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WE ARE LOOKING FOR COMPASSIONATE RNS WHO CAN MAKE A DIFFERENCE IN THE LIVES OF OUR CLIENTS AND THEIR COMMUNITY.

WE OFFER:

- REFERRAL BONUSES
- COMPETITIVE WAGES
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- HEALTH AND DENTAL INSURANCE
- 401 (K) RETIREMENT SAVINGS
- ONGOING EDUCATION



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Community Support Workers

We are currently seeking caring, compassionate and energetic employees to work one-on-one with children with developmental and intellectual disabilities as Community Support Workers (CSW's) for part time and per diem work.

Earn \$11-\$14 per hour.

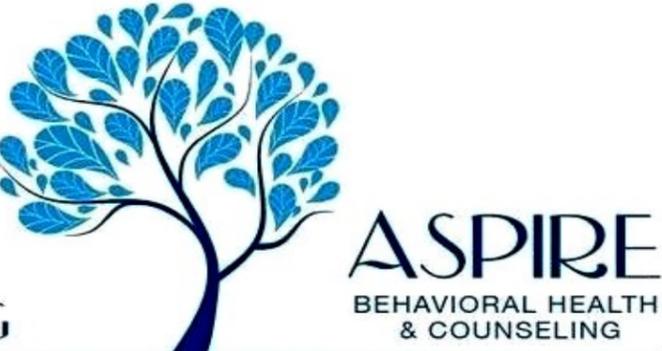
\$300 Sign-on bonus for BHP Certification

We offer:

- Paid training
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 - Life Insurance
 - 401K
 - Short-term Disability
 - Paid Time Off



Please call (207) 362-5252 or apply online at www.aspireinme.com

GROWTH | MOVEMENT | RESILIENCE

Summer
2016
May

A Letter from Jill

Spring has arrived and summer will soon be upon us! Wishing you all have a wonderful 4th of July holiday and fun summer. Jane, Lee and I hope to see many of you at our upcoming Employee Appreciation Day which will be held in Oakland on June 21st 2016.

Time seems to be flying by so quickly this year. It has been a busy and challenging year for HHH and Aspire as we market and get our name out there. Our biggest challenge continues to be able to recruit staff. To meet this challenge Lee has set up multiple job fair opportunities and we have increased our use of Facebook and other social media avenues. We are still offering referral bonuses to those who refer a RN to HHH. The individual who refers does not need to work for HHH, they can be a relative or friend of yours, or the teller at your bank. Please get the word out.

For those of you following LD 886 which would increase reimbursement rates for home care, there is no news to report yet. As soon as we hear the final ruling and what that will mean for our industry, we will send you a notice using Constant Contact messaging.

We want to thank each of you for the work and great care you provide to our clients every day. Enjoy your summer!

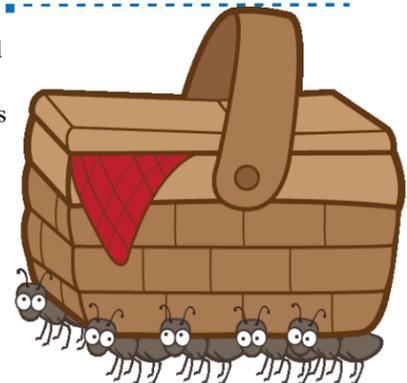
STAFF APPRECIATION PICNIC

We will be holding a Behavioral Health Information training and Staff Appreciation Picnic for HHH and Aspire employees on Tuesday, June 21st at Lighthouse Ministry Center in Oakland (this is just down the road from our Smithfield office).

If you park in the back, you'll see that the event is held in the downstairs Fellowship Hall.

Training will be from 11:00 –11:45 a.m. and staff picnic to follow.

We hope that many of you will be able to make it!



Do you know of someone looking for an employment opportunity in the home care industry or behavioral health and counseling? **\$250** sign on bonus for all RN Referrals!!!

