

# Compassionate Care

“A Legacy of Caring for Michigan Families.”



July 4th & 5th

...for Independence Day. Office staff will be available to take urgent calls as needed.



Over the last several months, we have welcomed a new team member into the Mid Michigan office! Traci is the new Field Staff Supervisor who is working with Doris. She has been working in the office since April 1! Welcome to the team, Traci!

While it may seem like being helpful, making posts on social media on behalf of your client is strictly prohibited. We greatly appreciate your desire to assist your clients with their specific needs, but always make sure it's within the lines.

If your client needs help with anything that is not on their care plan, please reach out to your office. Often times there will be resources that can be shared with the clients.

It is also **strictly prohibited** for any photos or video to be taken in or around the client's home and property. Even if the client or identifying information is excluded from the photo or video. NEVER take photos or video of your client or their property unless instructed to do so by your supervisor.



## EVV Reminder

Please be sure you are checking in and checking out at your scheduled shift times. There have been numerous shift overages that exceed the authorization for the client. If you

have any questions or issues, please reach out to your supervisor.

If you are unable to complete your shift as scheduled - whether of your own doing or the clients, please contact your supervisor. All schedule changes and adjustments must go through the office.

Please also be sure you are adding comments and notes in your daily tasks as needed and immediately report any significant changes in your client's condition.

## Holiday Schedules

July 4th is Independence Day. Please be sure you are double checking your schedule. Many clients are not authorized to receive services on holidays. Confirm your schedule with your office before the holiday weekend.

### MONTHLY TRAININGS

The Aging Network  
Maintaining Client Confidentiality  
Limited English Proficiency  
Advance Directives

Contact your office if you would like these trainings.

# NOW HIRING

We are hiring in numerous areas across the state of Michigan and there are many clients who are in need of services. Please be sure to check out the flyer regarding the "refer a friend" bonus that Compassionate Care offers. And remember, we have 4 offices throughout the state. Just because your friend lives on the other side of the state, doesn't mean another office couldn't use their help! Send them our way today!

The Alpena office is also searching for nurses in Alpena to assist a client in their home. These are longer shifts. Please have your nurse friends call Carrie and Angie for more information! 989.354.0440.

## After-Hours On-Call

Office staff have been helping each other out with after-hours on-call. This means that there may be times that you talk with a supervisor from another office. It also means that you may be getting calls from a number you don't recognize. Please be sure to answer those calls or call them back as soon as possible. They help cover shifts and relay messages that may be related to your next shift.

  
**KEEP CALM**  
I AM  
**ON-CALL**

## Summer Fridays

Offices will close at Noon on Fridays during the summer. Office staff will be on-call for emergencies. Please be sure to confirm all schedules and complete non-urgent matters during office hours.

Employees are not allowed to share contact information with clients or their families. If they need to reach employees or get a message to them, the office can relay that information.

Also, personal phones should not be out while in a client's home. It is not appropriate to be talking on, texting, or using other apps while on the job. Attention should always be focused on caring for the client.



## Reminders

Employees are not allowed to move furniture or large appliances when cleaning. If you are being asked to provide a service that is not on the client's plan of care, please contact the office immediately.

Gloves must be worn when completing personal care, cleaning, or handling food.

Consistently and thoroughly wash your hands throughout the day utilizing proper hand-washing techniques.

During the hot summer months, be sure you and your clients are well hydrated. Don't stay outside for long periods of time if the heat index is overly high.

All changes in your schedule must go through the office.

Clients and their families should never have your personal contact information.

Be sure you are following your scheduled shift times. Any changes to the schedule must go through the office.

GARFIELD



BY JIM DAVIS

### Alpena

1223 S. State St, Ste A  
Alpena, MI 49707

P: 866-354-0440  
F: 989-354-0442

### Mid-Michigan

6165 Bay Rd, Ste B  
Saginaw, MI 48604

P: 877-496-1928  
F: 989-792-3402

### Traverse City

3134 Logan Valley Rd  
Traverse City, MI 49684

P: 888-601-5491  
F: 231-929-5493

### West Branch

515 Progress St  
West Branch, MI 48661

P: 877-821-2210  
F: 989-345-7050

**We are**

# Hiring

## Refer a Friend Bonus!



## Requirements:

- Refer a friend to work at Compassionate Care.
- They put your name on the application.
- They get hired and work 90 days, YOU get paid \$150!
- They work 365 days, you get paid another \$150!
- Repeat and earn more bonuses!

## Applicants may apply here:

[CompassionateCareMi.com/  
employment-application/](http://CompassionateCareMi.com/employment-application/)

Some exceptions may apply. Referring employee must remain employed in order to receive bonus(es). Newly referred employee must successfully complete 90 days and 1 year employment without disciplinary action in order for referring employee to receive bonus(es). Referring employee's name must be indicated on the applicant's application. This referral bonus is not retroactive. Administrative staff are not eligible. This referral incentive may end at any time without notice.

