



## The Heat is On!

Most of you pull out the sunscreen when you go to the beach or spend an entire day outdoors, but the sun is there 24/7, and even small doses over time can be damaging to your skin. Keep your sunscreen handy for every time you're in the sun—and slather it on generously! Also keep these skin-saving tips in mind—when you're out having fun in the sun:

- Avoid the sun between 10 A.M. and 4 P.M., when its rays are strongest.
- Apply a broad-spectrum sunscreen with a sun protec-

tion factor (SPF) of at least 15 that shields both UVA and UVB rays.

- Reapply sunscreen every two hours when outdoors, even on cloudy days.
- Wear protective, tightly woven clothing, such as a long-sleeved shirt and pants.
- Wear a hat with a four-inch-wide brim and sunglasses, even when walking short distances.
- Stay in the shade whenever possible.
- Avoid reflective surfaces;

they can reflect up to 85 percent of the sun's damaging rays.

- Protect children by keeping them out of the sun, minimizing sun exposure, and applying sunscreens beginning at six months of age.

*American Academy of Dermatology*

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## Bronze Graduates



**Maria Anagonye, Keya Ealey, Erica Hammons, Demetria Ingram, Paula Montagna, Charlotte Pitts, Ann Rogers, Teresa Ryans, Paula Turbett, and Denise Yancey** were all in attendance for the Bronze Level Training on May 22, 2008. Jennifer Mitchell and Marissa Tesolin, WellsBrooke trainers, covered many topics including: Professionalism, Customer Service, Attitude, and How to Handle Complaints. Those in attendance not only received valuable training; they also received gift bags, a certificate of completion and a delicious lasagna luncheon! ***Congratulations!***



## Dress Appropriately as a WellsBrooke Employee

“First impressions” are lasting impressions. With that in mind, how we dress at work can play an important role in how we are perceived by clients and co-workers. As employees, we want to gain the respect of those we work with, and our “style” can make a difference. Most WellsBrooke clients prefer that employees dress conservatively—regarding clothing and accessories. But in order to be fair, here is a portion of what the WellsBrooke Handbook says about the company dress code:

- Depending on the assignment, the dress code will vary, but WellsBrooke employees are expected to adhere to accepted social and business dress standards and to maintain a well-groomed appearance.
- Whenever street clothes have been approved for an assignment, the employee must maintain a clean, neat appearance. The following types of dress are NOT allowed:

Shirts that display any typed of writing, logo or message; shirts that expose the midriff, low cut or tank tops, low riding pants or skirts; sundresses and sweat suits. Clothing monogrammed with the WellsBrooke logo is acceptable.

- Employees should wear a clean uniform or pantsuit, hose or socks, and closed heel and toe shoes. Some assignments may specify the use of a particular shoe of clothing. Use of a lab coat is encouraged

When performing direct care. Employees should bring a change of shoes during inclement weather conditions.

- Clothing and jewelry that would draw attention is prohibited. Jewelry should be worn sparingly.
- Fingernail wraps, extensions or acrylics should be no more than one-quarter inch in length. Employees should use neutral nail polish.

Please make sure you are following these standards.

## Employee of the Month: Teresa Ryans



Teresa Ryans has been a faithful WellsBrooke employee for the last 6 months.

Teresa’s friend, Charlene, says that “she is a pleasure to be around —loyal, honest, fun, and a great mom!”

Teresa is a single mother of 2. She works a full time day job at a doctor’s office, and picks up evening and weekend shifts with WellsBrooke. Teresa

loves being a caregiver because she feels that this is her way of giving back for all the help she has been given with her son who has special medical needs.

On rare days when Teresa has free time, she loves to catch a movie, or just sit on her balcony and relax, enjoying the beautiful outdoors.

