

November, 2011

# Carolinas Home Care Agency, Inc. Newsletter

## November 1, 2011 Celebrating 17 Years In Business Happy Anniversary!!



Carolinas Home Care Agency, Inc. Whiteville office.

“PROFESSIONALISM” means working in a professional manner, or doing a good job at whatever one does. The way a worker looks, talks, and acts can show respect for the client and show pride in themselves and their work. Another aspect of professionalism is being on time and being ready to start work from the moment the worker arrives. We show pride in customer service. Remember answer telephones with “yes ma’am”, “no ma’am”. “yes sir”, and “no sir.” A customer shouldn’t have to stay on hold no more than 60 seconds.

### About Company:

Job Opportunity: Foster Care Supervisor position available November 1, 2011. Must Have 4 years experience and a 4 year degree in the human service field.

**Check out our new website!!!**

[www.carolinashomecareagency.com](http://www.carolinashomecareagency.com)

**Clients please remember if you have a concern or complaint, call the office at (910) 642-3700 and ask to speak to a supervisor or the corporate compliance officer. It will be documented on the complaint logs. If you have any suggestions, remember to put it in the suggestion box in the lobby.**

### How to dress matters!!

Wear clean, neat clothes. Wear clothes and shoes which are easy and safe to work in. Wear a name badge that is easy to see and read. Do not wear clothes that are too tight or show too much skin. Do not have tattoos showing while at work. Do not wear dresses or skirts above the knee.

### Appropriate Dress Attire: (CNA Only)

1. Navy Blue Uniform or white top & Navy Blue CHCA ID badge.
2. Nursing Scrubs
3. No Blue Jeans
4. No pants hanging off butt.
5. No short skirts, nothing above knee.
6. No Flip Flops
7. Tattoos: Must not be shown, must be covered
8. No Nose rings.

## Safety Tips to Remember:

Remember to always have a supply of batteries, Flashlights, and water in case of power outages. If necessary, evacuate and report to nearest shelter in case of hurricane and tornado for safety. Remember to update emergency care cards on file. Training, drills and exercises will be done on a regular basis to ensure that everyone can execute the emergency-response plan. Evacuation drills also are required by many regulations. More importantly, they teach everyone how to take appropriate action to protect themselves and those around

## Dates to Remember!

1. November 4—Fire & Emergency Safety, Client's Rights, Cultural Competency, Customer Services, Ethical Codes of Conduct, Critical Incident Reporting, Confidentiality, Blood & Air Borne Pathogens, Personnel Rights, Prevention of Workplace Violence
2. November 5—North Carolina Interventions Part A
3. November 7—Group Home Training, Fire & Emergency Safety, Client's Rights, Cultural Competency, Customer Services, Ethical Codes of Conduct, Critical Incident reporting, Confidentiality, Blood & Air Borne Pathogens, Personnel Rights, Prevention of Workplace violence.
4. November 10—CPR & First Aid Training
5. November 11—Foster Care—Person Centered Plan and Planning, Rules & Regulations for Foster Care, Critical Incident Reporting; Client's Rights, Cultural Competency, Confidentiality, Discipline and disclaimer agreement, Crisis Intervention, Managing Behaviors
6. November 15—Foster Care—Medication Training for prescription and over the counter drugs, MAR forms
7. Foster Care Staff—Foster Care Criteria, Physicals, updating foster care charts, Weekly and monthly supervisions and frequency, Placement agreement, Overnight travel, Emergency Forms, MAR forms, Consents of medications, Confidentiality, Discipline and disclaimer agreement.
8. November 17—CPR & First Aid training
9. November 24—Holiday

### Notice of Rate Reductions:

The Department of Health and Human Services, Division of Medical Assistance (DMA) hereby provides notice of its intent to amend the Reimbursement sections of Medicaid State Plan. To comply with SL 2011 - 145, section 10.37.(a)(6) and N.C. Gen. Stat. Section 108A-70.21(b1), DMA will be submitted State Plan Amendments for the purpose of revising the rate methodology language to reflect rate changes for SFY 2011 – 2012. These changes are effective November 1, 2011 and reflect rates paid to North Carolina Medicaid and Health Choice services providers will be reduced by 2.67%. Nursing Homes will have their rate reductions effective July 1, 2011. Hospital providers will follow their normal rate update schedule of October 1, 2011 with the implementation of the DRG update.

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**We're On the Web!**

[www.carolinashomecareagency.com](http://www.carolinashomecareagency.com)