A message from Sue

Do you ever wonder about why you are the way you are or think of those who have influenced you? People see me as a very focused and determined person, which I guess I am and I’d like to introduce the person most responsible for this.

Thomas H. Dempsey Sr. hasn’t received a lot of front page time from me, and he should have. Born in February 1892, this year he would have been 127. He was born one of 6 children to his mother who was 36, and when the next babies were born two years later, she died in childbirth, leaving many loose ends for the family. My grandfather was an entrepreneur who manufactured shoes. So the story goes that Nellie who was 13 became responsible for the household. Can you imagine!

Despite many challenges I’m sure, my father, without a lot of direction, finished high school and went onto Philadelphia to study a new technology in the printing industry called linotype. He graduated from the program and started a small printing shop in Boston. I have a picture of him, sitting at his desk and looking back at us with a studied look of concern. That look kept my sisters and me in line over the years.

He was dedicated to his family through very tough times. He lost his small printing shop as well as the apartments he and my mother owned. The years that followed were rough as he struggled to support the family; at one time this included washing windows for 10 cents apiece in Boston high risers. The tide turned for him when he was 50, and he cobbled together enough money to buy a small camp in Milton. About the same time, he was able to get a job “subbing,” at the Boston Herald-Traveler newspaper. Even then there were challenges as he worked the night shift and to get home, he took a subway, and then walked 2 miles to the house. Now you can see where more of the determination trait emanates.

Each of you has a Tom Dempsey in your life, take time to think about him or her, your day will probably be brightened when you do. And, remember you are Tom for others, and that’s a pretty special person to be!
A Moment With Mike

Mike Stair, President & COO

Happy spring! What’s that, it doesn’t look like spring yet? Well no matter the weather, there are a couple things I watch for each year that are sure signs that spring is not too far away. First, the “Posted – No Heavy Loads” signs have gone up on the back roads in my town, and next, Daylight Saving Time is right around the corner! I’m sure we are all happy to ‘spring forward’ an hour on March 10 - a true sign that spring is coming. For me, that extra hour of sunlight at the end of each day always seems to lighten my mood as it signals warmer, sunny days ahead. It’s funny how we look for small things each year to show how winter’s grip will soon be slipping. The sap is running and the seasons are changing!

Speaking of change, our new Director of Nursing, Michelle Dixon, RN BSN, is settling in and doing great! Have you met her yet? She joined us at the beginning of the year, but some of you may have met her at one of her brief appearances at a couple of our December Employee Appreciation Days. Michelle comes to us from MaineGeneral Homecare & Hospice, where she has boatloads of experience in not only our industry but also oncology and mental health. Join me in welcoming Michelle to the Care & Comfort family!

New leadership in our Home Health division is not the only area where there’s change. For a while now you’ve heard me talk about the new system that’s coming, and what that will mean for all of us. I’m happy to say that’s going ahead full speed, with big announcements soon to come! We’ll be moving to electronic timekeeping (including electronic visit verification), a new clinical documentation system, and new scheduling systems as well. We’re in the final stages of working out the details with our vendor, and are excited about the path ahead!

At the same time, I don’t want any of us to think that rolling out the new system, and all that involves, will be 100% pain-free. There will be challenges, but together we’ll get there! It will be worth it in the end.

I read once that life is like a game of chess. No one wins a game of chess by only moving forward. Sometimes you have to move backward to put yourself in a position to win. That’s how systems roll-outs are (And I’ve done many of them!); training and new things to learn, working to help each other figure out how things work … but then before you know it, it’s done! No more paper timesheets to mail! No more trips to the post office! Hooray!

So look for more on this in upcoming months. At the same time, some things aren’t changing at all. We continue to be known across the state for having high standards and delivering top-notch services to our patients, consumers, and veterans. It’s up to all of us to make sure we maintain our excellent reputation in everything we do.

Together with the good work you do for our consumers, remember it’s important to find time for yourself and your family. March 24, 2019 is Maine Maple Sunday. Visit a sugar house in your area. Take a drive and spend time together. Many even have free samples of Maine maple syrup over ice cream – delicious! What a fun way to get out and enjoy our beautiful state.

Again I want to thank those of you who have emailed and called to share your thoughts and questions. Remember that no question or comment is too large or too small. Hit me up at mike.stair@careandcomfort.com and let me know what I can do to make your job easier. I’m here to help if there’s any way I can.

All the best,

Mike

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Care & Comfort Welcomes
Michelle Dixon
Director of Nursing

Michelle Dixon
Director of Nursing

We are pleased to introduce Michelle Dixon, RN, BSN our Director of Nursing who is responsible for the clinical oversight of Care & Comfort’s Home Health Division.

Michelle, who joined us in January, came from MaineGeneral Homecare & Hospice where she has held positions of increasing responsibility for the past 19 years, serving most recently as Clinical Supervisor.

“Michelle brings a significant scope of experience to her position as Care & Comfort’s Director of Nursing,” noted our President & COO Mike Stair. "We are delighted she has joined our C & C family and will be leading our Home Healthcare Division. She has a passion for her profession and home-based care, is an experienced clinical and administrative leader, and is committed to ensuring that all services we provide meet or exceed nationally recognized standards. Michelle is an ardent advocate for both those needing our care to remain in their homes and those who provide it.”

Michelle, who received her Bachelor of Science in Nursing from the University of Southern Maine, has extensive experience in many facets of nursing including hospice, oncology, and adult mental health.

Michelle, a mom to two teenagers at home, a dog, two cats, and three rabbits, knows that a healthy life/work balance is a must. She will often be found enjoying life outdoors, particularly in the summer when she gardens, hikes, kayaks, camps or is at the ocean. She also enjoys traveling and has done volunteer work outside the U.S.

