



## Client Focus: Keeping Clients at Center of Home Care

It is very important to us at Total Care to know that our Home Support Workers (HSWs) are giving clients the help they need in their homes each and every day. Whether it be housekeeping duties like washing dishes and cleaning floors or helping clients with their medications and personal care, all clients should expect help with things they spoke about with their Case Manager and Total Care Coordinator. By asking you what we can do to help, you help us create your care plan which is basically a “to-do list” that HSWs follow in your home. This care plan is created when you start homecare and is updated every year (or sooner if needed). We appreciate our clients open and honest communication as it is the best way to be sure we include you in your care and help work through any issues.

### What Do I Report to Total Care?

- **Safety concerns**
- **Schedule changes**
- **Any Compliments/ Complaints**
- **Changes to medication**
- **Issues with how HSWs give you medication**
- **Changes to your health**
- **Questions about your home care**
- **Issues with your Home Support Worker**
- **Issues with Total Care home care invoices**

*\*Remember, if we don't know about it we can't try to help you with it.*

### How Do I Communicate with Total Care?

-  **CALL US:** Call the office and speak with your Client Care Coordinator. (You can also speak to a Client Care Manager with issues or Finance Team for billing questions.)
-  **MEET US:** Call us to arrange a meeting in person.
-  **COMPLETE SATISFACTION SURVEYS:** Watch for these in fall each year and take a moment to fill out and return to us.
-  **COMPLETE COMPLIMENTS/COMPLAINTS FORM:** Look for these in your Blue Binder, fill one out and send in to us.

## Employee Spotlight: Agency Registered Nurse, Jana Newbury

Jana Newbury is a Registered Nurse with a background in Emergency and ICU Nursing for the past 14 years. She has worked with Total Care for 2 years this April and trains HSWs on skills to work safely in client homes and also trains our HSWs in Standard First Aid (St. John Ambulance). On top of this, Jana is a dedicated member of management who helps guide the company in safety, quality and infection control. She has a creative spirit and enjoys helping create client events in the community and Total Care parade floats at Christmas. She is married with 3 children and volunteers with her church at various women's events and is starting up a church community garden to open this summer. She loves a good walk in nature and loves to travel. Despite her busy home and work life she shows up each day, coffee and planner in hand, with a commitment to helping and service that is a value of Total Care.



**Our Mission:** “...to provide “hands on” care to the elderly, convalescent and disabled clients by encouraging, supporting and assisting these clients to achieve and maintain a state of well-being in their own environment”.



Check us out on Facebook at “Total Care Nursing in the Home Services Ltd” for regular updates

## Client Satisfaction Survey Results



We mailed out Client Satisfaction Surveys to all our clients last November and were pleased by the number of responses we received. **THANK YOU** for taking the time to share your thoughts on our home care service! We are pleased to share that overall clients are quite satisfied with home care service from their HSWs, how they are treated by the office staff of Total Care, and that clients are satisfied with how HSWs perform hand hygiene. One area that is a challenge is finding a suitable HSW on short notice for those times when your regular worker cannot make it into work. We do our best to call available HSWs and keep you informed at times like this. While we may not always come up with a perfect solution, we do respect your needs and provide the best HSW we can on short term notice.

**It is not too late to submit a survey! If you need a copy, let us know and we'll send you one.**

## Client Medication Safety

Safety is the priority for HSWs giving medication to clients during home care service. We checked with a local Pharmacist, Paul Bitsack from The Medicine Shoppe, and came up with these suggestions on medication safety:



### **KNOW YOUR MEDICATIONS:**

1. Know what each medication is treating and why.
2. Be aware of potential side effects or interactions.
3. Consider having a recent Pharmacy listing printout with you whenever you have medical appointments of any kind or when Total Care visits you.
4. Make sure your doctor knows what vitamins, supplements and over-the-counter medications you use.

### **STORAGE OF MEDICATIONS:**

5. Store medications appropriately as some require refrigeration. Ask your Pharmacist if unsure.
6. Consider storing narcotics in a locked box.

### **TAKING YOUR MEDICATIONS:**

7. If you take multiple medications, consider having them blister-packed by your Pharmacy.
8. If your HSW manages your medications, ensure that Total Care knows about all medication changes.
9. Ensure your HSW performs hand hygiene and wears appropriate personal protective equipment (i.e. gloves) when they give you your medications.
10. Have a backup plan for someone besides your HSW to help you with your medications when emergencies arise.

