

## MARCH TRAINING

**NK:** North Kingstown Main Office

**W:** Warwick Office

Tuesday 3/3 5-8PM (W)  
*Parkinson's Disease*

Thursday, 3/5 5-8PM (W)  
*Hospice & Palliative Care*

Thursday 3/12 9AM-12PM (NK)  
*Hospice & Palliative Care*

Saturday, 3/14 9AM-1PM (W)  
*Alzheimer's & Other Dementias*

Thursday 3/19 9AM-12PM (W)  
*Take the Lead*

Saturday 3/21 9AM-1PM (NK)  
*Alzheimer's & Other Dementias*

Monday 3/23 5-8PM (W)  
*Take the Lead*

Tuesday 3/24 9AM-12PM (NK)  
*Parkinson's Disease*

Tuesday 3/24 9AM-12PM (W)  
*Take the Lead*

Wednesday 3/25 5-8PM (NK)  
*Take the Lead*

Friday 3/27 2-5PM (W)  
*Take the Lead*

Saturday, 3/28 9AM-12PM (W)  
*Parkinson's Disease*

Tuesday 3/31 9AM-12PM (W)  
*Diabetes & Nutrition*

**Register online for all classes:**

<http://caregiver.place/training>

## UPDATES FROM YOUR OFFICE STAFF

As we have settled into our new office in Warwick, we now have two front desk receptionists who are happy to take your calls or welcome you into the office. Tessa Kettelle is our Warwick receptionist and Alexia Wahl is our North Kingstown receptionist.

After more than 4 years working for Home Instead, Ann Sasso has decided to retire and spend more time with her family. This opened up an opportunity for Crystal Dube to join the Engagement team in Ann's place.

Our nurse Linda Chasse has also retired and will be spending her winters in Florida. We have a new nurse, Phyllis Moy who has joined our team to fill her shoes. Additionally, Cindy DiCenzo left in November to pursue another opportunity and Jackie Ranieri joined our team soon thereafter to replace her. Please join me in wishing Ann and Linda happy retirement and welcoming our new office staff to the team!

We are also excited to announce an upcoming change in our scheduling practice called Advance Scheduling that is designed to maximize the hours available to you during your availability. Please keep an eye out over the next few weeks for more details.

In addition, in light of current concerns surrounding coronavirus, we have included a communication regarding precautions and best practices. Please read carefully and call the office with any questions.

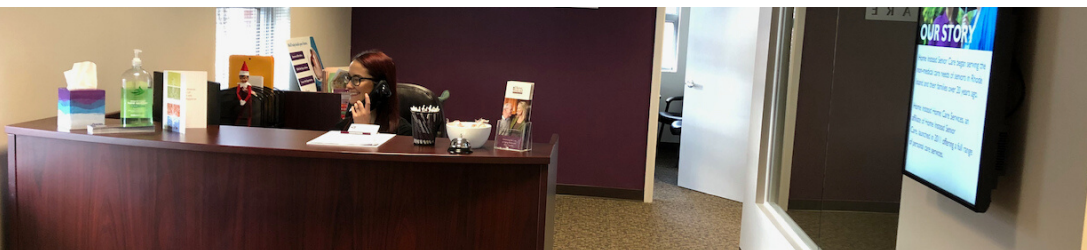
Thank you again for being wonderful CAREGivers and CNA's for our clients. You make us proud every day!

*Cristian Versidan*

Franchise Owner

# "THE SIMPLE ACT OF CARING IS HEROIC."

-Edward Albert



## WALK-IN WEDNESDAYS

Every Wednesday, beginning on February 26th, we will start offering Walk-In Wednesday to all of our CAREGivers, CNA's, and anyone else who is able to stop by. This time is dedicated to answering your questions, whether they are regarding technology (Empower, CAREGiver Portal, etc.), staffing and schedules, or any other topic we can discuss and help with.

In addition, if you have any friends or family members that may be interested in joining our team or know someone looking for more information about our services, please bring them by or send them our way! We will be offering on-the-spot interviews for CAREGivers and CNA's.