**Congratulations Teresa!**



## June Birthdays



Maria Anagonye  
 Patricia Ardinger  
 Tiffany Booth-Jones  
 Herchell Camberlen  
 Donya Clowney  
 Carolyn Comstock  
 Laurie Crotser  
 Gary Duquette  
 Alison Ebling

Sherry Gast  
 Jacintha Harris  
 Monica Jones  
 Tamara Kulcher  
 Sarah Lupinski  
 Lisa Martin  
 Bridgette McGowan  
 Mary Ann Narkun  
 Fallon Norris

Shana Pero  
 Kayara Rivers  
 Elizabeth Schroeder  
 Connie Scott  
 Deborah Swartz  
 Jamie Tesch  
 Kyvna Thomas  
 Melanie Underhill  
 Lena Ziskie

## *HIPAA Regulations Simplified*

HIPAA regulations, established by the federal government, require that information about our clients be kept confidential. We are under a legal obligation to follow these rules. This may be more challenging when you are out in the community with clients or when visitors stop by their homes. Sometimes you are caught off guard when someone asks who you are or why you are with your clients. Most of you are an excellent example in this area. However there is always room for improvement. Here are some tips:

- Think carefully before speaking to outsiders about your client.
- Consider what you will say before confronted with situations that could involve confidentiality.
- Make sure important documents are put away when visitors stop by the client's home.
- Make it a habit to never discuss your clients with family and friends—it makes it easier to avoid saying too much if you just say nothing.
- Put yourself in your client's shoes. Consider how you would feel if your personal medical information was made available to strangers on a regular basis. It may help you to be more diligent in following HIPAA.



## *“Wave the Flag” Cheesecake*

- 1 qt. strawberries (about 4 cups), divided
- 1-1/2 cups boiling water
- 1 pkg. (8-serving size) or 2 pkg. (4-serving size each) JELL-O Brand Gelatin, any red flavor
- Ice cubes
- 1 cup cold water
- 1 pkg. (12 oz.) pound cake, cut into 10 slices
- 1-1/3 cups blueberries, divided
- 1 tub (8 oz.) COOL WHIP Whipped Topping, thawed



**SLICE** 1 cup of the strawberries; set aside. Halve remaining strawberries; set aside.

**STIR** boiling water into dry gelatin mix in large bowl for 2 minutes until completely dissolved. Add enough ice to cold water to measure 2 cups. Add to gelatin; stir until ice is melted. Refrigerate 5 minutes or until slightly thickened (consistency of unbeaten egg whites). Meanwhile, line bottom of 13x9-inch dish with cake slices. Add sliced strawberries and 1 cup of the blueberries to thickened gelatin; stir gently. Spoon over cake slices.

"Making a difference in the lives of others."

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**We're on the web!  
www.WellsBrooke.com**



## ***Conduct Training Schedule***

- *July 24—Silver Training*
- *August 21—Gold Training*
- *September 25 — Bronze Training*

## ***Upcoming CPR Training —***

- *August 14— 9:30-12:30 CPR  
1:30- 4:30 BCLS*

*Call and reserve your spot ASAP —  
limited space is available. Cost is \$25 for  
CPR and \$35 for the BCLS.*

*For more info, call Luanne at 734-742-0167*

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## ***The Reminder of the Month (ROM)***

***The WellsBrooke office is now  
open 7 days a week:***

***Monday thru Friday from  
8am-5:30pm***

***Saturday and Sunday from  
9am-5:30pm***

You still have access to someone after hours. **Please reserve these phone calls for emergency calls only.**

If you are running late to a client's home, please call the client directly to inform them.

If you would like to be informed of who will be relieving you from your shift, please call during normal business hours. (This is not considered an emergency and should **not** be handled through the after hours phones.) If there is not a current schedule at the client's home, please inform the office during business hours, and we will send a copy out to the home. If your relief does not arrive on time, please be patient

and understand that unintentional delays do occur. Please notify the office or the after hours phone if relief has not shown up 15 -20 minutes after the scheduled start time.

***Here are some examples of when you should call the after hours phone:***

*\*The client has had a change in status (mental or physical) including falls or injury.*

*\*Emergency services have been contacted for your client such as an ambulance or fire department.*

*\*If you have fallen or have become injured during your shift.*

***Please keep these guidelines in mind as you continue to strive toward excellent customer service!***