We are thrilled to welcome Michelle to our Leadership Team!
Care & Comfort Reaches Out To Legislators About the Future of Healthcare in Maine

The landscape of legislative issues relating to behavioral and home health services is continuously changing both nationally and in Maine. Currently, on the state level, there are several legislative bills pending that will impact consumers and providers alike. Mike Stair and other members of our Care & Comfort team have been speaking with lawmakers to provide real life, fact-based information to advocate for accessible, affordable, quality healthcare for consumers and increased reimbursement rates which would enable us to raise wages for our caregivers.

We recognize the reality many caregivers face when balancing the love of what they do with their financial needs. We encourage you to contact your representatives and share your story. They sincerely want, and need, to hear from those they represent. Not sure who your legislators are, follow the links below to find out.

Find Your Senator
Find Your Representative

Joe Tinkham, Michelle Dixon, Representative Colleen Madigan, Mike Stair and Keith Plouffe met at our Waterville office during February to discuss several healthcare issues that are before the legislature this session.

Care & Comfort Speaking Up Advocacy Day at the State House

On January 22nd we joined others at the Maine State House Hall of Flags in Augusta to educate Maine legislators on the importance of supporting caregivers, critical programs and services promoting the delivery of affordable, accessible, quality home care and hospice services. Joe Tinkham, Toby Wood, and Amanda Young represented Care & Comfort and noted that many more Legislators than in past years participated, asked very relevant questions and sincerely listened to our replies.

We thank the Homecare and Hospice Alliance of Maine, ANA-Maine, and OMNE, for hosting this event!

Toby, Amanda & Joe gave Advocacy Day a resounding 2 thumbs up!

Mike Stair strategizes with Newell Augur of Pierce Atwood, who also represents the Maine Home Care & Hospice Alliance, prior to recently providing testimony before the Joint Standing Committee on Health and Human Services on LD84, which would allow spouses to provide home and community-based services to eligible MaineCare members.

Representing the Alliance’s position of “Neither for Nor Against,” he spoke compassionately about the desire for spouses to serve as caregivers and that this Resolve could help address the workforce shortage. However, he did implore that the safety of the patient be paramount – as well as highlight administrative issues that would need to be addressed.

Click here to read Mike’s complete testimony before the committee

Do you want to be a better listener?

≈ Stop talking.
≈ Look at the speaker
≈ Show that you are listening; smile, nod, say short ~ affirmative words.
≈ Put yourself in the speaker’s shoes so you get a better sense of where they’re coming from and why they’re saying what they are.
≈ Focus on using body language, such as making eye contact, uncrossing your arms, and turning your shoulders so you’re facing the person speaking.
≈ Be aware of the speaker’s body language.
≈ Avoid thinking about what you’re going to say next.
≈ Avoid distractions ~ like looking at your phone!
≈ Don’t interrupt.
≈ Ask questions.
≈ Use tact.
≈ Don’t change the subject.
≈ Be open minded and avoid passing judgment.
≈ Take what is being said at face value, avoid focusing on whether or not there is a “hidden” meaning in the conversation.
To Our Employees of the Month

December 2018
Behavioral Health
Employee of the Month
RHONDA CYR, BHP I
Presque Isle Branch

December 2018
Home Health
Employee of the Month
HEATHER MICUE, PSS
Waterville Branch

January 2019
Behavioral Health
Employee of the Month
MARILYN COLDWELL, BHP III
Wilton Branch

January 2019
Home Health
Employee of the Month
TERRY PALMER, PSS
Presque Isle Branch

Cheers & Well Done
for recently earning a bonus!

Personal Support Specialist Certification
Mariah Tuscano

Behavioral Health Professional 1 Certification
Michelle Batchelder

Certified Nursing Assistant Bonus
Karen Hodgkins

If there is anything you would like to ask Mike Stair, our big cheese, just fill out a card (available at each branch), send an email, or give him a call. He’s looking forward to receiving your questions – all kinds from serious to light-hearted. Mike appreciates our opinions and concerns and is very open to hearing ideas about how we can make improvements for all employees and our clients.

AMA: We are not supposed to lift over 50 pounds. What do we do when a grocery list has over 100 lbs. of food on it?
Mike: Actually, the limit on lifting is 35 pounds. If a grocery list has more than this on it, please split the load into multiple trips to & from the car. We don’t want you to get hurt!

AMA: I would like to start my 401K. How do I begin?
Mike: Great question! Planning for your retirement is a smart move. We offer an excellent 401(k) plan where we match employees’ contributions to their accounts dollar-for-dollar up to 4% of their income. Also, you are immediately vested in both your and the company’s contributions without any waiting period. To qualify for participation in the plan, you must have one year of service and have worked 1000 hours. Contact Jen Chandler, Benefits Administrator, at the Waterville office to sign up.

AMA: Tell us about your family. Do you have kids? What does your wife do?
Mike: My beautiful wife Dale and I have been married for 18 years. She’s a Mainer and grew up in South Freeport. She works out of our home as a Career Counselor, helping folks decide what they want to do for a living. Our son Parker is 16 and a junior in high school. He got his driver’s license not long ago, so you all might want to be really careful if you’re driving on the roads near our house! (Ha! Not really. He’s actually a pretty good driver, just a bit new at it.) We also have a 2-year-old rescue dog named Skipper who is really in charge of all of us.
Risk factors are conditions or habits that make a person more likely to develop a disease. They can also increase the chances that an existing disease will get worse. Important risk factors for heart disease are:

- High blood pressure
- High blood cholesterol
- Diabetes and prediabetes
- Smoking
- Being overweight or obese
- Being physically inactive
- Having a family history of early heart disease
- Having a history of preeclampsia during pregnancy
- Unhealthy diet
- Age (55 or older for women)

Many of our Care & Comfort team members participated in National Wear Red Day® in support of the American Heart Association’s campaign to raise awareness of heart disease in women.

