thank you again for everything!
Sincerely, John I.

Able's Hall of Fame

Graduates from the Queens Home Health Aide Training Course October 2021



The class expressed their appreciation for their Instructor Dorothy Sistruck-Cook:

"Mrs. Dorothy is the best teacher we ever had; she really knows what she talks and teaches about; she prepared us for what's to come being involved in home care."

Congratulations Graduates!

We wish you success & happiness in your new career as a Home Health Aide.

Breast Cancer Awareness

Breast cancer is the most common form of cancer among American women as well as about 1,400 men a year. Almost everyone knows at least one person who has been diagnosed, treated, or died from this disease.



Let's all do our part to help raise awareness.

Go Team Islandia!

Happy Holidays



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.



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 entrada y salida, 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 periodo de pago. El 401K plan de Able Health Care es una excelente manera de ahorrar para su jubilación.

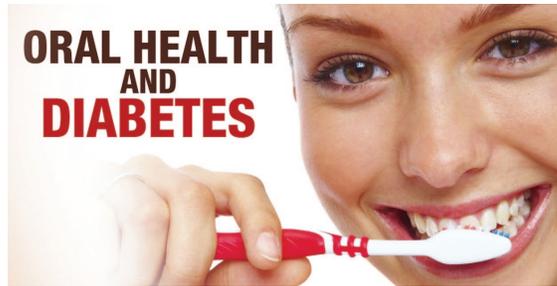
Plan Dental Integral Cobertura dental asequible para usted y su familia. El plan de Guardian Dental ofrece dos tipos de cobertura. Las limpiezas dentales y otros servicios tienen una tarifa con descuento. Dependiendo de su selección, la ortodoncia puede ser incluida. ¡Inscríbete hoy!

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.

From the National Institute of Dental and Craniofacial Research



ORAL HEALTH AND DIABETES

If you have diabetes, make sure you take care of your mouth. People with diabetes are at risk for mouth infections, especially periodontal (gum) disease. Periodontal disease can damage the gum and bone that hold your teeth in place and may lead to painful chewing problems. Some people with

serious gum disease lose their teeth. Periodontal disease may also make it hard to control your blood glucose (blood sugar). Other problems diabetes can cause are dry mouth and a fungal infection called thrush, which causes painful white patches in your mouth.

The good news is you can keep your teeth and gums healthy. By controlling your blood glucose, brushing twice a day, flossing regularly, and visiting the dentist for routine checkups, you can help prevent serious problems in your mouth.

Take steps to keep your mouth healthy. Call the dentist when you notice a problem. If you have diabetes, follow these steps:

- **Control your blood glucose.**
- **Brush twice a day and floss regularly.**
- **Visit a dentist for routine checkups. Be sure to tell the dentist that you have diabetes and give the dentist a list of any medications you take.**
- **Tell the dentist if your dentures (false teeth) do not fit right, or if your gums are sore.**
- **Quit smoking. Smoking makes gum disease worse. A physician or dentist can help you quit.**

Take time to check your mouth regularly for any problems. Sometimes people notice that their gums bleed when they brush and floss. Others notice dryness, soreness, white patches, or a bad taste in the mouth. All of these are reasons to visit the dentist. Remember, good blood glucose control can help prevent mouth problems.

Alzheimer's Disease Warning Signs

It can be hard to know the difference between age-related changes and the first signs of Alzheimer's. The Alzheimer's Association has compiled a list of warning signs for the disease. Individuals may experience one or more of these in different degrees.

- **Memory loss that disrupts daily life.**
- **Challenges in planning or solving problems.**
- **Difficulty completing familiar tasks at home, at work or at leisure.**
- **Confusion with time or place.**
- **Trouble understanding visual images and spatial relationships.**
- **New problems with words in speaking or writing.**
- **Misplacing things and losing the ability to retrace steps.**
- **Decreased or poor judgment.**
- **Withdrawal from work or social activities.**
- **Changes in mood and personality.**

If you notice any of these signs, don't ignore them. Schedule an appointment with your doctor. For more information, visit alz.org.

alzheimer's  association®

Heart Attack Warning Signs

Some heart attacks are sudden and intense, but most of them start slowly, with mild pain or discomfort. Here are signs that can mean a heart attack is happening:

Chest discomfort. Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.

