

Employee Newsletter

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Did you know that Visiting Angels job postings are available online at www.VisitingAngelsWA.com

Changes

There have been quite a few changes going on in each office over the last few months with the addition of some new faces, and some familiar faces moving on to other opportunities.

We are excited about the direction that we are going and want to take this opportunity to share some of those changes.

In each office we are placing Regional Directors who will be responsible to supervise the office personnel and ensure client and caregiver satisfaction. Although Case Managers will continue to supervise caregivers and oversee the care of each client, Regional Directors will assist and support managers in their ongoing management responsibilities.

In addition to Regional Directors, we are adding Case Manager Assistants. This position will see some evolution over the coming months as we work out how best to assist managers. Our current vision is for Case Manager Assistants to review your time records and assist with caregiver placement.

The big question is how will these changes impact the caregivers? Our goal has, and remains, to provide the best in-home care available, and in order to be successful at this we want to be the best place to work for in-home care. With the addition of these positions we will be focusing on client and caregiver satisfaction by freeing up the Case Manager to spend more time out in the field with caregivers.

If you have any questions about these changes, or suggestions to make Visiting Angels a better place to be, let us know.

Successful Caregivers

What makes a successful caregiver for Visiting Angels?

Everybody knows that good caregivers are those that are genuinely compassionate, caring individuals who's desire is to help those with need. We believe that we have **outstanding caregivers** who demonstrate these qualities.

So what does it look like beyond compassion? Beyond caring? There are a number of factors that make up a successful caregiver; however, I will identify just three for this article.

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What's next for Visiting Angels? There will be some more exciting events happening that we will communicate in upcoming newsletters that we believe you will be excited about. So stay tuned!

Office Staff

In light of all the changes that have taken place over the last few months we are listing the current staff members for each office.

Everett:

Darlene McMains.....Receptionist
Bonnie Tanis.....Case Manager Assistant
Jamie Nichols.....Case Manager
Gloria Lugolobi.....Regional Director

Burlington:

Gretta McAfee.....Case Manager Assistant
Heidi Townsend.....Case Manager
Jackie Hart.....Case Manager
Shelly Seimans.....Regional Director

Bellingham:

Kathy Csolti.....Receptionist
Jamie Haddock.....Case Manager Assistant
Denice Haskins.....Case Manager
Gail Bernard.....Case Manager
Suzie Slagle.....Case Manager
Judy Ardt.....After Hours Coordinator
Joan Moline.....Accounting/Payroll
Chad Bengen.....Director of Operations
Fred Bengen.....Owner
Debbie Bengen.....Owner

Successful Caregivers continued...

The **first identifier is that caregivers communicate** with the Case Manager. Keep the manager informed about changes to the schedule before they happen. Communicate changes about your client's condition. Communicate if you are coming down ill or if you might not be able to work a shift. Don't wait until the last minute.

The **second is to accurately record your hours worked** for each shift. Call the toll free number immediately upon starting your shift and immediately when you end your shift. If your start time and/or end time is different than what the manager communicated, call and leave a message with the office. If you start late, or if you clock in late, call and leave a message.

The **third is to document the services you provide on the Documentation of Service sheets** provided in the client notebook. Do this daily and immediately upon performing the service. Do not wait until the end of the day...document it right after doing it. Additionally, make sure your notes are professional and appropriate.

These three items are key, very visible areas that successful caregivers do. In upcoming articles our goal is to discuss other aspects of successful caregiving.

What do you want to see? Let us know.