Home, Hope and Healing, Inc. & Aspire Behavioral Health and Counseling
PO Box 220/ PO Box 99
189 Village Road
Smithfield, ME
04978
(207) 362-5252 or (866) 634-2023




GROWTH | MOVEMENT | RESILIENCE

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A Warm Welcome: Kristin Osgood, Staffing Coordinator



I joined HHH in March as the new staffing coordinator for the Northern Region. I can't say enough about how welcoming the staff and families have been for my new venture.

Customer service is my strong suit with over 15 years' experience working in local restaurants. Before I found HHH, I spent 4 years caring for my grandmother who suffered from Alzheimer's disease. When she passed I knew I needed to be a

part of something that relied on the compassion and understanding I long to give.

In my extra time I'm having fun with my 8 year old daughter, Sydni, spending time with friends/family and getting outside as much as I can.

Scheduling Updates

This is a friendly reminder of why it is important to please communicate all schedule changes with your

Staffing Coordinator.

If a Staffing Coordinator is *not* notified of a change that you made in your schedule (or if we are notified *after* you have already worked the changed schedule), MaineCare rules do not allow us to bill for those changes. All schedules are checked with actual hours worked and discrepancies cannot be billed because MaineCare mandates that the agency must have

"Prior Authorization" for any and all changes. They will not authorize additional hours - or changes in any schedules retroactively. Therefore, please understand that the agency will not be able to be paid for a change that you made in your schedule, even a small change, without us getting **prior authorization** from MaineCare. Also, if the start and end times for your shift vary by more than 15 minutes, please notify your Staffing Coordinator that day. If you have a need to change your scheduled day, this change must also be reported to the Scheduling Office (even if your total hours for that workweek remain the same). The Staffing Coordinator will contact the client prior to those changes as well.

We are excited to be implementing a new software system in the next few months, which will help the Scheduling Office to be more efficient. It will be especially important for this transition that any type of shift or time change is reported to the office, so that there are no discrepancies on your timesheets or on the calendar in our system.

Thank you for your cooperation! If you have questions or concerns please contact:

Sherry Whipple, Scheduling Team Leader
(207) 362-5079
swhipple@homehopeandhealing.com

HR News

401(k) Quarterly Entry Date

Did you know that if you **currently participate** in our 401(k) plan, then on the first day of any calendar quarter (January 1st, April 1st, July 1st, October 1st), you can make changes to your current salary deferral election?

Otherwise, your deferral election will remain the same (however you can always go to zero at any time and then defer again at the next quarterly entry date if you so choose). Also, if you qualified to participate in the past but previously declined, you have the opportunity at each quarterly entry to enroll in the plan.

Your next opportunity to make changes or elections is for the **July, 2016** entry date.

Please notify Kathleen Hale by phone, or email her at: khale@homehopeandhealing.com, if you'd like to receive a Change Form to change your deferral amounts or an enrollment form/packet to enroll.

The deadline for sending the paperwork back to the HR office is Friday, 7/1/16, so that deferrals can be changed/made in time for the 7/8/16 paycheck date.

Also, if you have just become **newly** eligible to participate in the 401(k) because you've met the following work requirements since the last entry date: attained one year of service, worked 1,000 hours, and are at least age 21, you'll be receiving an invitation very soon to participate in the Home, Hope and Healing Retirement Plan.

Thank you,
Kathleen Hale, HR Director

What is C. Diff?

*By Betsy Putnam, MT, RN, RFGH Infection Prevention and Control
-With Permission from the Redington–Fairview General Hospital-*

A healthy person's digestive track is host to hundreds of different types of bacteria at any given time. Most of the bacteria present help to maintain a healthy digestive system and some even contribute to good health. But sometimes the delicate balance of bacteria in your system can get thrown out of whack, resulting in infection. One of the worst offenders is a bacterium called **Clostridium difficile** (pronounced Klo-STRID-ee-um dif-uh-SEEL), which causes a gastrointestinal infection and disease called C. Diff.