**100 Jefferson Blvd. Suite 310 (Building 3, 2nd floor)**  
**Warwick, RI 02888**



**New!**

## CAREGIVER CONNECTION: ENHANCE YOUR SKILLS

Beginning in March, be sure to check the Training Calendar and sign up for our **new** and different training opportunity, CAREGiver Connection. Open to CAREGivers and CNA's, this time will be spent discussing the challenges and triumphs that you experience in your role at Home Instead. This is an opportunity to discuss and work through the different situations you may come across or have questions about (client asking you to leave early, refusing to eat/drink, change in condition, etc.).

Whether you are new to caregiving or have been in the field for 20 years, this is a chance to learn from each other and to ensure that we deliver on our mission to provide extraordinary care to all of our clients. There is no limit to the number of times you can join us, as each session will go over different scenarios and current topics. All sessions are considered paid training and will last approximately 3 hours. Call with any questions!

Register today at <http://caregiver.place/training>



**LIKE US ON FACEBOOK!**  
**@HOMEINSTEADRI**



## Our Office Locations

### Warwick

100 Jefferson Blvd.  
Suite 310  
Warwick, RI 02888  
(Building 3, second floor)

### North Kingstown

7291 Post Rd.  
North Kingstown, RI 02852

## On-call and Emergency Hours

Emergency only hours are overnight from 10PM-6AM. Please refrain from calling during this time unless you have a client emergency. All call-outs and other concerns can be called in after 6:00AM.

### IT CAN WAIT!

There are many calls that can wait until normal business hours. Please save the following concerns for the next business day:

- Trouble clocking in/out
- Schedule changes or call-outs more than 24 hours in advance
- Payroll questions or concerns
- Time off requests (direct all advanced requests to [support169@homeinstead.com](mailto:support169@homeinstead.com))
- Mileage questions or changes



*To us, it's personal.*

## **Coronavirus Information, Recommendations, and Best Practices**

In light of the recent spread of the COVID-19 coronavirus to many countries around the world, we would like to provide to you our recommendations for safety precautions. We are basing these recommendations on information published by the Rhode Island Department of Health and other industry sources. These recommendations are useful for managing the spread of not only the coronavirus but also any other airborne or contact virus such as influenza, MRSA, C-diff etc. While the vast majority of those infected with the recent coronavirus have had mild symptoms, the concern is that the virus may spread very quickly in the community particularly due to its long incubation period of up to 2 weeks before any symptoms show, during which time the infected individual is contagious and may spread the disease unless safety precautions are taken. Symptoms are generally low-grade fever, coughing and sometimes shortness of breath. Some people also experience fatigue, headaches and, less frequently, diarrhea. Seniors and those with underlying respiratory illness are being affected more severely.

