

IN-HOME CARE,
God's Way
James 1:27

Home at Heart *Care*

JAMES 1:27
In-Home Personal Care & Homemaking

Welcome **TROY & MARCY!**

Troy and Marcy are the proud new owners of Home at Heart Care.

After 14 years as finance officer and team leader, Troy is stepping into the new role of CEO.

Troy's first goal as CEO is to help the caregivers feel more connected to the H@H team.

We would like as much feedback from H@H Caregivers about their joys, concerns, and desires. H@H leadership wants to help the caregivers, office staff, and supervisors each achieve their life goals.



BECOMING A COMPLIMENT MASTER

If you want to let someone know you care, a compliment is a great place to start.

A great compliment is more than just giving praise, it should make someone feel special. A compliment that doesn't make someone feel special is not really a compliment, it is called "cheap flattery." That never helps anyone.

I recognize three levels of compliments, each level is a little more difficult to master.

LEVEL 1

Noticing something another person has that you like. Keep it simple, it could be their shoes, socks, shirt, makeup, hairdo, nails, glasses, phone, watch, purse, etc.

Make a comment that you like what you noticed. They will inevitably tell you about it. As you listen, they know you care, and they feel special.

LEVEL 2

Notice a skill they exhibit. They may be good at art, a sport, their taste in music, cooking, listening skills, driving, or a different talent. Ask about their talent. As you listen, they know you care, and they feel special.

LEVEL 3

Notice a hidden character quality that most people can't see. The compliment may sound like this...

"You are a great listener, you have such a kind heart."

"You are so encouraging, it shows that you are a caring person."

"You work so hard, it shows you are faithful to your responsibilities."

"You went out of your way to help someone, you are such a loving person."

Practice each complement level in order become a compliment master. Try it out and let us know what you think.

Happy Complimenting!

Troy

TIPS FOR COMPASSIONATE CARE

Listen well. That is the best way to learn about your clients. What are their fears? What are their joys? What are their desires? If you can remember what they say and you ask about it later, that is even better.

Use encouraging words. What can you say that would make their day even better?

May your cares always be completed with gentleness and patience.

When working with clients who struggle with their memory, give them a call before you visit. This reminder will prevent them from being surprised when you arrive.

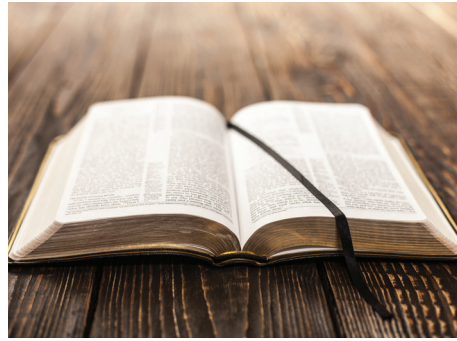
TIP OF THE DAY #1:

Always carry a snack!

I saw a funny card that said: "Please forgive me for the mean words I spoke in hunger."

TIP OF THE DAY #2:

Don't carry your snack in your purse next to the perfume. Perfume scented snack crackers may smell good, but are hard to get down. (Yes, we **do** know this from experience... very exciting!)



BIBLE TRUTH

In the Bible, Philippians 2:6 explains that when Christ came to earth 2000 years ago, he gave up his High Position in heaven to become a servant. He gave up his life so that others could receive the blessings of God. Because of Christ's sacrifice, God gave Jesus the highest place of honor in heaven.

This passage also tells God's people to have the same attitude that is in Christ. We know how to serve others because Christ gave His life for us.

CARE ACADEMY CLASSES

H@H offers online Care Academy classes. The classes are receiving great feedback. Contact the office for more information.

H@H Q&A

We would like to start a Question and Answer Section in the H@H newsletter. If you have any questions you would like answered in an upcoming newsletter, send your question to the office. Thanks!

BENEFIT HIGHLIGHT - 401K

H@H offers a 401k benefit to caregivers. A 401k is a great way of saving for retirement years. There are three requirements for signing up for the H@H 401k plan:

1. Must work at H@H for 1 year.
2. Must work 1000 hours during the initial year.
3. Must be 21 years old or older.

Call the office for more information.



RECIPE TIP OF THE DAY!

Do you like bread? Do you like Pizza? Put them together and make a yummy Pizza Bread!

1. Prepare dough from your favorite pizza crust recipe
2. Roll out the dough
3. Top the dough with ½ stick of melted butter, cheese, and your favorite pre-cooked meat
4. Roll the dough into a bread loaf and pinch the edges to hold it together
5. Place the loaf into a bread pan with the seam down
6. Bake in the oven at 350° for 30 minutes
7. Cut into slices and serve with your favorites sauces

DIDJA KNOW....?

- 1) Home at Heart Care utilizes e-mail for prompt communication with our caregivers. Please supply your e-mail address and keep it up-to-date to avoid missing important notices!
- 2) Masks, gloves, sanitizer are available for our caregivers. Call the office.
- 3) Home at Heart Care offers a variety of ways to track and report your time.
 - a. Electronic time cards - record and submit from your phone/computer.
 - b. Sharefile - take a photo and submit your time online.
 - c. Paper - fax or drop off (box outside office)

All time must be submitted by 9am on Tuesdays!

- 4) Home at Heart Care offers Direct Deposit for the weekly payruns. Direct Deposit notices are then available online Thursday mornings (to all employees with e-mail).
- 5) Vaccinations are a-coming. PCAs are in line for the next tier of vaccines in Minnesota. Home at Heart Care gets some notices when counties have vaccines available and puts out that information/invitations as soon as received (by e-mail.)
- 6) We have a Refer-A-Friend bonus. See our Caregiver Wage And Benefit Supplement at our website.



- 7) We have some new people in the office. Have you met Cindy? Renee? Lauren?.....
- 8) We have lots of options for training. Have you tried Care Academy? ZOOM Caregiver Cafes? Online Videos?
- 9) Caregiving is great. Needed and appreciated in today's world!
- 10) You are important. Not just your client. Please care for yourself.

Helps for caregivers: Breathe! Meditate. Stay positive!

- Accept help! Reach out to others.
- Exercise! Eat right. Sleep!
- Laugh! Listen to music. Dance!



H@H *Values*

- ♥ Trust
- ♥ Compassion
- ♥ Hospitality
- ♥ Responsibility

H@H VALUE HIGHLIGHT:

Responsibility

Responsibility is...

1. When we take control of our own lives.
2. We put in the time and effort to learn what needs to be done.
3. Then we do what needs to be done.
4. When we don't know, we ask for help.
5. When we make a mistake, we own up to it, and learn from it.
6. We stop making excuses.
7. We always give our very best!