

WellsBrooke

PREMIUM HOME CARE SOLUTIONS SM

“Making a difference in the lives of others.”

Tips for Staying Safe in the Heat

After a long Michigan winter, most of you are happy about the hot summer days, but some have trouble adjusting to the heat, especially those who have a more compromised immune system, such as many of your clients.

The body normally cools itself by sweating, but in some conditions, sweating isn't enough. In those cases, the body temperature rises rapidly which can lead to brain damage or damage to other vital organs.

Several factors contribute to heat related illnesses: high humidity keeps sweat from evaporating; other risk factors include age, obesity, fever, dehydration, heart disease, mental illness, poor circulation, sunburn, prescription drug and alcohol use.

Those most at risk include the elderly, the very young, those with mental illness and chronic diseases. However, even



Heat exhaustion is a milder form of heat-related illness that can develop after exposure to high temperatures and inadequate replacement of fluids. Warnings include heavy sweating, paleness, muscle cramps, tiredness, dizziness, headache, nausea, or fainting. Treat by cooling the victim with cool, nonalcoholic drinks, extra rest, cool shower/bath, air conditioning, and lightweight clothing. (www.cdc.gov)

young, healthy individuals can succumb to heat if they participate in strenuous physical activities during hot weather.

Heat stroke occurs when the body is unable to regulate its temperature. The body's temperature rises rapidly; the sweating mechanism fails and the body is unable to cool down.

Heat stroke can cause death or permanent disability if emergency treatment is not provided.

One of the best ways to prevent heat-related illness is by recognizing the symptoms before they become life-threatening. Below are some symptoms to watch for.

Recognizing Heat Stroke

Here are symptoms of heat stroke:

- An extremely high body temperature (above 103°)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea
- Confusion
- Unconsciousness

If you see any of these signs, you may be dealing with a life-threatening emergency. Have someone call for medical assistance while you begin cooling the victim. Do the following:

- Get victim to a shady area
- Cool the victim rapidly using a cool tub or sponge, a cool shower, wrapping in a cool, wet sheet, then fan
- Monitor body tempera-



- Cooling to at least 101-102°
- Do not give victim fluids to drink
- Get medical assistance as soon as possible.

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We're on the Web!

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Keep it Professional

As the summer sun bears down, you may be tempted to take off a few layers and reveal a bit more than is appropriate. Remember, you

are in a professional position, even though you may spend a great deal of time in your client's home. It is easy to become too comfortable and lose sight of the company dress code as is stated in the WellsBrooke Employee Handbook:

“ . . . to promote a professional image, WellsBrooke employees are expected to adhere to accepted social and business

dress standards and to maintain a well-groomed appearance. “
When street clothes are approved for wear on assignment, the employee must maintain a clean, neat appearance. The following types of dress are NOT allowed:

- Shirts that display any type of writing, logo or message
- Shirts that expose the midriff
- Low cut or tank tops
- Low riding pants or skirts
- Sundresses
- Sweat suits

These guidelines are a bit more challenging in the summer months, since

many in the community are wearing many of these unapproved items.

To assist you in presenting a professional image, WellsBrooke offers a clothing line with an embroidered WellsBrooke logo to employees interested in purchasing apparel at reasonable prices:

- V-neck t-shirts with embroidered company logo available in many colors and sizes—\$5.00
- Polo-type shirts with embroidered company logo available in many colors and sizes—\$11.00

Please contact Amanda Woelzlein at 734-468-1744 for more information about ordering WellsBrooke shirts.

Employee of the Month: Mary Randall

Mary Randall is one of our most reliable employees. Her warm, caring personality offers great comfort and reassurance to each of her clients.

According to Jessica Derry, WellsBrooke Staffing Coordinator, Mary is loved by all of her clients and is never late. She has also helped out on many backup situations and always puts her clients first.

As a dedicated healthcare professional, Mary continues to upgrade her skills and build her career by attending nursing school. She is about halfway through the nursing program at Henry Ford Community College. Her commitment to excellent, quality care will afford her the opportunity to become a great nurse as well.