Some women believe that doing just one healthy thing will take care of all their heart disease risk. For example, they may think that if they walk or swim regularly, they can still smoke and stay fairly healthy. This is wrong! To protect your heart, it is vital to make changes that address each risk factor you have. Find out how to lower heart disease risk.

A damaged heart can damage your life by interfering with enjoyable activities and even your ability to do simple things, such as taking a walk or climbing steps. Heart disease cannot be “cured.” It is a lifelong condition—once you get it, you’ll always have it. Fortunately, it’s a problem you can do something about. Find out your risk for heart disease and take steps to prevent and control it. Talk to your doctor to get more answers. Start taking action today to protect your heart. Heart disease is preventable—by making healthy lifestyle changes and taking steps to manage risk factors, women can reduce their risk for heart disease.
We make it happen!
Branch News

Here we are in the heart of winter! Luckily, for Bangor, it has been a pretty mild one! We hope everyone had a safe and wonderful New Year’s and are (hopefully) still sticking to your New Year’s Resolutions!

We kicked off the beginning of February with a “Taco Tuesday” potluck. Our Branch, in this writer’s opinion, has some pretty notorious potlucks! It is rare when everyone in the Bangor office is in one place at the same time and when you add some good comfort food to the equation, it’s a fantastic occasion!

With winter almost under our belts, spring is on the horizon, and we couldn’t be more excited! If you ever find yourself in Bangor, be sure to stop by and say “hello”!

OnCourse Maine is an “outpatient clinic without walls” providing services to veterans in the community in the Greater Bangor area. OnCourse Maine consists of a multidisciplinary team of professionals who utilize a client-centered, community based approach to help veterans with mental illness improve and maintain their independence. The multidisciplinary team may include a licensed clinician (LCSW, LCPC), Case Manager, a Nurse, a Vocational Specialist, and a Peer Support Specialist, among others. Oversight and guidance is provided to the team by a psychiatrist from the Veteran’s Administration.

Program Objectives:
- Improve Veteran’s ability to function in the community
- Improve Veteran’s development and use of personal skills and strengths
- Improve Veteran’s access to community resources
- Minimize the need for hospitalization

Services Provided:
- Crisis Intervention
- Assistance with Budgeting
- Advocacy
- Peer Support
- Access to Mental Health Assessment and Counseling
- Information, referral and assistance in applying for needed benefits
- Activities of Daily Living

OnCourse Maine Admission criteria include:
- Diagnosis of schizophrenia, schizoaffective disorder, bipolar disorder, major depressive disorder or chronic PTSD
- Frequent inpatient treatment stays
- Difficulty engaging with traditional treatment services
- Difficulty with keeping a house, job or social relationships

OnCourse Maine Difference
- High intensity of care
- Services provided in the community
- Involving natural support systems when possible
- Focus on Recovery & Rehabilitation
- Small Veteran to staff ratio
- Multidisciplinary team approach to treatment
- Assertive team approach to treatment

If you know a Veteran in the community who could benefit from the OnCourse Maine Program, please contact, Scott Moore, LCSW at (207) 872-5300 ext. 2234
What made the news this month here at the Dover office? Quite a few things! With all the snow we have received here, our State and town plowmen are blessings! Some of us here at the office have been having fun with it, others - not so much! We here at the office had a wonderful potluck style get-together where we discussed the importance of being neighborly. Winter here in Maine is incredibly hard, and as hard as it is for us to plow and shovel our way out to get somewhere, it’s even tougher for the high percentage of our population who are elderly. If you can help remove their snow, they will be so appreciative ~ not to mention how joyous the human contact will be for both parties.

We often have many thought-provoking discussions here at our office and then some that are a little silly too! One of the ladies here loves to knit, it’s a delightful way to pass the time during the long winter months, and she does fantastic things with yarn! She gifted this writer an adorable owl that adorns the front desk in the Dover office. Special thanks for all the work that goes into a heartfelt homemade gift, those kind gestures really mean the most don’t they?

We may have taken down the Christmas decorations, but the spirit of giving hasn’t left the Dover office. This past week a fantastic donation of toys for the play area in the front office was received! Ourselves and mostly the children who frequent our office couldn’t be more grateful! Everyone who has visited since the arrival of the new items has mentioned the new toys and really enjoyed the revamped area! We thank you all who donated and would graciously like to say that we are still open to receiving more books, coloring supplies & coloring books, and toys for ages three and up such as cars, building blocks, learning games et cetera. Thank you again from the Dover office of Care & Comfort!

By Katarina Drinkwater

To all the ladies out there, I’m wearing red to remind you that heart disease is the number one cause of death in women. Please take care of your heart and love it as much as your family does!

Bill Robinson - Care & Comfort
It has been bitter cold with a ton of snow up in PQI. Some mornings coming to work it has been 30 below. The staff has been longing for the annual winter thaw.

One stormy day that dumped two feet of snow, Sue finally got to work after a major snowstorm. To get into the building Kurt, the owner of the building, had to help Sue up over the snowbank, then she waded through at least two feet of snow, got the front door open and finally was in the building. That truly was an experience – everyone got a good laugh for the day.

PQI staff wants to congratulate Michelle Batchelder for successfully completing the first six-month DSP Certification Bonus Program interval and receiving the DSP Certification Bonus in January. Rhonda Cyr, BHP1 was named “Employee of the Month” for December. Congratulations to Rhonda from all of us. Needless to say, she was totally happy about this wonderful recognition.

