

# Home at Heart Care

JAMES 1:27

In-Home Personal Care & Homemaking

IN-HOME CARE,  
*God's Way*

James 1:27

## Holiday SCHEDULE

Christmas Day and New Year's Day both fall on Wednesday this year. As a result, we have made a couple of changes to our office schedule and the day's paychecks will be made available. However, all payroll deadlines will remain the same: submitting timesheets by 9 am Tuesday. Timesheet corrections are due by 5 pm Tuesday.

## CHRISTMAS

Business as usual with the exception of the office being closed on Christmas Day, Wednesday, December 25. Checks will be available to pick up on Thursday, December 26.

## NEW YEARS

Home at Heart will be closed Wednesday, January 1 through Sunday, January 5. Instead of our normal Thursday paycheck day, checks will be available to pick up on Tuesday, December 31 and those not picked up will be mailed that afternoon. Please note: Direct Deposit schedule will not be impacted by this change and the direct deposit will be available Thursday, January 2nd, banks permitting.

## Joy to the World,

That's a popular Christmas song, but Joy to the World is also a promise of hope, which I'll try to explain in a short letter. Some Old Testament history helps us to understand. The Prophet Isaiah looked forward to the day when his Messiah would come. The Bible records in Isaiah chapter 35;

"say to those with fearful hearts, "Be strong, and do not fear, for your God is coming to destroy your enemies. He is coming to save you. And when he comes, he will open the eyes of the blind and unplug the ears of the deaf. The lame will leap like a deer, and those who cannot speak will sing for **JOY!** Springs will gush forth in the wilderness, and streams will water the wasteland. The parched ground will become a pool, and springs of water will satisfy the thirsty land. Marsh grass and reeds and rushes will flourish where desert jackals once lived."

This Prophet Isaiah went on **TO** talk about the Joy a new path of life would bring for those who believe in the Messiah. He called this new path, the Highway of Holiness;

"a great road will go through that once deserted land. It will be named the Highway of Holiness. Evil-minded people will never travel on it. It will be only for those who walk in God's ways; fools will never walk there. Lions will not lurk along its course or any other ferocious beasts. There will be no other dangers. Only the redeemed will walk on it. Those who have been ransomed by the Lord will return. They will enter Jerusalem (God's Holy City/Heaven) singing, crowned with everlasting joy. Sorrow and mourning will disappear and they will be filled with joy and gladness."

Hundreds of years later, Jesus the Son of God, was born in a manger, lived, taught, suffered and died for our sins, and was raised to life again. He brought salvation to all who believe. The Apostle Peter wrote about this promise of salvation which Isaiah and other prophets recorded. In the epistle First Peter, chapter 1 he wrote;

"This salvation was something even **THE** prophets (including Isaiah) wanted to know about when they prophesied about this gracious salvation prepared for you. They wondered what time or situation the Spirit of Christ within them was talking about when he told them in advance about Christ's suffering and his great glory afterward. They were told that their messages were not for themselves but for you. And now this Good News has been announced to you by those who preached in the power of the Holy Spirit sent from heaven. It is all so wonderful that even the angels are eagerly watching these things happen."

Not just during Christmas, but every day, Christians all over the **WORLD** are experiencing joy despite their painful circumstances because of what Christ has done on the cross. They are on this new path Isaiah called the Highway of Holiness. Many who read this have chosen to follow Christ on this path. Many more have not. In either case, if you want to talk more about this, Lisa or I would love to visit. Just ask a supervisor for a hospitality visit from the office and we will be over.

Have a Merry Christmas and a Joyful New Year,

*Bruce*

*P.S. We hope you will make plans to join us at our Christmas Open House, December 12, 10am-2pm.*



# The Positive Side of Life

Recently, I witnessed a caregiver transform a difficult situation with a toddler into a time of learning and shared laughter. When the child began throwing items at people, the caregiver said quietly, "That hurts." She then picked up a soft toy and asked, "Catch?" In a matter of moments, the child was calm--focused on throwing and catching the toy gently.

This caregiver's response is a great example of person-centered thinking and positive behavior support. Based on the child's age and development, it was not a reward for dangerous behavior. Rather, it was guidance toward safer, kinder activities. The caregiver prevented someone from getting hurt by a flying object. She helped the child regulate intense emotions and actions. Perhaps most importantly, she nurtured a trusting relationship with the child.

The redirection described above is one of many ways that Home at Heart caregivers provide positive support on a daily basis. Other supports include:

- Following consistent routines which are built around the client's wants and needs
- Sharing tasks and responsibilities with a client
- Positive phrasing ("Let's walk to the table" instead of "Don't run!")

- Focusing on strengths
- Adjusting the environment according to client preferences (close the curtains, leave the radio on, pour coffee into a favorite mug)
- Praying together
- Grounding exercises (name 5 things you see, 4 things you feel, 3 things you hear, 2 things you smell, 1 thing you taste)
- Listening and accepting (not trying to change anything or anyone)
- Being creative... remember that we are all unique and that each day will be different

What other ideas do you have? How do you support clients, families, and your fellow caregivers? What helps you have a good day? I'd love to hear!

