



# Home Instead®

## May Newsletter

### Keeping Your Client Hydrated

#### Why is it important?

- Promotes good Digestive health
- Promotes good Urinary health
- Boosts Brain function
- Helps regulate internal temperature

#### Signs of Dehydration

- Dry skin or mouth + cracked lips
- Fatigue
- Confusion
- Muscle cramps
- Stomach or headache
- Dark-colored urine

#### Tips & Tricks

- Always have water nearby—learn if your client prefers cold or room temperature water and always have this within an arms reach
- Encourage foods with high water content. — fruits and vegetables are great for this!
- Make it fun! — Make it into a game if you have to! You can always call the office to brainstorm ideas on how to do this

### CAREGiver of the Month: Julie T.



This month we are proud to announce Julie Tessner as our CAREGiver of the month! Julie worked for Home Instead from 2017-2020 and has just recently rejoined the company last January! Julie loves having the ability to advocate for other people, that's what originally drew her to this field when she was only 16 years old! Julie started her journey working in nursing homes but she quickly realized she wanted to foster a more one-on-one connection with her clients. Julie took this realization and made the switch to home care. Julie loves being able to form a connection with her clients. She loves seeing them laughing and happy. Every time Julie goes to work she makes it her goal to put her client in a better mood than when she arrived.

Outside of work Julie enjoys spending time with her family. She is the mom of twin girls, whom she was able to homeschool while also working full-time! And this month Julie and her husband will be celebrating their 35th anniversary! Julie places a big emphasis on quality time with her family. They enjoy spending time in nature, camping, having bonfires, playing games and traveling together. Julie's favorite place to travel to is Myrtle Beach, she encourages everyone to try to go at least once!

Thank you for everything you do Julie!

## HIPPA REMINDERS

HIPPA or *Health Insurance Portability and Accountability Act* protects confidential information like name, birthday, doctors and medical conditions.

Let's take a look at this in a CAREGiver context:

A client's son from out of town is visiting. He comes over one day and asks you "What did dad have for lunch?" You can tell him that! But let's say that morning you went to a doctor appointment with the client. When you get back the son asks you, "What did dad's doctor say?" That's when you should say "You are free to call his doctor, or I can give the office a debriefing and they can tell you what is going on."

**WHY?** There may be certain family members that the client does not want to give information to. We need to protect our clients right to privacy and understand they may not want certain family members to be aware of everything going on in their lives.

You are hanging out with friends after work and they want to know more about what you do everyday. Rather than talking to them about specific things you do for specific clients speak in a broad sense. Say something like "My job allows me to help seniors and provide assistance to them however they may need."

**WHY?** Well, just like the other two examples it's important to protect our clients privacy. You wouldn't want strangers knowing about your medical conditions or personal life. We need to respect our clients the same way.

You are with a client that is a third stage Alzheimer's disease. They are laying in bed and their family is sitting in the room with them. The client's hospice nurse stops by and has some questions for you. This is when you should say, "Let's go to a private place to discuss this."

**WHY?** Again, there may be certain family members that the client or POA does not want to give information to. Also, just because a client seems unconscious does not mean they cannot hear us. Remember that most of the time clients will be able to hear what is going on even if they seem unconscious.

Something to keep in mind: Not only is using social media at shift against company policy but depending on the situation it COULD be a breach of HIPPA. Due to this, it should be common practice to not use ANY form of social media while at shift. This includes but is not limited to: Facebook, Instagram, Snapchat, or Tik Tok.

## HAPPY BIRTHDAY!

Laurie Hardesty — 5/1

Ashonte Jenkins — 5/9

Sequoya Moore— 5/10

Yinet Flores— 5/20

