

From Our Offices



We are proud of our reputation for high quality services and for the caring and ethical manner in which we provide these services. We expect everyone to meet the highest ethical standards, and we refuse to tolerate anything else. Meeting the standards established in the Code of Ethics, which we all sign, is the foundation of all we do.

There are certainly many important ethical standards in our Code, but none more important than treating all individuals with dignity and with respect for their fundamental rights. This includes respecting the diversity of cultural, religious, and social backgrounds of consumers and others. When we go to work with clients and their families, each of us must focus on them and their needs, above our own needs and the trials of our own lives. We want to show each consumer that they are important and that they have at least some control over what happens in their lives. Respect the consumer's freedom to choose a way of life, services received, and the provider of those services. Strive to ensure that consumers and families are involved in planning services, and respect their wishes. Often individuals with disabilities are at the mercy of others for schedules, what they can do, etc; respect for the individual includes allowing them as much control over their lives as possible. When the individual we serve is not allowed control, they may give up and withdraw; aggressive behavior may also result as the individual attempts to achieve some measure of control.

Ethical behavior also requires that we not use our relationship with the consumer for personal gain. It is important to respect the boundaries of the therapeutic relationship. No employee or volunteer should accept services, resources, or goods, paid or unpaid, from a consumer. It may seem helpful to the consumer to hire them to cut your grass, for instance, but because of the unequal power between consumers and staff, it may be difficult or impossible for the consumer to say "No," even if he doesn't want to engage in the activity. If you provide gifts or special services, it may make the consumer feel under obligation to reciprocate or take your needs and wants into account. Accepting gifts or favors from the consumer or family changes the nature of the therapeutic relationship and can lead to the consumer expecting favors in return, favors that may be against Medicaid rules for example. An exception may be made for small tokens of appreciation, such as a card drawn by a consumer, but you should report all such gifts to your supervisor.

Another key to ethical behavior is to be a wise steward of the public money; we must not falsify expenses or

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Employee Spotlight

Terry Cheeseman has been a tremendous asset to HEMOCARE Management since joining our team in 2007. She has previous experience in childcare settings working 5 years as a preschool teacher, 20 years running a children's church program and 6 years working with the "Fresh Air Fund", an organization that provided free summer vacations for disadvantaged youth.

Terry currently works with 4 Developmental Therapy clients, as well as provides Vocational Rehabilitation services. She is extremely flexible and never shies away from helping out fellow HEMOCARE employees by filling in and providing services to clients unfamiliar to her. She strives to do her best and creates creative interventions specific to each client's needs.

Terry's creativity and dedication was put to the test when asked if she would organize and facilitate HEMOCARE'S summer program. Terry ac-



cepted the challenge and created a six-week "Summer Fun Fest," each week having a different theme and theme related activities. Terry ensured that each activity accommodated all clients regardless of disability.

Terry is extremely passionate about helping others and displays great patience when working with her clients. When asked where Terry channels her patience and compassion from she replied "I feel that what I do is my mission. I want to provide the services necessary to help my clients be as independent as possible. I care about them

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Client Spotlight

Morgan is a fantastic 9-year-old girl from Wilkes County who first came to HEMOCARE in November 2006. She is currently receiving community support services from **Chuck Gabriel**. In the time that she has been with us and with the help of her therapist and the foster care team at The Children's Home Inc. she has made tremendous gains in recognizing and managing her behavior. Morgan, who now lives with a great foster family in Winston-Salem, has overcome many challenges. Morgan's current family has watched her grow and learn a great deal about making and keeping friends even during difficult times and conflicts. She also has learned how to calm herself in the middle of the night when thoughts of her family make it difficult to sleep. She has done well by any standard in adjusting to the loss of her family. She will be formally available for adoption soon. She just started back to



school and is joy to be around. She stays in touch with her sister and is becoming a better friend every day to her classmates and foster siblings. She is very artistic and expressive. Her pictures and sketches share the way she sees the world and express a great range of emotion. She finds music very soothing and enjoys her pursuit of independence. She takes care of all her own stuff, keeps her room clean, and knows how to take care of her chores.

Morgan's future is bright. Her compassion and loving nature will become increasing strong as she grows older and enjoys more relationships.