Discomfort in other areas of the upper body. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.

Shortness of breath. This feeling often comes along with chest discomfort. But it can also occur without chest discomfort.

Other signs may include breaking out in a cold sweat, nausea or lightheadedness.

If you or someone you're with has one or more of these signs, call 911 immediately. Get to the hospital right away.

If you're the one having symptoms, and you can't access the emergency medical services (EMS), have someone drive you to the hospital right away. Don't drive yourself, unless you have absolutely no other option.

For more information, call the American Heart Association: 1-800-AHA-USA1 or visit online at www.heart.org.



American Heart Association®

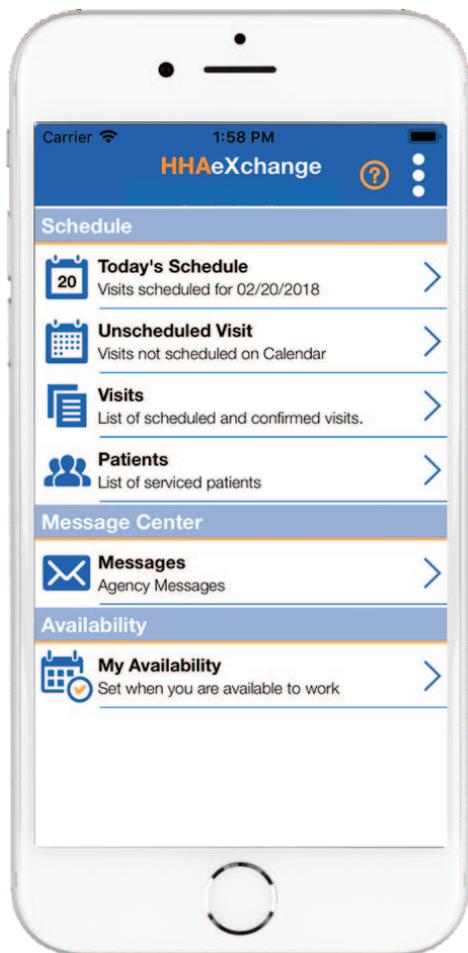
Stroke Warning Signs

Stroke is a medical emergency. Every second counts, because time lost is brain lost! Know these stroke warning signs and share them with others:

- **Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body.**
- **Sudden confusion, trouble speaking or understanding.**
- **Sudden trouble seeing in one or both eyes.**
- **Sudden trouble walking, dizziness, loss of balance or coordination.**
- **Sudden severe headache with no known cause.**

If you or someone with you has one or more of these signs, don't delay! Call 911 or the emergency medical services (EMS) number immediately so an ambulance—ideally with advanced life support—can come. Also check the time so you'll know when the first symptoms appeared. It's important to take immediate action. If given within three hours of the start of symptoms, a clot-busting drug can reduce long-term disability for the most common type of stroke.

Download the HHAeXchange Mobile App



The HHAX Mobile App is a tool used to clock in and out of a visit, enter tasks, review patient and visit information, keep track of your schedules, receive and respond to messages from the office, manage availability, express interest in open shifts and much more.

The HHAX Mobile App is available for both iPhone and Android users.

Signing Up and Registering

Creating an account for the Mobile App is a two-step process:

1. **Sign-up** by creating login credentials.
2. **Register** by entering additional demographic information.

Sign Up

Once the App has downloaded, press Sign Up on the bottom left of the main screen. The App prompts for the following:

- An **Email Address**
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

Once credentials are completed and confirmed, select **Sign-Up** to log in to the App.

Upon successfully creating an account, the system issues a verification email.

Register

1. Log in to the App upon receiving the verification email.
2. Review the *Terms of User Agreement* and select the Agree button.
3. The Main Screen opens. Click the **three-dot icon** (on the top-right corner) as prompted by the message. Select the **Update Profile** option.
4. Complete all the fields on the **Create Profile** page. Click the **Create** button to create the Profile.
5. If all the information is entered correctly, a message appears containing your **Mobile ID**.

