

WellsBrooke

PREMIUM HOME CARE SOLUTIONS SM

“Making a difference in the lives of others.”

Summer Safety Tips

In the midst of all the fun in the sun, don't forget to stay safe. Here's a review of some common summer hazards and how to avoid them.

Sunscreen. Put it on 15 to 30 minutes before going out, and reapply every two hours or after swimming or sweating.

Avoid alcohol: especially when boating, driving or swimming. All of these activities require mental alertness to stay safe.

Food borne illness. Harmful bacteria can quickly multiply on food in the summer heat. For picnics, make sure you keep foods that you'd normally refrigerate on a bed of ice.

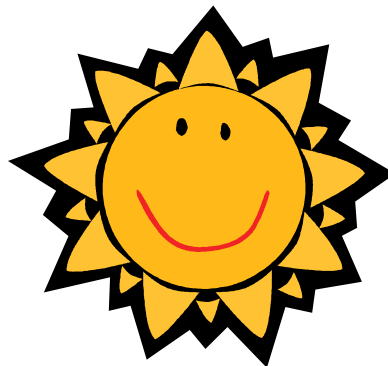
Epinephrine: If you're allergic to insects that sting, make sure you have your injection device with you at all outdoor events.

Congratulations, Silver Grads!



We'd like to congratulate the following WellsBrooke employees for successfully completing the **Silver Level Caregiver Conduct Training** course:

- Wanda Batchelor
- Clarice Bunting



As a caregiver, you have the responsibility to take care of yourself and those whom you care for. Be aware of potential safety hazards in summer. For more information, look at this website: www.redcross.org

Ticks. Check everyone for ticks after spending time in tall grass or wooded areas.

Yard work: When running any yard machinery (mower, edger, trimmer), make sure children are kept indoors to prevent injuries from flying debris.

Another reminder: These tips aren't just for you; remember your clients, too! They're depending on you to help them with everyday situations—help them stay safe this summer.

- Cassandra Cole-Lewis
- Allison Gasorski
- Victoria Hardeman
- Francetta Williams
- Elaine Zundel
- Janice Carter
- Shari Gast

The training focused on **Safety in the Home and Dealing with Difficult People**. The participants enjoyed many lively discus-

sions about maintaining a safe environment in the home, along with better ways of dealing with difficult people. All were awarded with a silver engraved WellsBrooke pen along with a Silver Certificate of Completion. Good job, gals!



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We're on the Web!

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Ten steps to a professional image

During the summer, it is easy to have a more relaxed attitude about life. You take your vacation, go to the beach, and enjoy delicious grilled food.

And sometimes that laid-back attitude can creep into your work environment. But, when it comes to work, the standards haven't changed. Maintaining a professional image is still as important as ever. At WellsBrooke, we have come up with our very own "Ten Steps to a Professional Image," and we hope, as a WellsBrooke employee, you'll take these tips to heart.

1. Remember, even in summer, your appearance is still very important.

Wear clothes that say: "I am here to work as a health care professional." NOT clothes that say, "it's time to go clubbing or to the beach!"

2. Your speech makes an impression about you, whether good or bad. If you want to be considered a professional, use appropriate language—kind, considerate, without slang, and of course, no abusive language.

3. Keep your cell phone on vibrate and use it only when absolutely necessary or when on a break. Your client should have your undivided attention when they are under your care.

4. Bring your own food to the client's home. Our clients are not expected to provide food or drink for employees.

5. Wear closed toe and heel shoes so you can be prepared to offer the best care possible.

6. Bring an extra pair of shoes so you don't track dirt and water into the house.

7. Of course, smoking is not allowed in any of our client's homes or WellsBrooke facilities.

8. Being very careful not to cross personal lines makes a positive impression. Keep your private life private.

9. Don't forget to keep the client's medical information confidential.

10. Smile as much as possible!

Employee of the Month: Jamie Pease



Jamie Pease is one of our most reliable employees. She has been working as a case coordinator for the past 3 months and has done an incredible job.

She has also been filling in on a case that recently has been short-staffed.

Her can-do personality, roll-up-your-sleeves philosophy and positive attitude provide a great example to other

aides and to her clients.

According to Laura Welsh, WellsBrooke Staffing Coordinator, "Jaime does a great job of communicating as case coordinator, usually through email about scheduling or other questions, and we couldn't run this case without her! She has also helped out on many backup situations and always puts her clients first."

Jamie hopes to further her career as she makes plans to attend nursing school.

Her dedication to her position and her willingness to step into difficult situations have given her the right to be called

WellsBrooke Employee of the Month for August.



Congratulations, Jamie!



Happy Birthday to You!

Lindsey Ammerman
Julie Bachi
Teresa Baker
Holly Bertasso

Betty Blanchard
Jessica Derry
Evelyn Ekeng
Michelle Ellis
Sarah Heckaman
Shirley Hicks

Krystal Matesic
Beth May
Teresa May
Jennifer McCloud
Christine McClennon
Denise Palin

Susan Phifer
Kimberly Pope
Theresa Roncevich
Karla Rouland
Luanne Stewart
Barbara Weishuhn



Handling Difficult People



How do you react to difficult people?

Think about the people you work with whom you find most difficult.

Then, read through the following statements.

Answer yes or no to each statement as you consider those difficult people. **IMPORTANT!** There are no right or wrong answers. Just try to answer honestly so you can try to understand yourself better.

1. ____ I feel exhausted and empty.
2. ____ I can't help but be in a bad mood.
3. ____ I feel bad about myself after spending time with this person.
4. ____ My muscles tense up and I grit my teeth.
5. ____ I feel like running away.
6. ____ I feel relieved when I don't have to see this person.
7. ____ Sometimes I wish bad things for this person.
8. ____ I'd have a party if I never had to deal with them again.
9. ____ I spend time at work planning how to avoid them.
10. ____ I know they bring out the worst in me. I act differently with them than I do with other people.

Announcing: WellsBrooke is now a member of the **Michigan Home Health Association**, a trade association representing over 300 member agencies and businesses. The association promotes high standards of patient care and represents a unified voice for the industry. The organization offers many benefits, including some potential training programs. We will have more on this in upcoming issues.

Employee Surveys



WellsBrooke is always looking for ways to improve. As a result, we are asking some of our "veteran" employees (who have been with the company for a year or more) to respond to a phone survey over the next few weeks.

Some of you may have already received a phone call from one of our human resources representatives asking you to respond to the survey. We'd like to thank you for your candor in letting us know how we're doing as an employer.

We'd also like to ask the rest of you to be prepared to answer some questions about your time with WellsBrooke and what has made it a good experience, along with any comments you would like to make about what has NOT worked in the course of your career with the company.

We absolutely want to know what you think and will consider your comments seriously, with the goal of making any improvements that might be needed.

Thanks for all you do for WellsBrooke!



Please help!

You may have noticed that letters were just sent out to remind everyone to get current copies of driver's license, auto insurance certificate, new OSHA tests, or professional licenses into the office as soon as possible. If you received a letter, please send your documentation in as soon as you can.



Could you use an extra \$100 or \$250? Then you need to earn an employee referral bonus! If you have a friend or relative who would make a great WellsBrooke aide or nurse, please let us know. I'm sure you can find good use for that extra cash!



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“The WellsBrooke Difference”