Alzheimer's Disease

People are living longer now, and one of the results is that the prevalence of Alzheimer's Disease is increasing. Also known as Primary Degenerative Dementia, Alzheimer's now accounts for more than half of all dementias. Alzheimer's is a disease that damages the brain. It causes a steady loss of memory and affects the ability to speak, think and carry on daily activities. Alzheimer's Disease progressively worsens over time, but varies from person to person. It is caused by lower levels of chemical messengers called neurotransmitters that help the brain function properly. What causes these changes is not clear.

What are the symptoms of Alzheimer's disease?

For most people, the first symptom is memory loss. As the disease progresses, they may have trouble making decisions, confusion about the time of day or get lost in places that they know very well. As Alzheimer's progresses further, they individual may begin to get restless and wander, especially in late afternoon and at night, a phenomenon called sundowning. Over time, they may also start to act differently: They may withdraw from family or friends or they may see or hear things that aren't really there.

The symptoms of Alzheimer's get worse over time; anyone who has symptoms that last for a few hours or days should discuss this with their doctor. There may be some other problems causing the symptoms. The physician can treat that underlying problem or can help the individual and family better manage the symptoms of Alzheimer's.

How is Alzheimer's disease diagnosed?

Early diagnosis is difficult because most of the symptoms are subtle. Diagnosis relies on an accurate history from a reliable family member as well as mental status and neurological exams.

How is Alzheimer's treated?

There is no known cure, but there are medications that can slow it down for a period of time. These medicines do not work for everyone, but most experts agree they are worth a try.

How you can help someone with Alzheimer's Disease?

If you are or will be caring for someone with Alzheimer's Disease, you should start learning what to expect. This can help you make the most of the person's abilities as they change, and it can also help address new situations as they arise. It is also recommended that the individual with the disease have a living will or appoint a durable power of attorney during this time period. In many areas there are support groups for families dealing with the effects of Alzheimer's that are very helpful. Most importantly, make certain that the individual remains in a safe environment.

EMPLOYEE SPOTLIGHT (Continued from page 1)

and their families and that is what drives me to be patient and understanding." When asked what Terry's greatest asset was when working with her clients one parent stated "Terry gives my son the opportunity to learn, grow, and develop in an environment that is not always so understanding. She encourages him to achieve what is expected in a positive manner. This has resulted in my son attaining greater physical strength, more independence, and interaction with peers that he may not normally have." Terry believes in order to do this job you have to watch for teachable moments, have the drive and compassion in your heart, and have the desire for success. Terry definitely has all of these qualities and more. She has shown an incredible amount of dedication that shows in the progress of her clients. We are very fortunate and grateful to have her.

Opportunities For Learning

- **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.

Anniversaries

In the midst of the chaos at the state level, and in a field know for high turnover, this month we are celebrating significant anniversaries for 20 direct support professionals: **Peggy Hines** of the Boone office leads the pack with 10 years, but **Lola Davis**, 9 years, and **Irene Jones**, 8, both also from Boone are not far behind. Statesville has several Technicians celebrating their time with HOMECARE this month: **Peggy Spicer** and **Jim Weakland**, each with 8 years of service; **Lori Campbell** with 7; **Tammy Moree**; 5; and **Glenda Kubenetz** and **Terry Miller** with 4. **Colston Morris** of the Charlotte office has been with us 5 years, while from the Tarboro office, **Keeca Arnold** has been with us 6 and **Alysia Graham** and **Grace Savage**, 5. Working from the Whiteville office, **Darlene Paits** celebrates 8 years of service; **Tatinas Cokley**, 7 years; **Kena McMillian** 6; **Jon Matthews** and **Jamil Perryman** both 4. Wilmington celebrates with **Beth Wegert**, 6 years and **Elma Malloy**, 5. We appreciate all you do!

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work performed in any manner. Timesheets should reflect the time you actually work, not the time you would have worked if it is different. Your documentation should reflect exactly what you did, completely and accurately.

Most of the time the ethical way is clear, but sometimes we are confronted with situations where it is not so easy to make the ethical choice. Whenever there is doubt, it is the responsibility of each individual to consult with his or her supervisor. In that way we can continue to make certain that we continue to provide our consumers with the services they need in the manner in which they deserve to receive them. Thanks to each of you for all you do to make this happen.

PaySchedule

Services Delivered

September 1-15

September 16-30

Checks Mailed

October 6

October 21

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.