### **DISPOSAL OF MEDICATIONS:**

11. If you have needles of any kind, have a safe sharps container.
12. Return any unused medications to your pharmacy.

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**Safety Initiative** *Many of our clients are diabetic and count on our HSWs to help them with their insulin. We feel that sharps containers are the safest way to dispose of needles. Thank you to Walmart for providing us with sharps containers free of charge to give to our clients. Simply fill your container and return to Walmart for a new one free of charge. Contact us if you would like one of these in your home.*

## Client Handbooks

Client Care Coordinators are busy delivering copies of Client Handbooks. When you get yours, please be sure to have a look. It has important information about your home care, your rights and responsibilities as a client, how we handle issues, and shares what we try to do as an agency for all of you to provide quality home care!



Total Care Nursing in the Home Services Ltd.

### Client Handbook



## Weather Forecast Trivia



1. A  is snow that blows into a pile.
2. When sea level is higher due to a storm it is called a storm .
3. Snow  are sudden, intense storms of snow that don't last long.
4. Ice  are snowflakes that melt into rain as they fall then freeze again into little balls of ice on the ground.
5. It is best to listen to the  when storms are happening so you will be prepared.
6. Light  are small amounts of falling snow that don't amount to much.
7. Changing your car  in winter is an important safety measure.
8. Spreading  on driveways, steps and pathways helps prevent falls.
9. Our weather reporters are  on NTV and  on CBC.
10. It is important to protect your skin from  when outside in freezing temperatures.

Answers: 1. Drift 2. Surge 3. Squalls 4. Pellets 5. News 6. Flurries 7. Tires 8. Salt 9. Eddie, Ashley 10. Frostbite

## Phyllis' Recipe Box



### Cherry Cha Cha

A delicious and easy dessert that takes just minutes to prep. With the perfect balance between sweet and tart, everyone loves this easy recipe.

#### Ingredients:

- 2 cups crushed graham wafers or oreo cookie crumbs
- ¼ cup melted margarine or butter
- 3 tablespoons icing sugar
- 2 cups whipping cream
- 1 teaspoon vanilla
- 10 oz. Mini marshmallows, I like white ones
- 19 oz (540 ml) can of cherry pie filling

1. Blend the wafers or crumbs with the melted butter and the icing sugar.
2. Spread in a 9 x 13 " pan, saving some to sprinkle over the top when finished.
3. Whip the cream to soft peaks, and vanilla and marshmallows. Mix well.
4. Spread half of the marshmallow mixture over the crumb base.
5. Spread the tin of cherry pie filling over the cream mixture.
6. Spread the rest of the marshmallow mixture over the pie filling and sprinkle the reserved crumbs on top.
7. Keep in the fridge overnight or several hours before serving.

*Enjoy!*

**“Doctors diagnose, nurses heal, and caregivers make sense of it all.”**

BRETT H. LEWIS



## Client Events: Mark Your Calendars for April!

The addition of client events last year, hosted free of charge by Total Care, were a great success!

We look forward to seeing even more of you this year for a social outing. Come join us for an afternoon to share an activity, a snack and most importantly a social outing to see others and share a laugh.



Check our Facebook Page "Total Care Nursing in the Home Services" for client events and other regular updates.



## New Onsite Training Facility and Training Program

This past year Total Care has been hard at work training HSWs (both old and new) in our new and improved 2-day Orientation Program. We are thrilled to announce that our Clarendville office has been renovated to include a modern boardroom AND a dedicated training room with equipment for hands-on skill training. We have a training mannequin and the following equipment on site that we provide training on:

Hospital beds	Wheelchair
Bed pans	Transfer belt
Urinals	Transfer board
Commodes	Walker

We are proud to be able to train our staff in a comfortable, state-of-the-art environment. We believe that this investment in our HSWs will help us deliver quality, safe service to our clients.



## Joke Corner



- A wife says to husband , "How come you never say that you love me anymore?' He replies: "I told you once, If anything changes, I'll let you know!"
- Fuel prices are so high that I went to the car dealership and test drove 3 cars to run my errands!
- Remember when you could refer to your knees as left and right instead of good and bad?

## Riddle Me This

- 1: What happens when a strawberry gets run over while crossing the road?
- 2: Why did the rubber chicken cross the road?

Answers: 1. Traffic "jam" 2. To "stretch" its legs



## Help Wanted: What Can We Name Our Training Mannequin?



Time to put on your thinking hats! If you have a good unisex name suggestion for our training mannequin, please send it in to Total Care. The winner will receive a \$25 gift certificate (and of course bragging rights!)

**Submit entries by March 31 by:**

\*calling us (466-5505/468-2273)

\*in person or by mail (see addresses below)

**Watch your next newsletter to see who won!**

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