

Compassionate Care

“A Legacy of Caring for Michigan Families.”

!! Client Confidentiality

Protected client information includes all of the following:

- Name
- Address
- Phone number
- Diagnosis or medical condition(s)
- Social Security number
- Credit card or other banking/financial information
- Information about health care services being provided

No employee is allowed to share information regarding clients with unauthorized individuals. This includes family members, friends, client's neighbors, and more. Your family members should not know your client's names, address, phone numbers, or what care you are providing them.

Compassionate Care is required by law to protect the confidentiality of our clients. Any violation of privacy and confidentiality requirements will be cause for disciplinary action, up to and including immediate termination of employment.

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.

Thank you for all you do and for being a part of the Compassionate Care team!

Happy Easter!



We have welcomed a new team member into the Mid Michigan office! Cammy is the new Field Staff Supervisor who is working with Traci. She has been working in the office since March 4! Welcome to the team, Cammy!

!! Check Stubs

There has been an large increase in requests for copies of check stubs or W-2's that were lost in the mail. All employees have access to those documents by utilizing their log-in with Paychex Flex. If you have forgotten your log-in information, please visit the Paychex Flex website and use the "forgot username or password" option to reset your log-in information.

It is also your responsibility to monitor your withholdings on your check stub. If you would like any changes made, you will need to complete new tax forms at the office.

Information on Paychex Flex can be found on the Team Resources page of the website:
www.wwwww.compassionatecaremi.com/team-resources/

MONTHLY TRAININGS

Medication Cueing and Reminders
Person Centered Thinking
Effectively Dealing with Anger

Contact your office if you would like these trainings.



Navigating the Road to Compassionate Care at Home



This year we are excited to share facts and information about Route 66 and home care during our marketing activities.

I'm sure you're wondering what in the world does Route 66 have to do with home care. Well, let us tell you! 2026 is the 100th anniversary of Route 66. Over the last 100 years, the road has been realigned so many times that it is now impossible to travel from Chicago to Los Angeles as it was intentionally designed. In fact, approximately 15% of the road no longer exists.

Just like Route 66, home care can be challenging to navigate without help. That's where Compassionate Care comes in. Let us navigate the road to Compassionate Care in your home!

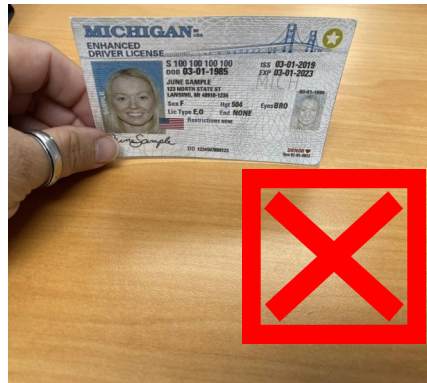


Personnel File Records

When submitting copies of documents that are part of personnel files, please be sure that the copies are legible. Some employees have been sending in photos of documents and unfortunately, some of these photos have not been accepted because they are not able to be read - either because they are too blurry or the image is too small to read. Below are examples of what we will accept and what we will not.

NEVER text or email documents that contain your social security number!

These items become part of your personnel file and are reviewed in audits with our contracted agencies. If they are not able to read a document, we may be out of compliance. You are always welcome to stop by the office and we will make a copy of the document for you. If you have any questions on this, please reach out to your office.



Safety 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.

If weather is bad on the day you are turning in paperwork, please use caution. If roads are unsafe, please mail your paperwork or wait until the next day to turn it in. We would rather your paperwork be a little late than you risk injury.

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

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

Update the office of any coronavirus-related health changes for yourself, your clients, or anyone in a client home.

If weather is bad on the day you are turning in paperwork, please use caution. If roads are unsafe, please mail your paperwork or wait until the next day to turn it in. We would rather your paperwork be a little late than you risk injury.

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.