Wear Red Day was February 2nd. Danielle, Kathy & Sue wore RED to support awareness of heart disease in women and hoping that until someday when there is a cure, women will take care of themselves and know the signs.

PQI staff celebrated Valentine’s day with some goodies that were delivered – each person in the office received beautiful coffee mugs filled with chocolates and decorated in red. This was a great surprise to everyone in the office.

By Sue Watson

Are you a member of our Presque Isle team and have news you would like to share? If so please contact Sue Watson, our Presque Isle Behavioral Health Staffing and official newsletter reporter.

We’d really like to hear what’s going on in your world ~new babies, engagements, weddings, awards, milestone events, community volunteering, or whatever else you would like to share with our newsletter readers, and don’t forget to send pictures.

Email your info to susan.watson@careandcomfort.com
Greetings from the Waterville Office!

We have been keeping busy during the cold winter months with some fantastic opportunities to give back to our consumers as well as our community.

On February 8th, our Day Program was invited to participate in A Night to Shine which was sponsored by the Tim Tebow Foundation. This was a first opportunity for many to attend a “Prom,” and in the spirit of inclusion, everyone was crowned King or Queen. A Night to Shine was hosted at the Faith Evangelical Free Church, here in Waterville. For their 5th anniversary, they anticipated serving more than 100,000 people with special needs, thanks to the assistance of 200,000 volunteers and 700 host churches across all 50 states and in 20 countries around the world.

Sara Pullen talked about the experience of attending A Night to Shine “My cheeks hurt after leaving Night to Shine from smiling so much! It was an amazing experience that our Program plans on attending annually. I can’t emphasize enough how amazing and magical the Night to Shine event was- from the food, dancing, the energetic volunteers... everyone felt special and everyone shined!” Our Day Program consumers were so excited to participate in this celebration, and they had many activities for all to enjoy. They pulled out all of the stops with choices of activities such as watching a movie, karaoke, dancing and what some of our attendees were most excited about, limousine rides! One of our karaoke-loving consumers said “It was a lot of fun. The supper was good. The volunteers were very friendly.” All attendees received boutonnieres and corsages and were given the opportunity to have their prom photo taken. Hillary Drake also talked about their first time participating in this event, “It was such an amazing experience. We all had a wonderful time and are very grateful that we had the opportunity to attend. The event was beautifully decorated, and all of the staff was so kind. Our consumers are still talking about it and looking forward to attending next year.” See more photos on page 16.

On the topic of keeping busy, did you know that Joe Rossignol, our IT Manager, is also a Varsity Basketball Coach for the Temple Academy girls’ team and they were recently featured in the Morning Sentinel? His team is comprised of 17 players from 9 different countries, of which, only 6 girls played last year. “I have been coaching 8 years, 2 as Head Varsity Coach. The girls are wonderful! They all bring something to the court. It has been such a blessing to get this opportunity to get to know these exceptional young ladies. My assistant coaches Jeff Desrosiers and Katie Magowan are awesome and have put in the crazy hours with me. Most days are 12 hours before I get home.” Talk about burning the midnight oil. “We have to travel a lot! We played against Seacoast Christian in Eliot (252 miles round-trip), on the border with New Hampshire in York County, and at Jonesport-Beals High School (272 miles round-trip) in coastal Washington County. Along with the ferry ride to Vinalhaven, which made it an all-day event.”

The State Tournaments started on 2/18, and they did a fantastic job hustling to win the coveted gold ball. While they may not have brought the trophy home to Temple, Coach Rossignol and the players are true champions in life! Congratulations Joe, from all of us at Care & Comfort. We appreciate all you do for us in the office and more importantly, in our community!

By Ashley Cole

If you are a member of our Waterville team and have news you would like to share please contact Ashley Cole, Waterville’s Administrative Assistant, Receptionist, and ‘Newsletter Reporter.’ Her email is ashley.cole@careandcomfort.com

We’d really like to share your good news with our newsletter readers, and don’t forget to send photos.
The Wilton Office recently has some EXCITING NEW changes. We have been coming together to think of new ideas to spruce up our office and make it a more welcoming place for clients and families. We are looking forward to many more changes in our Wilton Branch.

In our conference room, we added a Veterans Wall. Everyone from office staff and our veterans group has been invited to bring in pictures of themselves or family members to add to the wall. We have also included the State of Maine and American flags. The changes in the room have been appreciated and inspiring for the Veterans who come in for the group and also for our staff. It is an excellent reminder of those men and women who have served our country and honor them.

In our waiting room, we have now added a Kid’s Corner. This area has toys, reading books, coloring books with crayons, and signs with positive messages. Every day we have families and young children coming in who are dealing with some type of trauma. We want them to feel welcomed when they come into our office and know it is kid friendly as well. These families are going through enough so to remind them they are special when they come in is heartwarming.

Tara Harrington and consumers painted some of the handprints hanging up in the day program. Tara also created the Dr. Seuss blue sign. Carla Fitch made our Dr. Seuss quote stand on the floor with the help of Sara Couture and Colleen Drake.

On Saturday, February 16th Colleen Drake and Stacy Maxham attended the Franklin County Children’s Task Force Children’s Festival held at the Mt. Blue High School. This annual fun family event with free admission offers music, games, and crafts for kids as well as a low-cost food court. It was also a GREAT way to kick off February Vacation!!!
Caring For Our Communities

Amanda Young, our Waterville area Hiring Coordinator, represented Care & Comfort at the celebration of the official ribbon cutting ceremony and open house festivities for KV Credit Union’s newest branch in Waterville. It’s so exciting to be part of this city during its current period of vibrant growth!