The HHAX system sends a second email after successful registration. This message contains your Mobile ID as well as instructions on how to log in and use the Mobile App. **Be sure to provide your branch with your Mobile ID to get your Mobile App profile activated.** Once your Mobile App profile is activated, you will see Patient and Visit information in your Mobile App!

Meet your Safety Officers!

**Every office has a Safety Officer!
If you have any employee safety concerns,
you can contact your safety officer!**

Co-Chairs

Laura ODonnell
Multi-site Supervisory

Laura Watrous
Corporate office Non-Supervisory

Members

Chrisandra Richardson
Queens/Brooklyn Non-Supervisory

Eve Rattner
Hewlett office Non-Supervisory

Cynthia Crooks
White Plains Non-Supervisory

Lori Morris
Hempstead Non-Supervisory

Deborah Chaney
Field HHA Non-Supervisory

Lina Vaisblat
Field RN Supervisory

Elsy Duroseau
Corporate office Non-Supervisory

Naomi Garcia
Islandia Non-Supervisory

Safety Slogan Contest!

We received 36 entries!

Honorable mention
to Mike Rodriguez,
who was first in!

The race was close
with 3 top runners.

And the winner is...

Laura Watrous

Winner of a \$25 Amazon Card!
Congrats Laura!!!

**Act Safe
Be Safe
Live Safe
Everyday**



Infection and Spread

How easily does Omicron spread? The Omicron variant likely will spread more easily than the original SARS-CoV-2 virus and how easily Omicron spreads compared to Delta remains unknown. CDC expects that anyone with Omicron infection can spread the virus to others, even if they are vaccinated or don't have symptoms.

Will Omicron cause more severe illness? More data are needed to know if Omicron infections, and especially reinfections and breakthrough infections in people who are fully vaccinated, cause more severe illness or death than infection with other variants.

Will vaccines work against Omicron? Current vaccines are expected to protect against severe illness, hospitalizations, and deaths due to infection with the Omicron variant. However, breakthrough infections in people who are fully vaccinated are likely to occur. With other variants, like Delta, vaccines have remained effective at preventing severe illness, hospitalizations, and death. The recent emergence of Omicron further emphasizes the importance of vaccination and boosters.

Will treatments work against Omicron? Scientists are working to determine how well existing treatments for COVID-19 work. Based on the changed genetic make-up of Omicron, some treatments will likely remain effective while others may be less effective.

We have the tools to Fight Omicron

Vaccines remain the best public health measure to protect people from COVID-19, slow transmission, and reduce the likelihood of new variants emerging. COVID-19 vaccines are highly effective at preventing severe illness, hospitalizations, and death. Scientists are currently investigating Omicron, including how protected fully vaccinated people will be against infection, hospitalization, and death. CDC recommends that everyone 5 years and older protect themselves from COVID-19 by getting fully vaccinated. CDC recommends that everyone ages 18 years and older should get a booster shot at least two months after their initial J&J/Janssen vaccine or six months after completing their primary COVID-19 vaccination series of Pfizer-BioNTech or Moderna.

Masks offer protection against all variants. CDC continues to recommend wearing a mask in public indoor settings in areas of substantial or high community transmission, regardless of vaccination status. CDC provides advice about masks for people who want to learn more about what type of mask is right for them depending on their circumstances.

Until we know more about the risk of Omicron, it is important to use **all tools available** to protect yourself and others.

www.cdc.gov/coronavirus/2019-ncov/variants/omicron-variant.html

Office Staff Covid-19 Reminders

COVID-19 is increasingly easy to catch. Even if you are vaccinated.

COVID-19 is increasingly easy to spread. Even if you are vaccinated.

The pandemic has **NOT** ended.

The rules have **NOT** changed.

Vaccination does **NOT** change PPE requirements.

Masks are Required in Offices...

- When you are walking around
- When you leave a single occupancy office
- In the presence of other people, even in a single occupancy office
- While at your desk in a multiple person working area
- Even if you are vaccinated

PROTECT yourself and your family!

Masks. Sanitizer. Hand washing.
Social Distancing.

These precautions will also help prevent Flu and Colds!! Win-Win!

Symptoms must be reported to your supervisor.

