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# HEMOCARE

## From Our Offices



As many of you have certainly noticed, one regular feature in each newsletter is titled "Opportunities for Learning." This announces free trainings that are available for all who receive this newsletter; employees, consumers and their family members, and other community stakeholders. Behavioral Technicians are required to attend at least three of these trainings a year. Each of HOME-CARE's eight offices offers a variety of trainings that address different topics. Recent trainings have included "When Disaster Strikes" in the Wilmington office, "Effective Communication" in the Tarboro office, "How to Advocate for your Consumer or Child" in the Lenoir office and "Not Just Hanging Out: Therapeutic Interventions and Skill Building" in the Statesville office. Just by reading the titles of these trainings you can get a flavor of what is offered on a regular basis in all of our offices.

In addition to these trainings, HOME-CARE also has very specific training requirements for all Behavioral Technicians. Before an employee is hired, he or she must attend two days of training covering a wide array of topics, including Clients' Rights, Confidentiality, Ethics, Fraud Prevention, HIPAA, Reporting Abuse and Neglect, Documentation Requirements, Person-Centered Planning and Thinking, and Crisis Prevention and Response. At the conclusion of these two days of training, each potential employee must pass competency tests in order to become eligible to work. Successful completion of CPR and First Aid training is also required. In addition, HOME-CARE requires a full day of training titled "Physical and Restrictive Interventions" (PRI); all employees must pass the physical test with 100-percent accuracy. Employees who provide Community Support must then successfully participate in "Community Support: Building Skills," which is another day long training. Employees are tested at the conclusion of this training to ensure that each person understands all the components of Community Support.

Based on these training requirements, it is clear that we place a great emphasis on the initial training of new employees and on-going trainings of more seasoned employees. **Rankin Whittington**, CEO and President, has many times said that we must "give employees the tools they need to do their job." Training is certainly a critical tool that is needed. Contact your local HOME-CARE office to find out more information on these "Opportunities for Learning."

## Management Corporation

*News from the Mental Health Division*

## Employee Spotlight

It is a privilege to spotlight **Pam Buchanan**, currently working as a CS Professional out of the Lenoir office. Pam's professional background is Recreation Therapy, providing therapeutic services to adult residents at Iverson Riddle Development Center. She has been employed with HOME-CARE since October 2007, and has carried a caseload of at least two consumers at all times. Pam has a gift of engaging family members, particularly the caretaker(s) of the children receiving CS services. This incredible BT has a truck load of creative activities that are valuable tools in her efforts to provide effective skill building interventions. More than once her supervisor has gone to Pam for fresh ideas to help our consumers reach their goals. Pam also



volunteered to co-facilitate two separate Lenoir In-service trainings focused on interventions, both received with very positive responses. We can't thank Pam enough for her contribution to the recipients of Community Support Services and her dedication to the clients and their families. She's the BEST!!

## Client Spotlight

**Khalil**, an 11-year-old from Monore, N.C. in Union County, became a Community Support client of HOME-CARE in October 2003. Currently, Khalil receives services from HOME-CARE's **Kenya Heath**. During this time, Khalil has made great progress with money management and pushing his manual wheelchair.

Khalil, who lives with his mother and siblings, has overcome challenging obstacles within his life. A 7<sup>th</sup> grade student in the Union County School District, Khalil states that he enjoys school, his school peers, and his teachers. Khalil is very pleasant and social. He enjoys meeting new people, and always has a smile on his face. Khalil's kindness and friendliness contribute to him being well-liked wherever he goes. Khalil likes to surround himself with positive

people and prefers not to be around negative influences.

In Khalil's spare time, with assistance, he enjoys helping others, visiting his family and friends, shopping, dining out, music, singing (rapping), watching movies, playing video games, and attending church. Also, Khalil says, "I love my family very much." Khalil feels that family is important, and he enjoys the time he spends with his family.

Khalil's plans for the future include becoming a Preacher and continuing to receive services from HOME-CARE to help him gain the knowledge and skills to live independently. Khalil and his family stated that they are thankful for the help that HOME-CARE and Kenya Heath are providing to assist him with meeting his goals.

# Separation Anxiety Disorder

Separation anxiety disorder is a medical condition that is characterized by significant distress when a person is away from parents, another caregiver, or home. Unlike the occasional, mild worries that many children may feel at times, separation anxiety disorder can dramatically affect a person's life by limiting the ability to engage in ordinary activities. Children with the disorder become extremely upset whenever they separate from their primary caregiver; unlike children who are simply shy, children with separation anxiety disorder may become severely anxious and agitated even when just anticipating being away from their home or primary caregiver.

As with adults, children suspected of having a mental illness should have a complete physical to rule out physical illness or medication side effects as the cause of the symptoms. If no physical illness is found, the child may be referred to a child and adolescent psychiatrist or psychologist, mental health professionals who are specially trained to diagnose and treat mental illness in children and teens.

