

Welcome to 2013 and our second edition of *The Family Helper* !!! A place where both clients and employees can exchange ideas and talk about things that are happening within Provincial Homecare and our communities.

You can now view our Newsletters on our web site www.provincialhomecare.ca and don't forget to check out our Facebook page to see all the pictures of our Christmas parties and parades. Do you see any familiar faces?

The Family Helper is your monthly newsletter! So we welcome your thoughts and ideas. Maybe you have a comment, suggestion, picture or your favourite recipe that we can share with others? Just send them to provincialhomecare@hotmail.ca or fax (709) 834-3397.

In Our Community

The turnout to our Christmas Parties were great. We actually ran out of space in Grand Falls and had to bring in more tables and chairs! Next year we will have to move to a bigger venue.

We all had a great time with lots of good food, company and even a few mummies dropped by for a dance!! We are already talking about our next social so keep an eye on our newsletter for dates and times.

Know someone who might be interested in a career in Home Support? We are holding an open house job fair on Jan. 9th in our Kelligrews office, for anyone interested in obtaining information about employment. *Don't forget to tell them to say who sent them!!*

On behalf of our valued clients, Provincial Homecare has donated fruit baskets or biscuits to the Kiwians club for the past 6 years, totalling over \$4000. These are delivered to residents of our communities by Kiwanians. Many thanks to the Kiwanians and our clients for making this possible!!



Health and Safety... Did you know?

- The peak period for the flu is December to April. Receiving the flu shot, combined with good hand hygiene practices, is the most effective way to help protect yourself.
- We have an Occupation Health and Safety Committee to voice any concerns you may have about your workplace safety.
- A big thank you to your OH&S committee members as they have had a 100% success rate with anyone that completed our return to work program in 2012. Great job everyone and remember *Safety is everyone's job, especially yours!!*

We thank you for the opportunity to help you and your family

We made a new years resolution...

“To ensure our clients receive the highest level of care possible!”

How are we doing this? By asking you “How we are doing?” and “What can we do to help?”

As you may have noticed, we have changed the format of our time sheets to include a simple feedback section for our clients; and to date we have received a lot of great feedback. We would like to thank our clients for filling out this evaluation on your timesheets and encourage others to do the same.

So what are some things you can do to increase your clients experience? Just remember to ask the 3 ***“I CARE”*** questions every shift.

- 1) Start your shift by always asking “What can I do for you today?”
- 2) 30 Minutes before your shift ends ask “Is there anything else I can do for you before I finish my shift?”
- 3) When your shift is ending ask “If there is anything I can pass on to the Agency on your behalf”. For example, A shift may have to be changed due to a doctors appointment.

Snowball

I made myself a snowball as perfect as can be
I thought I’d keep it for a pet and let it sleep with me
I made it some pyjamas and a pillow for its head
Then last night it ran away...but first it wet my bed !



We are looking for some more good home support workers. If you know someone let us know.

Like:

Edward Dalton, Linda Ivany, Michael Brace, Kim Hogan and the many others who received ‘Excellent’ on their service Rating....

Excellent job.... Your clients rated you as providing excellent service!!

Don’t be caught by surprise this winter – keep some sand or salt on hand to keep your step and driveway safe

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