1. Always maintain hand hygiene measures and respiratory etiquette
  - a. Proper and frequent handwashing is the best way to ward against this virus as well as the seasonal flu and colds. Remember that it takes a minimum of 20 seconds to adequately wash all surfaces of hands and fingers. When in doubt, hum the Happy Birthday song twice. That's how long it takes to wash hands adequately. Per the CDC, healthcare workers who wear artificial nails are more likely to harbor gram-negative pathogens on their fingertips than are those who have natural nails, both before and after handwashing. Please, in the interest of keeping yourself, your families, and your clients safer, make every attempt to keep natural nail tips less than 1/4 inch long, refrain from wearing artificial nails in any form, and keep jewelry to a minimum on hands and forearms.
  - b. DO NOT use shared towels; Home Instead will be providing liquid soap, hand sanitizer, paper towels, and disinfectant wipes for your use in your client's home.
  - c. Keep hand sanitizer nearby and use it frequently whenever you are not able to use soap and water as long as your hands are not visibly soiled; after touching a client, providing care, coughing, etc. Remember that after 3 times of using hand sanitizer, it is time to use soap and water.
  - d. At the start and end of each shift, please use disinfectant wipes to wipe down surfaces such as tabletops, doorknobs, light switches that are frequently being touched. An initial supply of wipes, paper towels, and liquid soap has been secured for your use at your client's home to protect you and your client. Communication is being made with your clients regarding maintaining an adequate supply of these items. Should you notice that there is a need of the supplies in the home please contact the Home Instead office and supply will be made to you.
  - e. When coughing or sneezing, do so into your elbow or a tissue and then throw your tissue in the trash and wash your hands at once.
2. If you are sick with a fever and respiratory symptoms, please call the office to report your symptoms. Also, please make sure you are registered with our free telemedicine provider, Healthiest You so that you can get a live consultation with a physician should the need arise. In order to register, please call 866-703-1259 or go to [member.healthiestyou.com](http://member.healthiestyou.com) today.
3. When in public, it is best to distance yourself from others in lines, etc. by at least 6 feet to decrease chances of contact spread of virus. Use disinfectant wipes to clean the grocery cart when shopping. Avoid shaking hands or hugging as this can pass viruses. It is more advisable to smile, nod, or "elbow bump" with peers and extended family.
4. If you or a close household member have recently returned from an area with a high incidence of the coronavirus, please be watchful for symptoms in yourself and call the office to determine whether self-isolation is necessary.
5. When caring for a sick family member or client it is advised to wear a mask to protect yourself and to remind you NOT to touch your face. The virus usually enters through the eyes, nose, and mouth of the host.
6. It is being advised that everyone maintain a two-week supply of food, water, and medications in their home in case the goods become sparse due to low inventory of the needed items, or they become ill.
7. Have a plan for your children who are in school and daycares that may be closed for a period during an outbreak and think about your elderly relatives and neighbors who may be dependent on you for care if they are ill. Try to have a plan for how to care for them during this time while protecting yourself.
8. Above all, and worth a second mention, hand washing and disinfection remains the best way to keep yourself, your family, and your client safe.

### **Home Instead Senior Care**

Warwick Office: 100 Jefferson Blvd. Suite 310 Warwick, RI 02888 | Phone: 401.214.2470  
NK Office: 7291 Post Rd. North Kingstown, RI 02852 | Phone: 401.667.2923





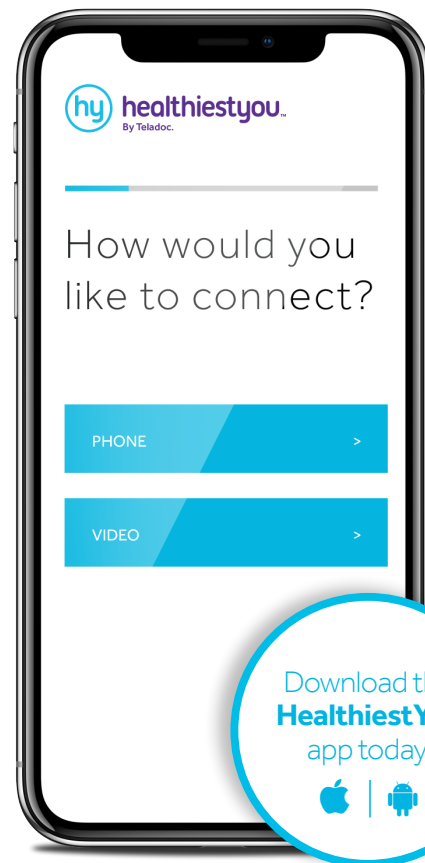
# What you need to know about coronavirus



Be your **Healthiest You**

Coronavirus (COVID-19) is a respiratory illness caused by a virus that was first identified in China. It is highly contagious and includes symptoms like fever, cough, and shortness of breath. The risk in the U.S. is currently low, but knowing how to protect yourself is key. Here are three tips:

- 1 Keep it clean**  
Clean your hands with soap and water for 20 seconds after touching surfaces in public areas, and especially if you are around someone who isn't feeling well. Also, clean and disinfect frequently touched objects.
- 2 Avoid contact with sick people**  
Avoid close contact with people who are sick and avoid traveling to locations where there are outbreaks of the coronavirus. And if you get sick, stay home to avoid spreading the virus to others.
- 3 Contact HealthiestYou**  
There is no cure for coronavirus, but if you have symptoms of the virus, contact HealthiestYou and our doctors can evaluate your risk and help with next steps when necessary.



