



Here's to another Excellent Year!

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Isn't it great to have a fresh start? That's what the new year gives us. Have you thought of anything that you can improve on this year?

We thought you might like to hear some of the compliments the WellsBrooke clients have given you—things you are doing right. Also, we are offering you a list of areas where the clients feel you can improve. Let's face it, none of us is perfect!

Compliments: Good Job!

- “They treat me special.”
- “They give me respect.”
- “They were wonderful.”

- “We hated to see them leave and miss their company.”
- “Our friends and family can't believe the good care we received from WellsBrooke.”
- “WellsBrooke made a difficult time in my life much easier on my family and me.”

On the other hand, here are some areas where you can improve:

- Cell phone use—should be rare

- Careful not to discuss personal matters
- Be diligent about detailed documentation
- Make sure you are on time
- Work together with your team

These are just a few suggestions that can go a long way in making your client happy. Let's make 2008 an even better year, by continuing to put the client first!

Here's to 2008—another excellent year!

- CPR for aides and nurses in 2008!
- See training calendar: p. 4
- Focus: Customer Service
- Attend the Bronze, Silver or Gold training in 2008!

You Are WellsBrooke!

2007 was another great year for WellsBrooke. We believe that much of our success is due to the excellent customer service you provide our clients, as described in these excerpts from client letters:

- “Whatever we asked, they

would try in every way to keep us comfortable. . . “

- “We highly recommend WellsBrooke to anyone who needs help.”
- The nurses...have that personal touch and make you feel like you are the

most important person they have ever cared for.”

Congratulations on another great year! Keep up the good work!

Avoid the Flu *(From Centers for Disease Control)*



Covering your mouth and nose with a tissue can prevent the spread of flu.

Colds and flu are most commonly spread from person to person in coughs and sneezes known as “droplet spread”. This happens when droplets from a cough or sneeze of an infected person move through the air and are deposited on the mouth or nose of people nearby. Sometimes germs also can be spread when a person touches respiratory droplets from another person on a surface like a desk and then touches his or her own eyes,

mouth or nose before washing their hands. We know that some viruses and bacteria can live two hours or longer on surfaces like tables, doorknobs or desks. These are the very reasons why experts insist that washing your hands is one of the most effective means to avoiding colds and flu. Here are other suggestions:

- Cover your mouth and nose with a tissue when coughing or sneezing—

then throw the tissue away.

- Clean your hands often— with warm water and soap—for about 15 to 20 seconds. If soap and water are unavailable, use alcohol-based disposable hand wipes or gel sanitizers. Rub the gel between your hands until it is dry.
- Remind children (and patients) to practice healthy habits, too.

Employee of the Month: Clarice Bunting

“Clarice will drop everything to cover call offs . . . and clients are always asking for her.”

Anyone who has met Clarice knows that she is not easily forgotten. She can transform a boring situation into a party! She is bubbly, full of life, and someone you are proud to call a friend.

Of course, these fun-loving qualities are a big hit with many clients, and as a result, Clarice’s record as a Wells-

Brooke employee is impressive! According to Laura Welsh, Staffing Coordinator, “Clarice will drop everything to cover call offs for us on a regular basis, and clients are always asking for her.”

Her willingness to accommodate the clients’ last minute changes along with her sweet, fun personality are why she is

being honored as the January Employee of the Month!



January Birthdays



- Sandralita Carter
- Jaquetta Culver
- Sheila Ellison
- Renee Entsuah
- Deonna French
- Shelly Friedrich

- Sherika Gantt
- Tamara Hall
- Chelsey Kirk
- Candle Meyers
- Paula Montagna
- Mary Randall

- Elizabeth Rodgers
- Erin Shannon
- Kimberly Whalen
- Elizabeth White

WellsBrooke Policy Reminders

Delays due to weather

With winter weather upon us, WellsBrooke would like to remind you to leave your homes within reasonable time of your scheduled shifts. Call the after hours support phone if you are delayed because of weather so that we can inform the client and staff. And please be courteous if your relief staff is running late due to weather. Remember, you cannot leave a client alone; you must wait for staff to arrive.

