

# CAREGiver's Companion

Inspiration for Home Instead CAREGivers



## CAREGiver Monthly June 2018

### NOTES FROM JANE'S DESK

#### **Hello Home Instead Senior Care CAREGivers!**

It has been a long time since I last wrote something for our newsletter. Karen Johnson works hard every month to create and gather contributions for our monthly newsletter. Our goal is to have the newsletter be another way for you to learn about what is happening with our team of CAREGivers, our clients, and the office more generally. We are always open to suggestions about information to include and are happy to add news about events in the community that you think others may want to know about, as well as celebrations and/or meaningful happenings in your own life that you may want to share with the team. Please contact Karen about how you can provide input for a future newsletter.

As many of you know, we just celebrated our 9-year anniversary of this office of Home Instead Senior Care. I can hardly believe that 9 years have passed since I first opened the door and took my first steps toward finding great candidates to hire as CAREGivers and earning the trust of families to provide services. I knew from the start that my changing professional tracks was the right move for me and that I had joined the ranks of those who feel fortunate to do what they do every day.

Over the course of nine years, I've met many incredible people, including CAREGivers, internal staff members, clients and their family members. Being connected to people whose mission is to improve the experience of our aging population has been and continues to be an honor, every day. Along with the "work" that takes place through Home Instead Senior Care, I've had the opportunity to get to know many people on a more personal level – hearing joyful and tough news about family members, friends, and our staff themselves. It's at these times when I'm reminded that what I do here is much more than work or "a job." I have the good fortune of being part of a business where everything is about relationships with others -- touching people's lives and being touched by people's lives. That's what we do, every day. And, you as our CAREGivers are on the frontline of making a difference in the lives of others. What you do as CAREGivers is incredibly important work and I have the greatest admiration and appreciation for you. Thanks for being part of our team!

*Jane, Owner & Operations Manager*

### **A Warm Welcome to our New CAREGivers!**

*(names listed from left to right)*



Anne C - Sxiana C - Karen G - Whitney A



## **CAREGivers Celebrating their Birthdays this Month!**

June 8 - Brett W.  
June 11 - Kaylah M.  
June 14 - Shakira P.  
JUNE 15 - Amy b.  
June 16 - Andrea G.  
June 19 - Patience D.  
June 22 - Michael A-D.



Home Instead of Northeastern CT is participating in The Longest Day®, an event to show our love for all those affected by Alzheimer's disease. Please join us to show your support! Together, we will raise funds and awareness for the care, support and research efforts of the Alzheimer's Association®.

### **Picnic in the Park** *Food, Fun, and Facts!*

Please join us for food, yard games, and resources on Alzheimer's Disease.

Suggested \$5 donation, all donations to the Alzheimer's Association.

Just attend, or register and donate online at:  
<http://act.alz.org/goto/homeinsteadnortheasternct>.

**Thursday, June 21st 2018:**

12pm - 3pm

**The Pavilion at Crandall Park**

64 Cider Mill Road

Tolland, CT 06084

**Please contact Deena with any questions.**

[deena.benoit@homeinstead.com](mailto:deena.benoit@homeinstead.com) or (860) 896-5295

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## June 2018 Training Schedule



**Monday, June 18th PCA Training 9am-4pm**

**Thursday, June 21st Hospice Training 11am-2pm**

**Thursday, June 28th ALZ Training 9am-1pm**



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## Clients Celebrating Birthdays this Month

**JUNE 1 - MARY B. 91**

**JUNE 3 - FRANK M. 92**

**JUNE 4 - NANCY S. 77**

**JUNE 13 - PATTY T. 80**

**JUNE 25 - GERALD M. 80**

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***Client who are no longer with us***



**Henrietta Kuszaj** – 5/5/18 – Henrietta passed away peacefully with family and friends nearby. She was an accomplished basketball player and was her class Valedictorian. She had a wonderful marriage for 59 years, and had four children who doted on her.

**Sylvia Aho** – 5/8/18 – Sylvia was an accomplished woman, with many years of schooling. She earned a Master's Degree in Education from UConn, where she was also an instructor. She worked for the State of Connecticut in Social Services. Sylvia was married to her wonderful husband Bill for 75 years.

**Helen Sadow** – 5/10/18 – Helen passed peacefully after a brief illness. She loved being in her home and with her beloved cat, KC. She was a Registered Nurse and also served in the Navy. She was employed at UConn after her honorable discharge. Helen loved gardening and reading.

**Walter Limberger** – 5/15/18 – Walter passed peacefully at home with his wife and family nearby. He lived a wonderful life with his beloved wife Charlotte. He was a loving father and will be greatly missed by all.

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**Earn a Referral Bonus: Help Us Recruit CAREGivers like you.**



**We are changing the way we award the referral bonus. Now you will still receive up to \$300.00 but in \$50.00 increments. For every 50 hours your referral works you will receive \$ 50.00 up to \$300.00.**

You know what it takes to care for seniors, so we welcome your recommendations! Help us build our CAREGiver Team by recruiting your friends.

This month Amber B. received her third \$300 bonus for referring Khelley S.!

If you know of someone please ask them to fill out an application at [Homeinstead.com/713/Home-Care-Jobs](http://Homeinstead.com/713/Home-Care-Jobs) or contact Dana Maranos at 860-896-5295.