At home, the child may experience a combination of symptoms. However, during school hours, he or she may attempt to hide symptoms and thus may appear to have more symptoms at home than at school. For other children, the symptoms may be particularly evident at school and have a significant impact on school attendance; difficulty concentrating due to persistent worry may affect a variety of school activities, from following directions and completing assignments to paying attention.

**Separation anxiety disorder is treatable:** Treatments include psychological interventions (counseling), biological interventions (medicines), and accommodations at home and school that reduce sources of stress for the child. Open, collaborative communication between a child's family, school, and treatment professionals optimizes the care and quality of life for the child with separation anxiety disorder.

## Tips for working with Separation Anxiety Disorder:

Consider using Cognitive-Behavioral treatment for separation anxiety. Using this approach, children are taught to recognize anxious feelings regarding separation and to identify their physical reactions to anxiety. They are taught to identify their thoughts in anxiety provoking separation situations and learn to develop a plan to cope adaptively with the situation. Children are also taught to evaluate the success of the coping strategies they employ and to praise themselves for positive coping. In addition, behavioral strategies such as modeling, role-playing, relaxation training, and reinforced practice are used. Children are guided in developing a list of situations that are challenging for them, such as attending a birthday party without their parent, or staying home with a sitter; they then are taught to implement their coping skills while gradually facing each of these situations. As they achieve milestones in reaching their goals, parents, the therapist and Behavioral Technicians give praise generously.

Recent research has suggested that incorporating parents more centrally into the treatment of children with anxiety disorders can be extremely useful in reducing children's anxious behavior and may enhance treatment effectiveness and maintenance. Parents are taught new ways to interact with their children so that the child's fears are not inadvertently reinforced. Parents are also taught ways to give children ample praise and positive reinforcement for brave behavior.

# Opportunities For Learning

- **Mental Illness 101**, Charlotte, Aug. 27, 2-4 p.m.
- **Serving Clients in Natural Environments**, Boone, Sept. 9, 12-2 p.m.
- **Signs of a Stroke**, Tarboro, Sept. 9, 3-4 p.m.
- **What is Quality Healthcare?**, Tarboro, Sept. 11, 3 p.m.
- **Cerebral Palsy**, Statesville, Sept. 19, 9-10 a.m. or 3-4 p.m.
- **Work With Difficult Clients**, Lenoir, Sept. 23, 10-12 p.m.
- **See You in September**, Charlotte, Sept. 25, 9-11 a.m.
- **Criminal Justice System and Mental Health**, Charlotte, Oct. 9, 9-11 a.m.
- **Fall Prevention**, Tarboro-Nursing, Oct. 9, 3 p.m.
- **CS Skill Building**, Winner's Circle, Jefferson, Oct. 13, 12-2 p.m.
- **Emotions and Feelings**, Lenoir, Oct. 16, 3-5 p.m.

*Please contact your supervisor for more information on these valuable training sessions and additional opportunities for you to obtain required CS training as well as for required re-certification trainings.*

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## We want your feedback

We encourage anyone with questions about or issues with our service to contact HOMECARE Management Corporation CEO Rankin Whittington at 800-223-2841, [rankinwhittington@homecaremgmt.org](mailto:rankinwhittington@homecaremgmt.org), or Sara Nolan Director of the Mental Health Division, at 800-718-4599, [saragrodenolan@homecaremgmt.org](mailto:saragrodenolan@homecaremgmt.org)

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## Anniversaries

**Carolyn McIntyre** of the Wilmington office celebrates her 10<sup>th</sup> year working with us! Thank you Carolyn for your dedication and commitment to our consumers. There are many other anniversaries to celebrate. **Vernell Underwood** of Whiteville has provided eight years of outstanding service. **Edith Raynor** celebrates seven years and is from the Wilmington office. **Dana Childress** of Statesville, and **Ron Godfrey** and **Dorothy Marley** from Whiteville have been with us for six years. Thanks to **Anne Hill** of Tarboro for five years of service. Celebrating four years are **Ida Anders** and **Amanda Barnhill** of Wilmington and **Maxwell Waritay** of Charlotte. Thanks to each of you for all that you do!

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## PaySchedule

### Services Delivered

Aug. 16-31

Sept. 1-15

### Checks Mailed

September 19

October 6

## Documentation

**Documentation for ALL services except Nursing-based PCS, CAP/DA and CAP/C is due the day after you have finished providing services for the week (Sunday-Saturday), and in no case later than the following Monday.** CAP/DA, CAP/C and Personal Care must be postmarked or delivered the 16th for services delivered the 1st through the 15th and the 1st for the 16th through the end of the month.