## Talk to a doctor 24/7

Call 866-703-1259 | Visit [HealthiestYou.com](https://HealthiestYou.com)

Download the app





# Coronavirus

## Frequently Asked Questions

### What is coronavirus?

Coronavirus (COVID-19) is a respiratory illness caused by a virus that was first identified in China and it is highly contagious. The virus can be similar to the common cold, but some cases are more severe and could potentially be life-threatening.

### What are the symptoms?

The most common symptoms are fever, cough, and shortness of breath, but occasionally symptoms are more severe. If you develop these or any flu-like symptoms, contact HealthiestYou to talk about your symptoms, travel history, and recent contact with anyone who may be infected with the virus.

### What is the current risk in the U.S.?

While the risk outside China is currently low, additional cases have been identified in a growing number of other international locations, including the U.S. It is likely that person-to-person spread will continue, so more cases are expected to be identified.

### How is coronavirus spread?

The virus can spread from person to person primarily through coughing and sneezing. Washing hands, cleaning commonly touched surfaces, and avoiding sick people are the best ways to prevent the illness from spreading.

### How do I know if I'm at risk of contracting coronavirus?

You may be at greater risk if you have recently traveled to regions where there are currently outbreaks of the virus or if you come into contact with someone who has the virus. Symptoms typically appear within 2 to 14 days after exposure.

### Is there a vaccine?

There is no vaccine for coronavirus at this time.

### What should I do if I think I have coronavirus?

Because it is a virus, there is no cure, but HealthiestYou doctors can evaluate your risk and help with next steps when, necessary. If it is determined that you have a different virus, our doctors can provide support to help relieve your symptoms.

## Talk to a doctor 24/7

Call 866-703-1259 | Visit [HealthiestYou.com](https://HealthiestYou.com)

Download the app





# JOINT COMMISSION ACCREDITATION

We are happy to announce that our office is now Joint Commission Accredited! This is a most exciting accomplishment for all of us at Home Instead! We thank you for all of your hard work and dedication to your clients which has helped us to achieve such high standards. We will be implementing some changes to maintain this accreditation.

## CARE PLAN REVIEW: NEW STANDARDS

Part of upholding the standards of a Joint Commission Accreditation is to ensure that our clients are being provided the most accurate and highest quality care possible. In order to do this, we must be sure that every client Care Plan is up-to-date at all times. We are asking that all CAREGivers and CNA's review client Care Plans on a regular basis. When in a home, you should **only** be performing tasks that are included in the Care Plan; If there are changes or updates that need to be made, you must call the office immediately so that one of our staff members can update the plan accordingly.

It is crucial that we stay within our scope of practice with each client and document any changes to condition, medications, living arrangements, and care needed. By maintaining a current Care Plan, we can be sure that any CAREGiver or CNA who walks into a client's home is able to provide the exact care that client needs.

We suggest you review all client Care Plans on a regular basis through the Caregiver Portal. For information on accessing your portal, visit <http://caregiver.place/portal>

## FOR CNA'S: YEARLY REQUIRED TRAINING INFORMATION

As you know, to renew your CNA license every 2 years, according to Rhode Island state law, you must complete 12 training hours each of those 2 years. For our CNA's this will mean that every year you will be required to provide us with proof that you have completed your necessary training hours. We want to make this as simple for you as we can so we are outlining options for you to get these trainings.

1. **Our in-house training (register at <http://caregiver.place/training>)**
2. **Empower training (<http://empower-caregiver.sabacloud.com>)**
3. **Monthly online webinars offered by Home Instead corporate (<http://caregiverstress.com/professionaleducation>)**

Please visit CAREGiver Place for more detailed information or as always feel free to call us with questions.