*Thank you for your help in building our amazing CAREGiver team!*

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## Kudos to CAREGivers



### **Mrs. Limberger wrote about her team:**

"Thank you for your wonderful services. We enjoyed everyone one of the girls that helped us" Amy Brown, Leslie Amara and Andrea Garvais were the main caregivers over there.

Client Pat M. gave a shout out to **Heather Brown**. Heather was very supportive and encouraging and helped to reassure Pat in a concerning and stressful situation. She just wanted to let us know that she feels Heather handled everything the way that we would have wanted her to handle it and she was thankful to have her there.

**Andrea Gervais** knew it was her client Suzanne A. birthday so she bought her flowers a balloon and a card. Her client was very appreciative.

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## Winners to the May Newsletter Challenge:

*Jessica Nieves, Marjorie Insixiengmay, Debra Martin, Gifty Osei and Mary Adams*

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## Committed to Quality Experience



In an effort to monitor and improve the experience of all Home Instead CAREGivers<sup>SM</sup>, Home Instead Senior Care<sup>®</sup> network has commissioned J.D. Power, a globally-recognized independent market research firm, to conduct annual surveys of all Home Instead CAREGivers.

J.D. Power conducts these surveys to monitor our progress as we continuously strive to better serve



you and your clients. These surveys are conducted once per year. You may know this as the PEAQ® (Pursuing Excellence by Advancing Quality) Program. These surveys are brief and can be completed online. The survey asks about your experiences as a Home Instead CAREGiver in areas such as Job Duties, Office Staff, Training, Pay and Benefits, and Office Support. Your individual responses remain confidential and anonymous. You can provide your feedback between June 13 and July 18, 2018 using a link J.D. Power will email you. When you receive the survey we would greatly appreciate your participation. Even if you have participated in this survey in the past, we encourage you to participate again - this helps us understand how the CAREGiver experience evolves over time and whether the improvements we put in place are having the positive effect we are trying to achieve.

*Thank you.* We truly appreciate your candid and honest feedback.  
*Please understand that these surveys are exclusively for research purposes only. No one will try to sell you anything as a result of your participation in this research.*



## Congratulations to 2018 Network CAREGiver of the Year, James Perez

CAREGiver of the Year<sup>SM</sup> is the highest accolade a CAREGiver<sup>SM</sup> can receive in the Home Instead® network. While at our annual convention, we were honored to see James Perez receive this special distinction: 2018 North American CAREGiver of the Year. James's story is motivating and we want to share it with you.

Along with these words of encouragement, we want to thank you for everything you do as a Home Instead CAREGiver. Your work is truly enriching the lives of aging adults and their families. We're honored to work alongside you and inspire you to continue changing the face of aging like your peer, James Perez. Keep up the wonderful work you do to care for your clients so we can continue to have the pleasure of honoring an extraordinary network CAREGiver each year.

"I set out to find a meaningful opportunity for service and I found it in this work," said Perez in his acceptance speech to the more than

1,300 attendees at the convention in Omaha. "When I started this work, I could not have imagined the unique and amazing clients I would get to spend time with."

James is from Mission Viejo, California and a Vietnam War veteran who has shown a lifelong commitment to service. Following his military service and many years of work as a musician, James was drawn to a career in care. He learned the basics of caregiving while volunteering at a hospital that treated children with burn injuries. Later, he decided to make caregiving his career and chose to dedicate his time to Home Instead. Since then, he has formed meaningful relationships and delivered exceptional care to many clients.

"We are blessed to work with amazing CAREGivers like James Perez who truly live our mission of enhancing the lives of aging adults and their families," said Lori Hogan, co-founder of Home Instead Senior Care.

Joe Sanders, owner of the Home Instead franchise in Mission Viejo, was delighted James was selected for the prestigious award.

"James is one of a kind," said Sanders. "He is compassionate and incredibly caring. I believe there is no greater heart than that of a CAREGiver, and James is no exception. James demonstrates kind-heartedness countless times every day, allowing us to deliver the highest quality care to our clients."

James is grateful for the award, and, most of all, thankful for his clients and the opportunity to find fulfillment through caregiving.

"It is truly an honor to be recognized for this work. Caregiving is extremely gratifying and really enriches my life. I'm glad I have the time and ability to share compassion and care with others."

We hope you found inspiration in James' story and know that your work is making an impact. Thank you for all you do.

**If you'd like to share your caregiving story,** email your thoughts to [newsletter@homeinsteadinc.com](mailto:newsletter@homeinsteadinc.com)\* and we may share

them in a future newsletter for the benefit of other CAREGivers.

## Was this article helpful to you?



\*Disclaimer: Please call your franchise office with specific client-related information, issues or concerns. Use [newsletter@homeinsteadinc.com](mailto:newsletter@homeinsteadinc.com) to publicly share ONLY newsletter feedback.



## Heart of a CAREGiver

**Do you know someone who would make a great CAREGiver?**

You know what it takes to care for seniors, so we welcome your recommendations! Invite that caring, compassionate individual to apply at [www.apassionforcaregiving.com](http://www.apassionforcaregiving.com).

### Contact Us

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This newsletter is designed ONLY for CAREGivers within the Home Instead Senior Care network. You are receiving this email because you are a valued CAREGiver and we wanted to connect you with tips & Resources



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