Sue (l) and George (r) recently added to the more than 200 cans of soup the Kiwanians collected to the County Federal Credit Union for their “Souper Bowl Challenge to Tackle Hunger” in Aroostook County.

The Humane Society Waterville Area
Nears its fundraising goal to remain open!

In December our Waterville Administrative team presented the shelter a gift from their Jeans Fund. During the past few years, the HSWA had encountered extremely tough times for many reasons and faced the genuine possibility that they might not be able to remain open. Thanks to a new Executive Director, Lisa Oakes, a reorganized Board of Directors and an overwhelming outpouring of support from the community ~ including ours ~ the shelter’s future is bright!

We send a special thank you to our team for selecting this organization that provides sanctuary, care, and humane treatment for lost or unwanted pets while helping them find their homes. You honestly do care for all those who make our community a wonderful place to call home!

We all know that if there is a need for anything in the “County” Sue Watson, our Staffing Supervisor for the Presque Isle Branch, will most likely be helping out! Along with her involvement with several non-profits, she is a very active volunteer and officer for the local Kiwanis chapter as is her husband, George. She is the group’s secretary and LTG, and he is its President. During the past few months, they have certainly been busy raising money and items for local families and community organizations.

Sue & George Watson join other Kiwanians to celebrate the Club’s ongoing support and sponsorship of Dolly Parton’s Imagination Library through the United Way of Aroostook! This is a great program that promotes literacy at even the youngest age.
Safety Starts With You!

OUCCCCHHHHHHHHHH!

Have you ever noticed that there seems to be a lot of trip, slip and fall accidents in the early spring? It may seem like it would be the opposite as winter is nearly behind us and the walking surfaces are usually bare, but it isn’t. Far too many of us start the season with so much gusto and happiness that sunny and warmer weather is finally here that we forget to pay attention to what we are doing. For some reason, we also feel a lot more confident and invincible this time of year, maybe even taking more chances.

We’ve written about slips, trips and falls many times, but we can never be reminded often enough! Take a few minutes to review these tips ~ accidents happen quickly and usually when you least expect them too, please be aware of your surroundings at all times.

**Common locations for falls**
- Doorways
- Ramps
- Cluttered hallways
- Areas with heavy traffic
- Uneven surfaces
- Areas prone to wetness or spills
- Unguarded heights
- Unstable work surfaces
- Ladders
- Stairs

**BEWARE OF BLACK ICE!**

Even though it is March and the weather will soon be nicer, beware of black ice that can form after the sun goes down even if temperatures are well above freezing.

**Some medications can cause dizziness and increase your chances of falling!**

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**Falls are one of the leading causes of unintentional injuries in the United States, accounting for approximately 8.9 million visits to the emergency department each year.**

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**Stairs & Steps**

A missed step on a stairway can cause a fall resulting in serious injury. Typical reasons include:
- Distractions
- Poor lighting or glare
- Hurrying
- Shoes with raised heels
- Carrying heavy or bulky items
- Not using handrails

**Tips for Prevention**
- Point your hips slightly toward the handrail as you descend.
- Keep your hands free and use handrails.
- Remove reading glasses before using stairs.
- New eyeglasses or contacts may require 2 or more weeks to adjust.
- Slow down and be extra cautious.
- Don’t walk in a dark stairway, turn lights on.

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**Footwear**

Worn out, inappropriate or improperly fitting footwear is responsible for about 25% of slips and falls.

- Buy shoes with slip-resistant soles and avoid raised heels.
- Avoid sandals, flip-flops and shoes with open backs (clogs).
- Buy shoes that fit snugly.
- Inspect soles and heels frequently.
- Wear appropriate footwear for the expected walkway conditions.
- Be careful of wet shoes on a dry floor. They can be just as slippery as dry shoes on a wet floor.

**Fall prevention tips**

- Clean up all spills immediately
- Stay off freshly mopped floors
- Secure electrical and phone cords out of traffic areas
- Remove small throw rugs or use non-slip mats to keep them from slipping
- Keep frequently used items in easily reachable areas
- Arrange furniture to provide open walking pathways
- Keep drawers and cabinet doors closed at all times
- Install handrails on all staircases on both sides.
- Remove tripping hazards (paper, boxes, books, clothes, toys, shoes) from stairs and walkways
- If you have young children, install gates at the top and bottom of stairs (unlatch the gate in order to pass – don’t climb over them)
- Ensure adequate lighting both indoors and outdoors
- Remove debris from exterior walkways
- Adjust gutter downspouts to drive water away from pathways
- Periodically check the condition of walkways and steps, and repair damages immediately
- Never stand on a chair, table or other surface on wheels

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**Conclusion**

because we care, your safety matters!

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**To Our Injury Free Branches**

- January: Presque Isle & Wilton
- February: Bangor, Dover, Waterville and Wilton

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From Our Wellness Committee

Why should you care about your wellness?

Because making positive lifestyle behavior changes now will allow you to enjoy the people you love longer and take part in the things you like to do.

Be on the lookout for different segments from our Care & Comfort Wellness Series

Make the investment in yourself now; you will be so glad you did.

