



March 25: American Diabetes Alert Day

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More than six million Americans have diabetes, but don't even know it. Another 54 million Americans have pre-diabetes, placing them at increased risk for developing type 2 diabetes.

The ADA encourages people who are overweight, physically inactive, and over the age of 45 years to take the American Diabetes Risk Test. The risk test asks seven simple questions about weight, age, lifestyle and family history – all potential risk factors for type 2 diabetes. People scoring ten points or more are at a high risk for diabetes and are encouraged to schedule an appointment to see their doctor. The risk test, in English or Spanish, is available by calling

the Association toll-free at 1-800-DIABETES (1-800-342-2383) or by visiting www.diabetes.org/alert.

Risk factors for type 2 diabetes include being overweight, sedentary, over the age of 45 and having a family history of diabetes. African Americans, Latinos, Native Americans, Asian Americans and Pacific Islanders are at an increased risk, as are women who have had babies weighing more than nine pounds at birth.

Unfortunately, people with type 2 diabetes can live for years without realizing that they have the disease. While people with diabetes can exhibit noticeable symptoms, such as frequent urination,

blurred vision and excessive thirst, most people diagnosed with type 2 diabetes do not show these overt warning signs at the time that they develop the disease. Often, type 2 diabetes only becomes evident when people develop one or more of its serious complications, such as heart disease, stroke, kidney disease, eye damage, or nerve damage that can lead to amputations.

To obtain a copy of the diabetes risk test or for more information about diabetes (in English or Spanish), please visit www.diabetes.org/alert or call 1-800-DIABETES (1-800-342-2383).

American Diabetes Association

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

February Bronze Training Graduates

We'd like to *congratulate* **Cynthia Derby, Marcy Gibson, Stephanie McGregor, Elizabeth White, Gloria Criswell, Jessica Gooch, Rhonda Ford, and Jennifer Patterson** for successfully com-

pleting the Bronze Training course which focuses on respect, etiquette, customer service, and more. For their efforts, they were treated to a delicious luncheon along with a certificate and beautiful gift bag full of prizes!



New On Call Team: Think about it!



WellsBrooke is implementing a new on call system for field employees. We would like to invite any field staff who is interested to contact Melissa Chmura, Client Services Supervisor, to discuss the possibility of joining the on-call team.

We are looking for on call staff to sign up according to their availability. In other words, if you know that you are available every Thursday evening, indicate that evening as your preferred on call day. WellsBrooke management will make final

decisions about scheduling.

Members of the on call team may be on call any day of their choosing, with management approval: Monday thru Friday from 5:30pm to 8am the following day, or Saturdays and Sundays both day or night shift.

The on call staff will be paid at a premium rate for the cases where they fill in.

The key to this plan is that you must be sure that you are absolutely available during the time

that you sign up and that you are willing to go fill in at any time during that designated period if the on call coordinator calls you.

This is a great opportunity for you to make extra money, but you must be reliable!

The on call schedule will be prepared every two weeks, so you will need to indicate your availability in a two week block.

If you have questions, please call Melissa at 734-468-1212.

Employee of the Month: Keya Ealey

“...Keya is actually known as the official ‘go to girl’ by the staffing coordinators!”

Keya is a special person. She makes an extra effort to please the client, and always looks for a way to fill in when staffing is short. According to the staffing coordinators, she is known as the official “go-to girl”!

Keya is very proud of her two daughters, Ra’kya, 15,

and K’myia, 10, who are both honor roll students, but they also love to hang out with “mom”, especially if there is shopping involved!

Keya is currently attending classes at Mary Grove University in Detroit where she hopes to complete the LPN

program by January of 2009.

When she’s not working or spending time with her girls, Keya likes to go roller skating!

Congratulations, Keya!!

March Birthdays



Luanne Berk
Stephanie Brower
Grant Dilworth
Lakeya Ealey
Stephanie Fraser
Jaquese Grayson
Sheena Green

Lindsey Griffeth
Elizabeth Holt
Dawn Hutton
Linda Laginess
Heather Mann
Judy Maskell
Bob Neff

Reta Oblinger
Ashlie Papp
Mary Pellow
Cleorisa Shelby
Marissa Tesolin
Beki Trefil
Rachelle Watkins

WellsBrooke Policies: Be On Time!

When you've worked a 12-hour shift and it's finally time for you to go home and get some rest, the last thing you want is for your relief staff to be late.

You're tired and you want to go home!

Some of you have been the staff that has had to wait for the late person, and others of you have been the person who walks in late. Try to

put yourself in the shoes of either person, and make a decision to be considerate of others. Being considerate means (this is going to sound like your mother):

- Being reliable—being there when you say you're going to be there—or earlier! If your shift starts at 7AM, then you should be walking in the door at

6:45 AM, so there is a transition time between shifts.

- Calling ahead if you have an emergency and are going to be late.
- Not taking an assignment if it doesn't work with your schedule. Think carefully before accepting assignments.



Teamwork: It Makes a Difference

Teamwork can make or break a successful working environment. There are many "teamwork" issues to consider everyday. Here are a few:

- Think about how your actions affect everyone else on the team. For example, don't leave all the "dirty work" for the staff on the next shift.

- Never say anything negative about another team member — especially to a client. Support one another, even when you don't feel like it.
- When talking with other team members, offer solutions, not just problems. Your team will benefit from your crea-

tive ideas and ability to solve problems.

- Remember that **every** member of your client's healthcare team is important and deserves respect, including aides, nurses, physical therapists, family members and doctors. Your collaboration makes a difference!

Teamwork can *make or break* a successful working environment.

Benefits: Make plans to sign up

As you know, WellsBrooke offers benefits for both full-time and part-time employees. For part-time we offer the medical insurance. For full-time we offer: Medical, dental, vision, short and long term disability and life insurance. We also offer employees the opportunity to contribute to the company 401K plan after one

year of service.

When you are a new employee, you must sign up for these benefits within the first 30 days of the beginning of your first assignment. The benefits become available after 30 days.

If you have been with the company for some time, and are reconsidering sign-

ing up for the benefits, you must sign up during the "Open enrollment" period. This varies from plan to plan. For Medical, open enrollment is during the month of September. For Dental and Vision, Open Enrollment is in July.

For more info on benefits, call Linda at 734-357-0119.



"Making a difference in the lives of others."

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



Conduct Training Schedule

- *April 24—Gold Training 10-2*
- *May 22—Bronze Training 10-2*
- *June 26—Bronze Training 10-2*
- *July 24—Silver Training 10-12*

Upcoming CPR Training —

- *May 15 — 9:30-12:30*

Call and reserve your place by April 25.

Advance payment of \$25 can be deducted from your paycheck or paid in cash no later than May 2.

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

Customer Service: Understanding Expectations



If we don't know what our customers want, how can we provide it for them? Here are a few tips for clarifying expectations with customers:

- Ask lots of questions when you first begin working a case. What are the client's food preferences? How does he like his house cleaned? And so on.
- Try to speak to other aides that have worked with this customer in the past, and "pick their brain" for information about how to provide the best possible customer service for this client.
- Be prepared. Make sure you find out in advance where medical supplies, cleaning products, and specific cooking utensils are kept in the client's home. Don't wait until the last minute to gather this information.
- Ask the staffing coordinator what special things you can do to make this client extra happy.

A couple of other tips that seem to help with every customer:

- Smile a lot. Smiles are contagious! They can go a long way in making a customer feel better, even in difficult circumstances.
- Put yourself in their shoes. Remember, many of our clients are in pain much of the time, and your care and companionship help them to cope.
- Try not to be judgmental, and keep a positive outlook.