*Sarah*

*Note: PCAs should not attempt behavior modification procedures which must be provided by licensed therapists and assistants. According to Minnesota policy guidelines, "A PCA worker may observe and provide redirection as identified in the care plan" [Minn. Stat. §256B.0659, subd. 2]. The goal of PCA support is to help people stay safe and well as they go about their day-to-day activities.*



## Coming To You In 2020

### FRESH AND NEW INNOVATIVE TRAINING

Home at Heart Care will have available via our website:

- Online PowerPoint-Video of Caregiver Manual; Pre-Hire/Orientation/Review (2 credit hours)
- Online PowerPoint Basic First Aid (1 credit hour)

Other training options:

- Traveling 'Supervisor-Driven' Caregiver Training Class (similar to Cofe'12 Class- 2 credit hours)
- PCA State Online Certification (2 unpaid credit hours)
- Submitted Copy of CPR/First Aid/AED (2 unpaid credit hours)
- Submitted Copy of Completed & Current Training related to HealthCare job specific functions.

*(Acceptance of any submitted training will need to be approved and unpaid credit hours determined)*

### 245D TRAINING

**Special Training Requirements apply to our Caregivers who provide 245D services. This includes all individuals providing:**

- Homemaking-Home Management (not housecleaning),
- Respite Services,
- ICLS (Individual Community Living and Support Services)
- In addition some Caregivers who provide PCA services for clients receiving more than 12 hours per day of service, have additional training requirements.

For the past few years per Minnesota Rules, we required all our 245D Caregivers with less than 5 years of experience to complete 12 hours of annual training and 6 hours thereafter.

**Beginning in 2020 our new Training requirement will be:**

**\*\*First Year of Employment = 8 Hours of Training\*\***

**\*\*Annual Recurrent Training after First Year = 4 Hour Refresher Course\*\***

LOOK FOR MORE DETAILS WHEN WE RELEASE THE NEW SIMPLIFIED WAGE & BENEFIT MEMO IN FEBRUARY 2020

*Lisa*





## *A Simple Road Sign*

A big part of my job as a Qualified Professional (QP) for Home at Heart Care is spent in my vehicle driving to meet with all of the wonderful clients that have entrusted their care with us, and the awesome staff that I have the privilege to work with every day. "In Home Care, God's Way," that statement means a lot to me when I go out and about on these visits.

My grandmother was a wise woman, she would tell me things like, "God works in mysterious ways" and teach me sayings like, "The least said is the easiest mended." These are words that often cross my mind.

Life gets busy, sometimes crazy busy. At times I find myself caught up in the chaos, and lose focus. I become task oriented, worried about schedules, road conditions, my vehicle, bills, my children and grandchildren's health and wellbeing. Sometimes, I am preoccupied with thoughts like these as I am driving. Thoughts we all experience from time to time.

In my travels, when I think back on what my grandmother told me about "God working in mysterious ways", I notice constant reminders of God's love for us; Beautiful scenery, beautiful sunrises and sunsets, animals out in the fields, a majestic eagle flying overhead or an awe inspiring rainbow after a storm.

I find His presence even in the occasional 'near misses' I have had while driving, where, I quietly thank Him as I go on about my day. But, it is this one road sign on a



route I take several times a week, that no matter how rushed or preoccupied I am with my thoughts; when I drive by this simple road sign, I pause to thank Him for the reminder that He is there. The sign is small and green, with only one word. "Faith". A sign that was placed there simply to identify a town further down the road. It always reminds me to have faith in the plan He has for me. As I drive by and read the sign, whatever worries I may be feeling are gone, and with that one reminder, there is a sense of peace.

We all are reminded of God's love for us in different ways. It could be through what we witness each day, or, it could be something as subtle as that one simple sign. As I sit here contemplating why I would choose to write about this simple road sign, I realize, it really isn't about the sign.

*June*



## *Joy to the World*

Joy to the World, the Lord is come!  
Let earth receive her King;  
Let every heart prepare Him room,  
And Heaven and nature sing,  
And Heaven and nature sing,  
And Heaven, and Heaven,  
and nature sing.

Joy to the World, the Savior reigns!  
Let men their songs employ;  
While fields and floods, rocks,  
hills and plains  
Repeat the sounding joy,  
Repeat the sounding joy,  
Repeat, repeat, the sounding joy.

No more let sins and sorrows grow,  
Nor thorns infest the ground;  
He comes to make His blessings flow  
Far as the curse is found,  
Far as the curse is found,  
Far as, far as, the curse is found.

He rules the world with truth  
and grace,  
And makes the nations prove  
The glories of His righteousness,  
And wonders of His love,  
And wonders of His love,  
And wonders, wonders, of His love.

*The words and lyrics of the old Christmas carol 'Joy to the World' was written in 1719 by Isaac Watts who wrote many Hymns and Carols. The music to the carol is by George Frederick Handel (1685-1759).*



## *O What Fun!*

**PLEASE JOIN US FOR OUR  
CHRISTMAS OPEN HOUSE**

**Held at the Home at Heart  
offices in Clearbrook**

**THURSDAY, DEC. 12, 2019  
from 10:00 am - 2:00 pm**

*Lunch catered by BW BBQ.  
Smoked beef brisket served until  
the food is gone.*

Our store room is overflowing  
With H@H giveaways  
We hope you can come  
and find something from our  
stash of goodies.

First come, first served.

## *Christmas Bonuses*

Historically, Home at Heart has always given its employees a discretionary bonus at Christmas time. Despite giving out a wage increase in February and an EVV dollar bonus in October, we still have some money left for Christmas bonuses in 2019. Caregivers must be currently employed and in good standing with the front desk to receive a bonus. Checks can be picked up on Thursday December 12, from 10am-3:30pm. All remaining checks not picked up will be mailed as there are no direct deposits for bonus checks.