Try this Healthy Fresh Herbed Chicken Breast recipe:
Prep and cook time: 20 minutes Serves 4

Ingredients:
12 oz. boneless chicken breasts with skin on
2 medium cloves garlic, pressed
1 TBS fresh squeezed lemon juice
2 tsp chopped fresh sage
2 tsp chopped fresh thyme
1 tsp chopped fresh rosemary
1/4 cup chicken broth
salt and cracked black pepper

Directions:
1. Preheat broiler on high. Place ovenproof metal pan under broiler to get hot. Do not use glass or Pyrex for this.
2. Season chicken with a little salt and pepper. When pan is very hot (which takes about 5 minutes), put chicken in pan and return it to broiler. Turn heat to low. Don’t put it too close to the heating element. It is best to put in middle of the oven, about 7 inches from the heat source. (Quick Broil) for about 15 minutes, or until done, depending on thickness of chicken.
3. While chicken is cooking chop herbs.
4. In a small skillet, add chopped herbs, lemon juice, broth, pressed garlic, salt, and pepper. Heat on medium heat for about 30 seconds.
5. When chicken is done remove skin, slice, and place on platter. Drizzle herb sauce over chicken.

These small meaningful changes add up over time and mean you have more control over your health.

≈ Eating Well
≈ Maintain activity levels
≈ Control the effects that stress has on us
≈ Setting goals
≈ Take opportunities to be active
≈ Build a walking routine

You have an opportunity to make more than 1,000 healthy meal choices every year that will positively affect your health. You will

- Enjoy more energy
- Have stronger bones
- See healthier skin
- Get a good night’s sleep

Eat healthy with everyday whole foods, include the following in your meal choices:
- Fruits
- Vegetables
- Whole grains
- Nuts and seeds
- Lean meats
- Fish
- Olive oil
- Spices

The best time to buy whole foods is when they are in season ~ and try to buy locally.
Food for Thought
Collectively, the healthy brain foods below can:
- Improve cognition
- Reduce the risk of certain diseases
- Function as powerful antioxidants for your body
- Improve memory
- Maintain healthy blood pressure

10 Brain Foods to Boost Mental Health, Focus, and More

Here are 10 foods that boost your brain functions and give you a healthy glow:

1. **Nuts** are loaded with vitamin E, which has been shown to help prevent cognitive dysfunction particularly for older adults. Walnuts, in particular, have been shown to improve mental performance; the omega-fatty acids further support healthy brain function.

2. **Whole Grains** provide the brain the energy it requires to perform properly. Whole grains provide some of the best fuel for the body by slowly releasing glucose into your bloodstream ~ a gradual energy blast that will keep your brain consistently active and alert throughout the day.

3. **Fish** is the quintessential brain food. Oil-rich fish contain a high concentration of omega-3 fatty acids, including EPA and DHA. These support memory, brain function, and your ability to focus.

4. **Egg yolks** are an excellent source of choline, which supports the neurotransmitters that regulate memory. The protein in eggs is great for building overall cognitive function. Plus, the B vitamins in eggs reduce blood levels of homocysteine, a compound associated with Alzheimer's disease and cognitive impairment.

5. **Blueberries**, as well as other dark berries like black currants, house vitamin C, brain-healthy antioxidants, and other protective compounds. Eating blueberries has also been shown to delay memory loss.

6. **Flaxseeds** are the single strongest source of the healthy fat Alpha-linolenic acid (also known as ALA) a fatty acid that can improve the function of the cerebral cortex. Flaxseed intake can increase the brain’s ability to process sensory stimulation and information.

7. **Spinach**, the “superfood” poster child, is loaded with vitamins and minerals that support brain health. Leafy green vegetables, in general, are associated with reducing cognitive decline.

8. **Pumpkin seeds** have a high concentration of zinc, a mineral that enhances memory and thinking capabilities. These seeds are also rich in magnesium, tryptophan, and B vitamins, all of which promote mental and emotional stability and reduce stress in the body.

9. **Broccoli** is an excellent source of vitamin K which improves brain power, and has been shown to slow down the deterioration of neurotransmitters needed for a healthy central nervous system and memory function.

10. **Sage**, studies have demonstrated an association between sage and optimal concentration abilities.

"If you don’t take care of your body, where are you going to live?"
Compliments
Kali Alley
Nikki Boisvert
Tina Booth
Prudence Burgess
Sandra Campbell-Dyer
Donna Churchill
April Gallant-Trask
Amber Hackett
Louise Hebert
Constance Hensel
Karen Hodgkins
Lisa LaForest
Stephanie LeFrancois
Amy London
Heather Micue
Michelle Miller
Wendy Pena
Kelly Rhoades
Karen Richmond
Zoe Trussell
Tamara Turner
Molly Veysey
Nadia Viles

Special Days
Special People

January
Bonnett Ankney
LeeAnne Barker
Margaret Cancelliere
Deborah Chute
Marilyn Coldwell
Jamie Curtis
Justine Dominy
Robyn Gallant
Leo Giguere
Florence Hill
Ann Hodgson
Janet Igoe
Lisa LaForest
Cassandra MacDonald
Jessyca Matthews
Sarah Morell
Barbara Newton
Bill Robinson
Sandra Sechrest
John Short
Mary Sturtevant
Jessica Thibodeau
Mariah Tuscano
Abigail Witham
Monica Worthley
Noel Zayir

February
Lacey Austin
Eva Boyd
Eleanor Brooks
John Cahill
April Carmichael
Annie Chartier
Danielle Clark
Sara Couture
Kelly Danielson
Jeanne Douglas
Doris Dunphy
Cindy Ellingwood
Lisa Fournier
Kristin Joler
Elizabeth Jones
Catherine Koczur
Barbara Kowalik
Maranda Lane
Keith LaPlante
Andrea Leone
Amy London
Eva Lord
Michelle Miller
Jennifer Miller
Jolani Napalapalai
Lisa Pais
Barbara Pepin
Toni Pinkham
Keith Plouffe
Briana Reazor
Michelle Risinger
Mary Gene Rumery
Penny Smith
Michael Stair
Kali Thompson
Nicole Timmins
Tamarra Walsh
David Wilks Jr
Margaret Wing