C. diff bacteria are found in the environment and in the intestines and stool of some people and animals. C. diff bacteria that cause disease do it by producing toxins (harmful substances) that cause inflammation and damage the intestines.

There are a number of things that can increase a person's chances of getting C. diff. Antibiotics can be life-saving and should be taken exactly as prescribed, but taking antibiotics is a primary risk factor. People who are taking antibiotics are 7-10 times more likely to get C. diff while on the drug and during the month following.

The normal bacteria in the intestines contribute to our health in many ways, and one of these is to keep some disease causing bacteria, like C. diff, from multiplying and causing illness. Antibiotics, meant to kill the "bad" bacteria they are prescribed for, can harm the normal bacteria in the intestines so they can't do their usual jobs. Without the protection of the normal bacteria, C. diff can multiply and cause disease.

C. diff bacteria are sticky and each bacterium can produce a sticky spore that has a tough protective outer coat—like a seed. The spores are passed in the stool, and their stickiness helps the spores to be carried around, on unwashed hands, for example.

This bacteria cannot survive long outside the body, but the protected spores can survive in the environment for months. Spores resist drying out, temperature extremes, the sun's radiation, and most cleansers. Spores are not living bacteria, just as a seed is not a plant, but spores can grow into living bacteria if they return to favorable conditions in the intestines.

C. diff bacteria and spores get into the intestines when we swallow them—by putting contaminated hands or items in our mouths. After being swallowed some of the tough spores that survive harsh stomach acids, make it to the intestines, where, if the conditions are favorable for it, the spores grow into bacteria that can multiply, produce toxin, and cause illness.

Who is most at risk for getting C. diff?

- People on antibiotics
- The elderly (over 65 age group)
- Those with reduced immunity
- Those who have gastrointestinal disease or who have had gastrointestinal surgery

What are the symptoms of C. diff?

C. diff disease may be mild or severe. The most common symptoms are:

- Watery diarrhea—3 or more diarrhea stools two days in a row
- Fever
- Loss of appetite
- Nausea
- Belly pain and tenderness

Can C. diff be treated?

Yes, there are antibiotics that can be used to treat C. diff. In some severe cases, a person might have to have surgery to remove the infected part of the intestines. This surgery is needed in only 1 or 2 out of every 100 persons with C. diff. Stool transplant, performed only at certain hospitals, may be considered for recurring infections.

Can C. diff come back?

Yes. Some patients treated for C. diff infection may have a repeat of their symptoms. If symptoms come back after treatment, the healthcare provider should be notified.

Looking for something to do this summer?

Waterville:

- ⇒ **Build It Together with Home Depot** – Monday June 20th 2:00-3:30pm – 101 Water Street, Waterville – Shirley Damren Room
- ⇒ **Waterville Public Library**
 - **Ms. Jenn's Move and Groove!** June 4th at 10:30 am. With songs, dances, active games and stories, Ms. Jenn will encourage kids up to age 6 and their active grownups to get up and move for better health!
 - **Craft Time** - Every Tuesday - 2:30 and 4 pm and make something special! Recommended for kids 5 and up. If you are 7 or younger, please bring a grownup helper.

Augusta:

- ⇒ **Augusta Public Library:**
 - **Mill Park Story Time** – Mondays at 4:30pm
 - **Legos at the Library** – Tuesdays at 3:00pm
- ⇒ **Maine State Library – Augusta:**
The Maine State Library's "unlimited possibilities" room is now open for business, featuring:
 - 3D printers,
 - large scanners capable of digitizing and preserving photos and even
 - a mini robot that rolls around people's feet.
 - The "UP Room" also features tablet computers with computer-aided design programs, an electronic cutting machine that slices and trims greeting cards and other scrapbook items, along with a printer that can reproduce maps. The room is available 9 a.m.-5 p.m. Monday-Friday.