Perhaps one of Mary's greatest qualities is that she loves to work. She is not afraid to roll up her sleeves and do whatever

needs to be done for her clients. And because of all these admirable qualities, the WellsBrooke staff and management are proud to designate Mary as the Employee of the Month for July.

Congratulations, Mary!



Happy Birthday to You!

Rebecca Ashenfelter
Stephanie Bell
Cassandra Brooks
Lisanne Buchko

Kathryn Davis
Erica Hammons
Valerie Jones
Rachel Krug

Susan Levergood
Lisa Rainey
Sheila Regular
Porsha Tinsley

Lisa Williams
Francetta Williams
Justin Wright
Denise Yancey





Actions speak louder . . .

Taking responsibility is crucial as a caregiver, when someone is depending on you for their well-being. But sometimes it's

easy to overlook how your actions affect your clients, your co-workers, even yourself. Here are a couple of examples:

When you call off on a shift, the staffing coordinators need to find a replacement. The replacement person has to change their plans to take your place; the client has to prepare for having another person, that they might not know, in their home.

This chain of events might cause the client to have a bad day because they're uncomfortable with this new person. They may become frustrated with you for calling off. So, the next time you go to work with them, they are more on edge, which then comes back to

affect your relationship with them and, in some cases, your job satisfaction.

When you are consistently on time for an assignment, the client knows when to expect you; your co-workers know they can count on you to relieve them at a certain time, and WellsBrooke's company reputation remains intact.

This results in many positives for you as a person and an employee of WellsBrooke. You might even be nominated for Employee of the Month! And, you'll be well on your way to receiving the client recommendation needed to achieve the Gold Level status which includes a monetary bonus!

Your actions do speak loudly! If you handle yourself well, there are rewards to be had! **All Good Stuff!**

Is it OK or not? You decide!



You are a representative of WellsBrooke when you are with WellsBrooke clients. We would like to applaud those of you who have handled yourselves professionally on the job.

Just for fun: Can you mark the items on this list (with an A) that should be applauded as excellent employee behavior? Then, mark the other items on the list (with an X) that should be avoided by WellsBrooke employees?

The first 3 employees to complete this quiz correctly and mail it into the WellsBrooke office will receive a **small prize!**

- Does not share intimate personal information with clients.
- Gives out client's home phone number to family and friends for emergency.
- Smokes with the client to develop a rapport.
- Only wears ID badge when it matches her outfit.
- Calls off on her shift when the weather is nice.
- Turns in her availability sheet by the 10th of the month.
- Fills out progress notes on the client for every shift worked.
- Takes a nap during night shifts.
- Respects clients' religious beliefs even when they do not have the same.
- Does not discuss client's medical information with anyone, including client's unauthorized family members.
- Washes hands immediately upon entering the client's home.
- Provides alcoholic beverages to client upon client's request.
- Brings her own food for lunch and/or snacks in the client's home.
- Offers calm reassurance to the client as needed.



Remember, the after hours **on call line** is **ONLY** for emergencies. Please do not call to ask questions about your schedule or other questions that could be

answered during regular office hours. We want to be sure precious time is not being taken from our staff who may be on the other line dealing with serious emergencies. Thank you for your cooperation.

Reminders

Also, please send in your updated **email addresses** so we can include you in important company communication.

Another reminder: When your auto insurance expires, please send a new copy into the WellsBrooke office ASAP.

One More Thing: Please make every effort to attend the Bronze, Silver and Gold Conduct trainings when you are invited. This program is custom designed to improve your relationship with your client and upgrade your skills as you continue to build your career with WellsBrooke.



What improvements do you think we can make? How can we do a better job of serving our clients? What changes can we make that might help you enjoy your job even more? How do you feel about the benefit package we offer?

You can email your suggestions, questions or comments to Luanne at lberk@wellsbrooke.com or to Amanda at awoelzlein@wellsbrooke.com. Or mail your comments to the office.

Suggestion Box

At WellsBrooke, our goal is to provide excellent customer service to our clients, and to offer an attractive working environment to our employees. Of course, there is always room for improvement in each of these areas.

We would like to hear what you think.

Here are some examples of topics you may want to comment on: What do you like about working for WellsBrooke?