One Year
Elise Cyr
Nikki Boisvert
Dennis Curtis
Amy Thompson

Two Years
Janica Frazier
Constance Hensel
Sarah Morell

Three Years
Lori Chamberlain
Daniele Gold
Patricia Stanton
Dawn Trecartin
Ten Years
Terry Palmer
Fifteen Years
Stacy Dostie
Twenty Nine Years
Susan Giguere
Leo Giguere

One Year
Jemeine Chambers
Briana Reazor
Tiffany Silva

Five Years
Alissa McLaughlin
Eileen Hibbert

Six Years
Heather Holmquist
Michelle Risinger

Two Years
Rose Rideout
Three Years
Amy London
Fifteen Years
Kathy Look

Seven Years
Carol Long
Ruth Moreau

Six Years
Stacy Dostie

Fifteen Years
Stacy Dostie

Goodbye Winter!

Happy Birthday

LEARN FROM THE PAST
THINK ABOUT THE FUTURE
BUT LIVE NOW
Ready for their big night

Care & Comfort provides Section 21 & 29 Waiver Community Support Services for Adults. Services are available for persons 18 years of age or older with a diagnosis of Intellectual or Developmental Disabilities.

Our community-based programs in Waterville and Wilton focus on each person’s individualized plan to meet their needs and interests. Participants are offered a variety of activities that cultivate social, physical, cognitive and creative abilities to realize their goals.

Fun Games & Friendship in Waterville

And shine they did!

What a crew! Our Wilton program participants figured out the Farmington Underground Escape Room in less than an hour!

“No matter how you feel, get up, dress up, show up, and never give up”
Regina Brett
Caring For Our Communities

As a Maine owned and operated company, we are committed to making our communities better places to live because we live here also. Since 1991, one of our core corporate values has been to generously invest both time and money to strengthen the well-being, quality of life and vitality of the communities we serve and call home. We also encourage and applaud our employees who generously volunteer their time and talents to meeting needs and raising awareness for local groups. Here are just some of the organizations we have collaborated with through the years.

- Anah Temple Shrine Sunshine Club
- Aroostook County Special Olympics
- Aroostook Huskies Football Club
- Beyond Limits
- Bread of Life Ministries
- Buttons for Babes
- Camp Jordan Leaders Club
- Caribou Cares About Kids
- Charlotte White Center Lifesaver Program
- Dover-Foxcroft Congregational Church Heating Assistance program & Food Pantry
- Dover-Foxcroft Area Food Pantry
- George J. Mitchell School Food Pantry
- Habitat for Humanity
- Hospice Volunteers of Somerset County
- JD Foundation
- Journey House
- Livermore Falls Apple Pumpkin Festival
- Living Word Community Food Bank
- Meals on Wheels
- Milo Food Pantry
- Partnership Food Bank
- Penquis Headstart
- Penquis Heating Program
- Pine Tree Hospice
- Piscataquis Valley Balloon Festival
- Piscataquis Valley YMCA
- Sexual Assault Prevention & Response Services
- SIDS Foundation
- Special Olympics
- Teresa’s Totes
- Trek across Maine
- Walk to End Alzheimer’s
- Welcome to Housing
- Wilton Blueberry Festival
- And many, many more

Because we care!
We’re Hiring

Clinician

Bangor
Full-Time or Part-Time

onCourse Maine
a program of Care & Comfort

Make a difference in the life of a veteran. Come work with us!

OnCourse Maine is an "outpatient clinic without walls" providing services to veterans in the community in the Greater Bangor area. OnCourse Maine consists of a multidisciplinary team of professionals who utilize a client-centered, community based approach to help veterans with mental illness improve and maintain their independence.

✓ Generous bonus opportunity
✓ Mileage & Cell Phone Reimbursement
✓ Company laptop
✓ Supervision from a talented team of clinical experts
✓ Training & CEU reimbursement
✓ Strong community involvement
✓ Chance to work for a 100% Maine owned and managed agency
✓ Full-time and part-time employees are eligible for our full benefits package and paid time off
✓ 401K with employer match

Ask us about our Flexible Options Menu

We encourage military personnel and veterans to apply for this and all openings!

Apply online at careandcomfort.com/applynow
It Pays to Have Friends!

Current employees can earn a referral bonus!

Check out your employee handbook for all the details

Do you have questions about positions we currently have available, what training options we offer, our bonus programs or advancement opportunities? If you do, talk with our team member that covers your county, and they will gladly answer them!

Toby Wood 450-7738
Penobscot, Aroostook, Hancock, Washington

Joe Tinkham 645-5304
Franklin, Androscoggin, Oxford, Piscataquis

Amanda Young 872-5300
Kennebec, Knox, Lincoln, Somerset, Waldo

Behavorial Health
BHP ~ Behavioral Health Professional
High School/GED and Bachelor's level positions available
DSP ~ Direct Support Professional
Not certified? We can help, call to learn how!

You may be eligible for a stay-on bonus!
We provide services in 13 counties

Apply online at careandcomfort.com/applynaw

All applicants need a valid driver's license, current auto insurance, reliable transportation and will undergo a thorough background check.

Personal Support Specialists (PSS)
- Work with clients one-on-one in a home based or community setting.
- Assist clients with personal care and hygiene, transfers and mobility, dietary needs.
- Household services, such as laundry, meal preparation and light housekeeping.

Certified PSS applicants welcome, and we encourage those without certification to apply as well.
Ask about how we can help you become a Certified PSS!

