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|  | Maximum Home Support Newsletter |
| Newsletter Date | January 2020 |
| In This Issue   * Vacation Request * HSW Role * Safety   Visit our website!  www.maxhome.ca  Contact Us  P.O. Box 20033  03 Herald Avenue  Corner Brook, NL  A2H 7J5  Phone: (709) 632-5055  Toll Free: 888-632-5055  Fax: (709) 632-5066  Email: [info@maxhome.ca](mailto:info@maxhome.ca)  Bay St. George Area:  (709) 646-4646  **EMPLOYEES ARE NOT PERMITTED AT THE WORKSITE WHEN THE CLIENT IS NOT AT HOME.**  HSW thought for today…..  **Dementia/Alzheimer Communication**  Never argue, instead agree.  Never reason, instead listen.  Never shame, instead distract.  Never lecture, instead reassure.  Never say remember; instead ask them to tell you a memory.  Never say I told you, instead repeat. | Vacation Leave Request As per the union contact: 18.03 (a)Subject to Clause 18.02, the Employer will make all reasonable efforts to grant employees two (2) consecutive weeks off each calendar year for the purpose of vacation. Provided that the employee provides at least thirty (30) days' written notice of her request, every reasonable effort will be made to grant the employee the vacation time as requested. Requests for vacation during the months of June to August must be submitted, in writing, to the Employer no later than April 15th each year.  Leave request forms will be available on our website [**www.maxhome.ca**](http://www.maxhome.ca) or by calling the office at 632-5055. Home Support Worker’s Role **Client with Dementia**  These are helpful ways to relate with someone who has dementia. If the person seems to have trouble understanding, starting or following through on the conversation or activity, these tips may help:  1. Approach the person from the front.  2. Never stand too close or stand over someone to communicate.  3. Identify yourself and explain why you’ve approached them.  4. Maintain good eye contact.  5. Avoid conflict.  6. Avoid correcting or providing “reality checks.”  Use actions as well as words. Use body movements such as pointing to help the person understand what you are saying (e.g. getting the person’s coat and indicating the way outside).  **Timesheets**  Please record all hours worked each day in clear readable writing. **Do NOT write in the Office Use Only section of your timesheet, this space is used by office staff to calculate your hours, stat pay, sick pay, etc.**  **WE DO NOT ACCEPT PICTURES OF TIMESHEETS AS MOST TIMES THEY ARE UNREADABLE THEREFORE WE CANNOT ENSURE ACCURACY OF HOURS WORKED. All time sheets must be sent by fax at 632-5066 or scanned to email at** [**info@maxhome.ca**](mailto:info@maxhome.ca)**.**  **Transporting Clients**  Maximum Home Support Services does not approve of employees transporting clients in their private/personal vehicles and employees are not required to transport clients or run errands on behalf of a client using a client-owned vehicle.  Know the risk involved:   1. Employees using client provided vehicles for transportation of clients use them at their own risk, the client will be liable for all insurance and other costs, including damage. 2. If the client does not have a vehicle and if transportation is required for errands, medical appointments etc. it is the client’s responsibility to secure a vehicle, driver or taxi to transport them and the HSW. 3. If a HSW is late returning home from an appointment or errand only record the number of hours approved for each day. All other hours will not be compensated for unless a client has prior approval from the Community Support Program.   **SAFETY FIRST**  **Winter is HERE!**  It’s important for the clients to ensure that all walkways and stairs are shoveled de-iced before a home support worker is due to arrive for their shift. Our home support workers are NOT to do these chores, we do not shovel stairs or clear driveways!  **Proper Footwear**  Slips, trips and falls are the second most common cause of injury for home, community and health workers. You can be injured by a slip, trip, or fall both inside and outside your client’s home.   * Wear rubber soled, non-marking sneakers inside the home. * Do not rush. Plan your route and stay focused. * Wear footwear that has a good tread and won’t slip while outside the home. * Be especially careful when walking on uneven, wet, or icy surfaces. * Use a flashlight if needed. * Do not shovel or clear snow to gain access to a client’s home…it is not part of your duties!   **SERVICE CANADA REQUEST**  **This notice is intended to make all employees aware that as an employer we are sometimes contacted by Service Canada regarding the employment status of our employees. As an employer, Service Canada says we are responsible for:**   * accurately recording the reason for separation, hours worked, gross earnings etc * ensuring the information on the Record of Employment (ROE) is accurate. * promptly responding to all Service Canada requests for information. * If representatives from Service Canada contact our office, we must declare if an employee was offered employment but did not accept work, if an employee requested time off or if a schedule   **We are not able to answer any other questions relating to you claim or eligibility for EI. Please contact the Service Canada office for all other inquiries.** |
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