Pittsfield:

- ⇒ **Pittsfield Library:**
 - **Story Time** - for preschoolers is held Mondays at 10:15
 - **Adult Coloring Club** - Meets Fridays from 10:30-11:30. Take an hour to relax with adult coloring pages and soothing music. Coloring sheets and colors are provided, but feel free to bring your own.
 - **Fiber Fun** - The Knifty Knitters - Monday from 2:00-4:00 in the Warren Community Room. All are welcome to create stitched items, learn how to knit and crochet.

St Albans:

- ⇒ **St. Albans Play Group** – 2nd Thursday of every Month (May, June, July, August) 10:30-11:30am – St Albans Community Playground (canceled if raining)

Find out where the local Walking Trails are in the area:

- ♦ **Kennebec River Rail Trail** - Location: Augusta, Length: 6.5 Miles, Challenge: Easy
- ♦ **Pine Tree State Arboretum Trails** – Location: Augusta, Length: 5 Miles
- ♦ **Quarry Road Trails** – Location: 300 Quarry Road, Waterville, Maine 04901
- ♦ **Inland Woods Trails** – Location: in the 17-acre woods behind Inland Hospital at 200 Kennedy Memorial Drive in Waterville

Aspire Behavioral Health and Counseling Updates

By: Emily Cornforth, LCSW

Aspire Behavioral Health & Counseling is thrilled to continue to be growing this spring. We have been able to hire SEVEN Community Support Workers since the last Newsletter.

We are so excited that the group of employees is increasing and are happy to have such a great group of people representing the amazing work that we do. We thank you all for the hard work and dedication in making Aspire Behavioral Health & Counseling such a wonderful agency.

We are glad that the cold, winter months are behind us and looking forward to enjoying the warm weather approaching. This is a great time to get out and enjoy outdoor activities both on your personal time and with clients.

Aspire New Hires

- ♦ **April:**
Haley Weeks, CSW
- ♦ **May:**
Nicole Batchelder, CSW
Patti Chamnaone, CSW



Aspire's New Scheduler: Sherry Whipple

Please direct all questions/concerns regarding your schedule to Sherry from this point forward.

Sherry's Information:

Phone: 207-362-5079

Ext: 110

Email: swhip-

Sherry



ple@homehopeandhealing.com

Employee of the Month

February: Jerry Maccione CSW

Jerry has been employed with Aspire Behavioral Health and Counseling as a Community Support Worker since January of 2016. He goes above and beyond while working with his clients and takes the time to research ideas and activities for his shifts. Jerry has made huge progress with his clients and has been praised by his client's parents and caregivers.

March: Sara Boody CSW

Sara was hired in September of 2014 as a Community Support Worker for Aspire Behavioral Health and Counseling. She is an amazing worker who takes initiative and creates visual aids that assist her clients with their goals. The client families have verbalized how extremely happy they are with Sara and the work that she does on a regular basis.

April: Lisa Berry CSW

Lisa is one of the first employees of Aspire Behavioral Health and works as a Community Support Worker and has worked for both agencies. Lisa works with two clients with different needs and finds creative ways for them to meet every objective. Lisa has been praised by the families for the progress that her clients have made.

Congratulations!!

Quality Assurance Update

From the desk of Jamie Spear, QA Supervisor for Home, Hope and Healing and Aspire Behavioral Health and Counseling.

Happy Spring! I wanted to take a quick moment to recognize our outstanding team of caregivers when it comes to interim physician orders. The QA department faxed a total of 258 MD orders in the first quarter of 2016 for signatures. We averaged approximately 8 days from when the caregiver signed the order, to when we received it back with a signature. State and federal regulations allow for no more than 30 days from the date of order to signature date. Thanks to you all for helping us stay in compliance!

Thanks again for all you do, your efforts are greatly appreciated!

Enjoy the sun and warmer temps, summer will be here soon!!

Here are reasons been so

◆ **Prop-
tation**



some of the why we have efficient:

◆ **er Documen-
- Completing**

MD orders clearly and precisely saves us from having to get your MCP involved. Thank you for showing exemplary detail to your orders and assuring every section is completed to its fullest.

