

The Link



January 2012

When your *career* is what matters, there's only one option...LifeStyle Options, Inc.

Courtesy Counts!

Don't you love when you walk into a room and people are happy to see you and greet you with a smile and a hello? We all love to be acknowledged and feel good about ourselves. Do we do that in our jobs taking care of our clients?

When you start a new case, it's imperative you **introduce yourself, and express your happiness to be there.** *"Hello Mrs. Smith, I am Laura from LifeStyle Options, and I will be with you today"*. Then ask how they are, what do they need etc.

If you are an employee that works as a convenience staff, that greeting is still what we need to do each and every time we enter their home. If you go to a home 5 times in that day, each time, you need to greet the person, explain what you are doing there, some conversation and do each task with kindness and care. For example, you may go back at lunch; you would say *"Mrs. Smith, how has your day been? Do you need anything before I start preparing your lunch?"*. While making the lunch, make sure you still talk to the client and be patient, kind and prepare a lunch you know Mrs. Smith will enjoy.

The little things go a very long way. Sometimes our clients are talkative; listen and really hear them. You may be the only person they see that day, or that week. When we are doing a medication reminder, if the trash is full, take it out. If there is a piece of garbage on the floor, pick it up.

When working for a person who has a hearing impairment make sure we speak loudly and clearly. If working with someone who can't see very well, make sure to let them know what you are doing. We would want that courtesy for ourselves and our loved ones.

Conversation and caring goes a long way. If your client isn't very talkative, it doesn't mean you can't have calm conversations. Talk about the weather, the news, activities, nothing too depressing and nothing too personal about you.

Make sure we greet every client, in the home, the hallway and anywhere we go. A "hello" with a smile goes a long way.

Each time you leave a home, make sure you say *"Good-bye Mrs. Smith, see you tomorrow"*.

Our clients are priority and we must make sure we provide quality care, exceptional customer service and kindness.

If you have questions, please call the corporate office, we will be happy to assist you. Thank you in advance and remember...**Courtesy Counts!**



Happy Birthday

- 1/1 Brandy Schuelke
- 1/2 Markita Hainey
- 1/2 Shayla McCann
- 1/7 Elizabeth Awuni
- 1/8 Allyson Teschner
- 1/9 Marlene Vera
- 1/9 Deborah Verser
- 1/10 Elizabeth Cooper
- 1/12 Sheryl Shabalala-Fayne
- 1/12 Tami Zommer
- 1/14 Mary Mendien-Baysah
- 1/15 Maria Osborne
- 1/18 Joyce Amegashie
- 1/19 Shirley Hayes
- 1/21 Adenike Smith
- 1/22 Victoria Kamson
- 1/25 Marie Bertrand
- 1/28 Rachel Kimbrough
- 1/28 Morenike Ogunnaike
- 1/28 Lemor Wisdom
- 1/30 Donald Orlando



Reminder

Did you know you can work live-in and hourly?

We are in need of caregivers to work live-in over the week-ends and hourly during the week.

If you are available for live-in over the weekend, please call our corporate office.

★ January Events ★

National Book Month
National Thank You Month
National Blood Donor Month

- 1/10 Save the Eagles Day
- 1/15 Hat Day
- 1/16 Martin Luther King Jr. Day
- 1/17 Ben Franklin's Birthday
- 1/23 Chinese New Year

CPR Class



Call the corporate office to sign up for this Quarter's CPR Class. (847) 240-7330.

When: **February 29th**

12:30pm to 4:30pm

Where: **Corporate Office (Schaumburg)**

Cost: **Class is FREE; Supplies are \$20**

Given by an American Heart Association Certified Instructor.

Policy Review



TOPIC: PREPARING FOR WINTER

Brace yourself and your client for another Chicago winter. Here are some helpful tips:

- A winter storm **WATCH** means a winter storm is possible in your area.
- A winter storm **WARNING** means a winter storm is headed for your area.
- A **BLIZZARD WARNING** means strong winds, blinding wind-driven snow and dangerous wind chill are expected. Seek shelter immediately!
- During a storm listen to local radio or the Weather Channel for further updates.
- Avoid unnecessary travel. Stay indoors with your client during the storm.
- If you must go outside, dress with several layers of clothing and a warm coat. Gloves and a hat will prevent loss of body heat. Cover mouth to protect the lungs. Walk carefully on snowy, icy sidewalks.
- Warm tea is always comforting and keeps the body warm!



Congrats Allen!

Congratulations **Allen Nimusiima** for completing her C.N.A. course, passing the state competency exam and earning the Pirfirco L. Williams Scholarship Reimbursement.

Remember, you too can be reimbursed for completing health related courses. Contact Human Resources for more information. (847) 240-7330.

Quote

"If at first you DO succeed, try something harder."

~Ann Landers