Travel must be reported to your supervisor.

Proof of second shot must be provided.

Field staff guidelines remain in place.

YOUR health is our Priority!



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 ablehealthcare.com

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**

Queens718-779-7000
 Brooklyn.....718-222-1200
 Nassau516-933-7000
 Suffolk631-952-0500

**Able Health Care
 Licensed Home Care Agency**

Queens718-458-0800
 Nassau516-292-0100
 Suffolk631-952-0500
 White Plains914-683-9400

Recruitment Offices

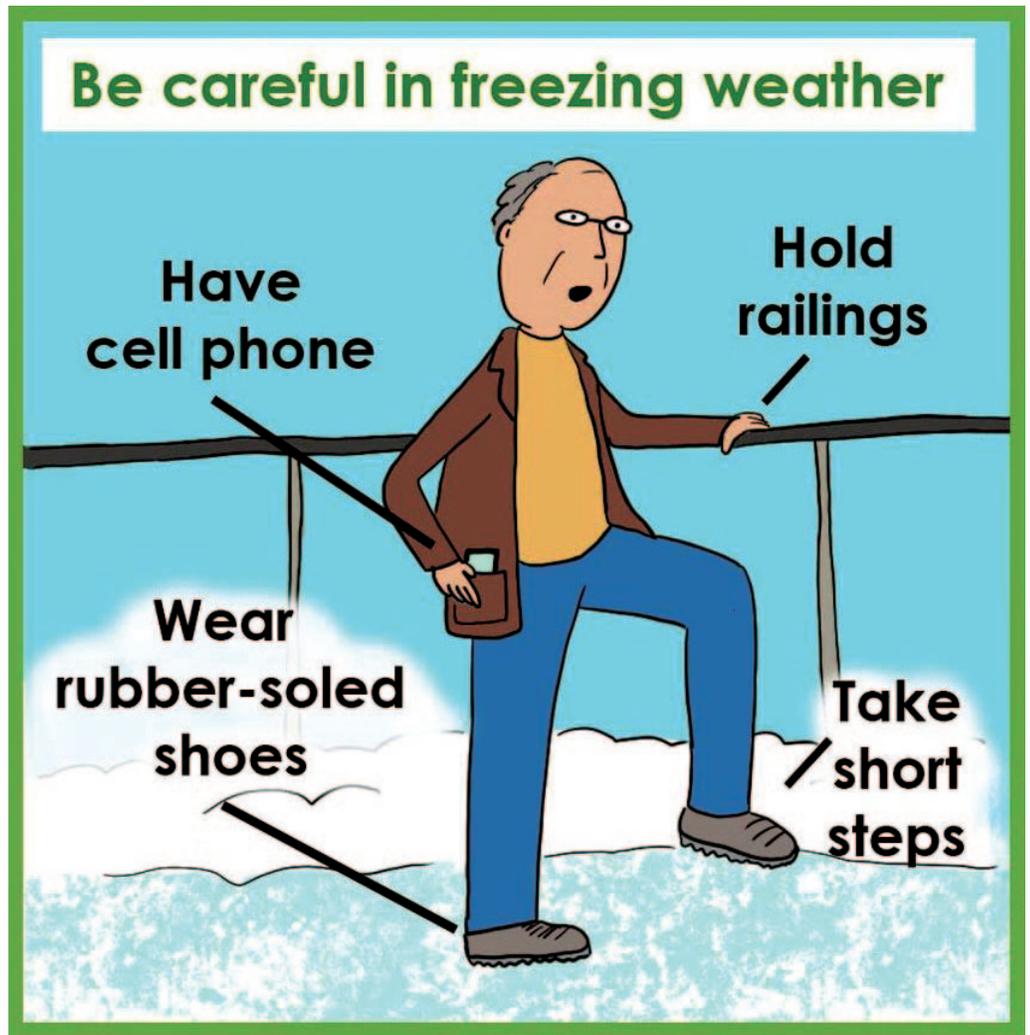
Queens929-487-1428
 Brooklyn.....929-480-6643
 Nassau516-464-6213
 Suffolk631-904-0825
 Westchester.....914-688-1838
 Bronx929-526-2253

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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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.