# Our Team

## Owner



**Cristian Dersidan**  
President  
[cristian.dersidan@homeinstead.com](mailto:cristian.dersidan@homeinstead.com)

## Front Desk



**Tessa Kettelle**  
Receptionist - Warwick  
[tessa.kettelle@homeinstead.com](mailto:tessa.kettelle@homeinstead.com)



**Alexia Wahl**  
Receptionist - North Kingstown  
[alexia.wahl@homeinstead.com](mailto:alexia.wahl@homeinstead.com)

## Engagement



**Barbara Remington**  
Engagement Manager  
[barbara.remington@homeinstead.com](mailto:barbara.remington@homeinstead.com)



**Tara Kilcommons**  
Engagement Coordinator  
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**Crystal Dube**  
Engagement Coordinator  
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**Lauren George**  
Training Coordinator  
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## Staffing



**Brittany Manchester**  
Staffing Manager  
[brittany.manchester@homeinstead.com](mailto:brittany.manchester@homeinstead.com)



**Donna Carroll**  
Staffing Coordinator  
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**Sarah Marshall**  
Staffing Coordinator  
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**Kelly Manco**  
Staffing Coordinator  
[kelly.manco@homeinstead.com](mailto:kelly.manco@homeinstead.com)



## Client Care

## Technology



Priscilla Luckhardt  
Client Care Manager  
[pluckhardt@homeinstead.com](mailto:pluckhardt@homeinstead.com)



Jackie Ranieri, RN  
Client Care Coordinator  
[jackie.ranieri@homeinstead.com](mailto:jackie.ranieri@homeinstead.com)



Phyllis Moy, RN  
Client Care Coordinator  
[phyllis.moy@homeinstead.com](mailto:phyllis.moy@homeinstead.com)



Kristen Grosso  
Decision Support Specialist  
[kristen.grosso@homeinstead.com](mailto:kristen.grosso@homeinstead.com)

## Marketing

## Family Resource



Jennifer Rowlett  
Home Care Consultant  
[jennifer.rowlett@homeinstead.com](mailto:jennifer.rowlett@homeinstead.com)



Patti Brennan  
Home Care Consultant  
[patti.brennan@homeinstead.com](mailto:patti.brennan@homeinstead.com)



Diane Clark  
Family Resource Specialist  
[diane.clark@homeinstead.com](mailto:diane.clark@homeinstead.com)

## Payroll

## CNA Training



Paula Leep  
Billing/Payroll Specialist  
[paula.leep@homeinstead.com](mailto:paula.leep@homeinstead.com)



Monique Campbell, RN  
CNA Training Coordinator  
[monique.campbell@homeinstead.com](mailto:monique.campbell@homeinstead.com)

# Our Team: Department Details

**Owner:** As the owner of the Rhode Island Home Instead franchise, Cris manages the overall operation of the office. He is available to speak to you regarding any high importance issues and concerns regarding you, your work, and the well-being of our clients.

**Front Desk:** Our front desk receptionists will be the first voices you hear when calling Home Instead. When calling, please give a brief overview of what your call is regarding so that they can transfer you to the appropriate staff member. Our receptionists can assist with mailing log notes, gloves, and envelopes to your client's home and they can also help you with clocking in and out.

**Engagement:** The Engagement Team is available to speak to you regarding employment opportunities, employment concerns and questions about Home Instead Senior Care's policies and procedures as a CAREGiver.

**Staffing:** The Staffing Coordinators handle scheduling changes for both clients and CAREGivers as well as call outs and availability changes.

**Client Care:** Our Client Care Team handles all client concerns, emergencies and updates. Please call to speak to your client's Primary Care Manager any time you would like to provide updates about issues such as a change in condition of a client, concerns about a client's behavior, etc.

**Marketing:** As our Home Care Consultants, Jen and Patti are out in the community visiting and planning events at different facilities, doctor's offices, hospitals, and other Referral Providers.

**Family Resource:** Diane works with clients and families in the community that are interested in learning more about Home Care services with Home Instead.

**Technology:** Kristen can assist with any technical difficulties or questions while using the Caregiver Portal, CAREGiver Place, telephony, open shifts, ClearCare Go app, etc.

**Payroll and Billing:** Our payroll and billing specialist, Paula, can handle all billing and payroll questions.

**CNA Training:** Monique is our dedicated trainer for our Certified Nursing Assistant course. For more information on the course, visit <http://caregiver.place/cnaschool>

**For the most up-to-date version of our Who's Who, visit <http://caregiver.place/whoswho>**