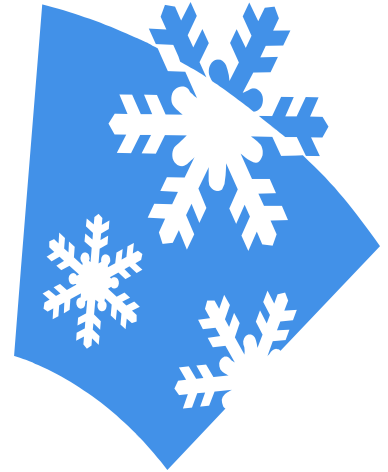
No Shoveling, please

Also, remember that you are NOT to shovel any snow or ice for the client. The client should already have a company, family member, or neighbor in charge of snow removal. If no one is handling this issue for your client, please call and let the office know.

Handwashing policy

One other thing: with cold and flu season here, nothing is more effective than handwash-

ing. Hands should be washed in the following situations: At the beginning and end of your shift; before contact with the client; before and after contact with wounds, dressings, or bedclothes; after contact with any patient secretions or excretions; before and after using the bathroom or blowing your nose; before preparing or serving food and beverages; and after removing your gloves. Please call the office if you have any other questions.



The Power of “Team”

A man was lost while driving through the country. As he tried to read a map, he accidentally drove off the road into a ditch. Though he wasn't injured, his car was stuck deep in the mud. So the man walked to a nearby farm to ask for help.

“Warwick can get you out of that ditch,” said the farmer, pointing to an old mule standing in a field. The man looked at the haggardly mule and looked at the farmer

who just stood there repeating, “Yep, old Warwick can do the job.” The man figured he had nothing to lose. The two men and Warwick made their way back to the ditch.

The farmer hitched the mule to the car. With a snap of the reins, he shouted, “Pull, Fred! Pull, Jack! Pull, Ted! Pull, Warwick! And the mule pulled the car from the ditch with very little effort. The man

was amazed. He thanked the farmer, patted the mule and asked, “Why did you call out all those other names before you called Warwick?”

The farmer grinned and said, “Old Warwick is just about blind. As long as he believes that he's part of a team, he doesn't mind pulling.”

Adapted: *Some Folks Feel the Rain...Others Just Get Wet* (James W. Moore)

“As long as he believes that he's part of a team, he doesn't mind pulling.”

Battling Post Holiday Depression

You've put away your last ornament; there are no more snowglobes, and the parties are over. How can you (and your client) lift your spirits when all the holiday excitement has come to an end? Here are a few suggestions:

- When you first feel the

blues coming on, sit quietly for 20 to 30 minutes and think of all the good things that did happen during the holidays—maybe even write them down.

- Volunteer for a local charitable organization.

They are especially needy after the holidays.

- Write thank you cards to friends and relatives who gave you gifts.
- Call an old friend . Reconnect with someone you haven't spoken to in a long time.



"Making a difference in the lives of others."

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Conduct Training Schedule

- January 24—Bronze Training 10-2:30
- February 27—Bronze Training 10-2
- March 20 —Silver Training 10-12
- April 24—Gold Training 10-2

We're on the Web!

www.wellsbrooke.com



CPR Training Schedule—

offered 4 times this year (TBA), starting with:

- February 7—9:30-12:30 CPR for aides (\$25)
- February 7—1:30-4:30 BLS training for nurses and other skilled professionals (\$35)

Limited space, cash at door, call Luanne at 734-742-0167 if interested.

Customer Service *(from John Tschohl, Service Strategist)*



Excellent customer service begins with you and me. Here are some tips:

- **Practice habits of courtesy.** Everyone has the right to be treated with courtesy, dignity, and respect. It shows that you care. Say “thank you” and smile. Apologize without blame. Interact with customers and coworkers on a personal level and recognize them as important individuals. Call them by name; it makes them feel welcomed and valued. If you don’t know a customer’s name, ask. Introduce yourself.
Give positive communication. It’s not just what

you say but how you say it that’s important. Communication must be genuine, specific, sincere, and timely. What you say is evidence of how you feel about yourself, your job, your customers, and your coworkers. Smile, make eye contact, and be attentive to what your customer is saying. A smile is magic; it draws people to you. Even if you are communicating by phone, the person on the other end of the line can hear the smile in your voice and will react positively to it.

- **Perform for the customer.** You can be the nicest person in the world, but if you don’t perform for the

customer, you won’t go far. Keep your promises. Do what you say you will do—and do it with quality and speed. If you say you are going to deliver the order on Tuesday, do it. If you say you are going to call on Friday, do it. Deliver on what you say you’ll do.

- **Listen carefully.** Pay attention to what the customer is saying he wants. Actively listening to what your customers—and your coworkers—say shows that you care about what they have to say and goes a long way in developing strong relationships. Rephrase what he is saying to ensure that you understand. Ask questions. Listening shows you care.