For more information about openings in your county, call
Toby Wood 450-7738
Penobscot, Aroostook, Hancock, Washington
Joe Tinkham 645-5304
Franklin, Androscoggin, Oxford, Piscataquis
Amanda Young 872-5300
Kennebec, Knox, Lincoln, Somerset, Waldo

Apply online at careandcomfort.com/applynaw

Care & Comfort is a Maine owned and managed Behavioral and Home Health agency.
Resource Advisor

The help you need – when you need it most

Imagine having a counselor, a lawyer and a financial consultant on call whenever you need them. Actually, you don’t have to imagine it because with Resource Advisor, you already do. And, it’s included with your Anthem Life Insurance Company group life and/or disability plan at no extra cost.

Best of all, with Resource Advisor, you get resources you can use right away and when you have a claim.

Counseling

You and your family can call the Resource Advisor toll-free number to speak to a counselor at any time, day or night. And they can set up face-to-face or online counseling with a local licensed professional, such as a psychologist or social worker. You and your family members can get up to three counseling sessions, face-to-face or online using LiveHealth Online, for each concern, like job stress or family issues.

Legal

Contacting a lawyer can be intimidating. Resource Advisor helps take the intimidation factor out of it. With a call to the toll-free number, you can get a consultation with an attorney at no charge. If you want to meet with an attorney in person, the legal consultant can set up an appointment. And you can even get a discount on the visit.

Everyone needs a will but many people skip this important task because they don’t have access to information they need. But Resource Advisor can help. Log onto the Resource Advisor website and access an interactive tool that guides you through questions and answers about your situation and then creates a will just for you.

Resource Advisor also has an online library of over 100 legal forms to help in situations like creating a power of attorney or a bill of sale.

Financial planning

You can also count on help managing your personal finances. Call Resource Advisor to set up one-on-one financial counseling with a certified professional financial planner. They can help with issues like planning for retirement, saving for a child’s education and more. You can get help for each concern.

Get 24/7 support, advice and resources.

Identity theft victim recovery services

If your identity is stolen, it can take months to sort everything out. You don’t have to go through it alone. Resource Advisor is here to help with just a phone call. You can count on a fraud resolution specialist who will be your personal advocate for one year. The specialist will work with creditors, collection agencies, collection law firms and credit reporting agencies — even for medical identity theft. Identity fraud and recovery services are unlimited. So no matter how many times your ID is compromised, you can get credit report reviews and place fraud alerts on credit reports and with creditors. And, you can sign up for ID monitoring even if you haven’t had your identity stolen.

Online tools to help with life’s issues

The Resource Advisor website has resources to help with different parts of life, such as parenting, aging, work/life balance, healthy living, working and more. There’s even information about planning a funeral, coping with grief and loss, child care and more.

Beneficiary support services

Losing a loved one can be overwhelming. With Beneficiary Companion,* beneficiaries of your group life coverage will have the help they need to settle the estate. With one phone call to Beneficiary Companion, they’ll get help finding accounts and closing them, letting creditors and government agencies know, and even getting copies of the death certificate. Beneficiaries will be able to get counseling, legal consultation and financial counseling for six months.

Beneficiaries can also order copies of The Healing Book: Facing the Death — and Celebrating the Life — of Someone You Love for children affected by a loss at no extra charge from the Resource Advisor website. This book encourages children to ask questions, express their feelings and share memories of their loved one.

Note about eligibility: This program is for employees. All benefits end at retirement.

*Beneficiary Companion services are provided by General Global Assurance, Inc.

Life and disability products underwritten by Anthem Life Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Anthem Blue Cross and Blue Shield is the trade name used by: New Mexico Health Plan, Inc., Colorado Rocky Mountain Hospital and Medical Service, Inc., and Colorado Rocky Mountain Health Plans, Inc. (“Anthem Blue Cross and Blue Shield”).

Resource Advisor
Get support, advice and resources, 24/7.

Then, log in with the program name: AnthemResourceAdvisor.
**Our Mission**

To provide quality home and behavioral health care services, delivered by compassionate professionals, while serving as a trusted resource for our community.

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**Employee Discounts**

<table>
<thead>
<tr>
<th>Company</th>
<th>Offer</th>
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<tbody>
<tr>
<td>RF Rebuilt Engines &amp; Auto Repair</td>
<td>All types of cars, trucks and RVs&lt;br&gt;9 Locust Street, Skowhegan&lt;br&gt;(207) 474-9656&lt;br&gt;10% Discount on parts and labor</td>
</tr>
<tr>
<td>Harry J. Smith Co. Car &amp; Truck Repairs</td>
<td>13 Sanger Avenue, Waterville&lt;br&gt;25% off all parts or the Chamber Special</td>
</tr>
<tr>
<td>J&amp;S Oil</td>
<td>CO-OP Pricing for HealthCare workers!&lt;br&gt;Call (207) 872-2714&lt;br&gt;Press 1 for current pricing and conditions</td>
</tr>
<tr>
<td>Anytime Fitness</td>
<td>51 Western Ave, Fairfield&lt;br&gt;24-hour access&lt;br&gt;Chamber of Commerce Discount!&lt;br&gt;Call for details 453-6390</td>
</tr>
<tr>
<td>Verizon Wireless</td>
<td>Verizon Wireless customers can save up to 19% on line services and an additional 3% when you sign up for paperless billing.</td>
</tr>
<tr>
<td>SHERWIN-WILLIAMS</td>
<td>LifeMart can provide you with discounts on a huge variety of services</td>
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**ADP LifeMart Discount Program**

Available to all Care & Comfort Employees!!!!

Planning a vacation? Looking for a discount on a gym membership? Need to rent a car? Comparing prices on auto, home, life or pet insurance?

1. Log on to your ADP account
2. Select the Myself tab, from the drop down box
3. Choose Benefits
4. Click on Employee Discounts – LifeMart