- ◆ **Prompt Mailing** - We understand busy schedules and finding time to get to the post office can be difficult. However, we appreciate your prompt submission of physician orders with your weekly timesheets and MTR mailings. As mentioned earlier, we only have 30 days from the date of the order to gain a MD signature. Time can be sensitive. Thanks for this!

Here are some items to consider to make us even more efficient:

- ◆ **Pharmacy Script No.** – Medication orders copied from pharmacy labels do not need a physician signature if the pharmacy Rx number is included on the order. This saves us from having to fax and work with the MD's to gain signatures. Physicians and their practices can often be very busy- not only are you helping us, but the MD's too!
- ◆ **Obtaining Signatures at MD Visits** – Going to an appointment with a client? Why not bring orders sheets with you to have signed on the spot? Some have even had the orders faxed directly from the office. We love receiving these orders!

Home, Hope and Healing

New Hires

March

- ◇ **Lindsay O'Brien, RN**
- ◇ **Roberta Norton, RN**

April

- ◇ **Marie Hupper, RN**
- ◇ **Amber Taggart, RN**
- ◇ **Jaqui Swanson, RN**
- ◇ **Deborah Robb, RN**

May

- ◇ **Nicole Batchelder, PSS**
- ◇ **Jan Arsenault, RN**
- ◇ **Barb Evans, RN**
- ◇ **Jennifer Stone, PSS**
- ◇ **Kathy Artus, PSS**

Employee of The Month

February: Cheryl Gale RN

Cheryl has been employed with HHH as an Registered Nurse since October of 2012. Cheryl strives for excellence in all that she does and goes above and beyond which is evident by the compliments provided by her client's family. She educates her client's immediate family along with the extended family to assist them in maintaining a healthy environment for the client.

March: Lorraine Ryan LPN

Lorraine has been employed with HHH as a Licensed Practical Nurse since May of 2010. Lorraine's personal integrity drives her commitment to excellence. She provides detailed and thorough nursing care to her client and the family is glad to have her in their home.

April: Marie Erskine RN

Marie has been employed with HHH as a Registered Nurse since October of 2009. Marie is an excellent representative for the agency. She is super detailed oriented and is an inspiration in both the delivery and the documentation of the care she provides to her client. Her client recently complimented her stating "She is really the life blood of getting things done around here."

Congratulations!!!

ANNIVERSARIES: THANK YOU FOR ALL THAT YOU DO!

- | | | |
|--------------------------------|------------------------------|-----------------------------|
| • Avalone Cote, RN- 1 Y | • Deborah Regan, RN- 4 Y | • John Adams, ADM- 3 Y |
| • Lee Jellison, COO- 1 Y | • Mary Sirois, RN- 4 Y | • Tabatha Lumbert, LPN- 3 Y |
| • Leanna Ewing, CNA- 1 Y | • Laurie Leighton, CNA- 5 Y | • Ann Marie Martin, RN- 4 Y |
| • Carly Wight, RN- 1 Y | • Laura Garson, RN- 7 Y | • Ronald Dodson, RN- 6 Y |
| • Sacha Genest, RN- 2 Y | • William Robinson, ADM- 9 Y | • Tammy Ferland, ADM- 8 Y |
| • Gayle Feole, RN- 2 Y | • Daniel Buck, RN- 10 Y | • Aimee Adams, ADM- 12 Y |
| • Marilyn Beedy, CNA- 4 Y | • Ruth Cunningham, RN- 12 Y | |
| • Kelly Robinson, RN- 4 Y | • Lisa Berry, CNA- 1 Y | |
| • Dorothy St. Hilaire, RN- 4 Y | • Lisa Kristy, RN- 1 Y | |
| • Susan Sampson, RN- 10 Y | • Savannah Ladd, RN- 1 Y | |
| • Taylor Dowler, LPN- 2 Y | • Kate Feeney, RN- 1 Y | |
| • Tina Baker, CNA PSS- 3 Y | • Shawn Skehan, CNA- 2 Y | |

