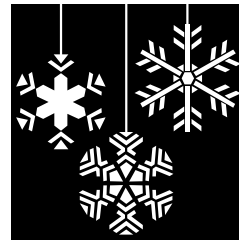
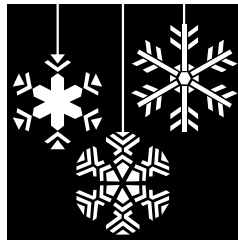
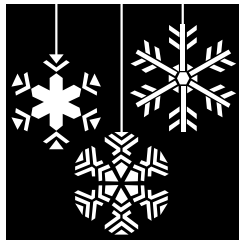
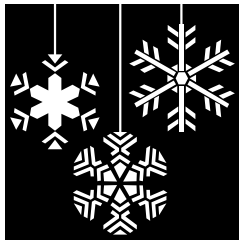


Central Penn Nursing Care, Inc.



ANNOUNCEMENTS

February, 2012



The in-service for February is

UNDERSTANDING ARTHRITIS

Aching joints are one of the main symptoms of arthritis. But did you know that:

- There are over 100 different types of arthritis. Some forms of the disease are mild and some can be very serious.
- Some types of arthritis affect the whole body - not just the joints.
- Most forms of arthritis are chronic - there is no cure and they last a lifetime.
- Half the people over age 65 report symptoms of arthritis.
- In the United States, arthritis affects over 43 million people. By the year 2020, as the "baby boomers" get older, this number is expected to climb to 60 million!

After finishing this in-service, you will be able to:

- Describe the anatomy of a moveable joint.
- Discuss at least two of the most common types of arthritis.
- List the possible causes of arthritis.
- Name at least four ways that arthritis is treated.
- Demonstrate your understanding of arthritis during your daily work with clients.

Pick up the in-service in our office, read the information, return the test to us and receive an hour's in-service credit.



MELANIE ZEPP

It is with great, great sadness that we announce the resignation of Melanie Zepp, our Administrative Assistant. In the 9½ years Melanie has been with Central Penn, she has become invaluable not only to Eleanor, our President, but also to our entire staff. She wears many, many hats and she does everything with a professionalism, a cheerfulness and a grace which has endeared her to everyone she meets.

Even though all of us will miss her, we wish Melanie and her husband, Barry, much happiness and success in their move to Williamsport, Pennsylvania, where Barry has accepted a new position. Melanie's last day will be February 10th so if you see her, be sure to say "good-by".

Client Preference Sheet

There is a **Client Preference Sheet** in every folder, and we urge you to make reference to it when you are with your client. It will list the little things that you do for your clients which are special and unique to their care and will help provide the best continuity of care for our clients.

For example, in the space for the time "1:00pm to 3:00pm", you might record:

"Client likes to take a nap from 1:30 to 2:30."

In the space for the time "5:00pm to 7:00pm", you might record:

"Client likes to watch the news at 6pm."

The **Client Preference Sheet** will help ease the transition for new or unfamiliar caregivers, and the client will not have to repeat the same information to new caregivers. Please add to this preference sheet when you have become familiar with your client.

Vacation Requests

Please remember that your vacation requests **MUST BE APPROVED** by **BOTH PAYROLL and the SCHEDULING DEPARTMENT.**

The schedulers must be aware that you are planning to take vacation.



SNOW, SLEET, ICE

All of us at CPNC hope for a mild winter so that you can get to your assignments without any problems. However, we need to be prepared in case Mother Nature decides to bring snow and ice to our area. **Our very first concern is your safety, and we do not want anyone driving in unsafe conditions.** As a result, it may be necessary for you to stay at your client's home until you can safely return to your home and your replacement can safely get to the client's home. It is a good idea to keep your pajamas, your toothbrush, a change of clothing and some snacks in an overnight bag in your car just in case you find yourself stranded at your client's home during a snowstorm. **We are asking those employees who are on a must-cover case to be prepared to stay with your client if your relief is not able to get through the snow, sleet and ice.**

Returning Calls to On-Call Scheduler

When the on-call scheduler asks you to return a call, please do not use the number on the Caller ID. Use the number that your scheduler leaves on the message. Our schedulers can sometimes change during on-call hours, and the person who called you may no longer be on-call. Thank you for your understanding in this matter.

Holiday Door Prize Winners

Congratulations to all the winners of our door prizes.

Lancaster:

Lori Holmes – Flat Screen TV
Sandy Leisey – Olive Garden Gift Card
Erla Martin – Giant Gift Card
Ursula Whisler – Giant Gift Card
Cheri Cunningham – Park City Gift Card
Wendy Scheid – Park City Gift Card
Bev Henry - Regal Movie Gift Card

Elizabethtown:

GPS—Jamey Secord
Movie gift card—Heather McNamara
Giant gift card—Joyce Condon
Park City gift card—Jackie Burkett
Olive Garden gift card—Jamie Sine

Workplace Safety Committee

CPNC has an active Workplace Safety Committee that meets the third Thursday of every month to address safety concerns that have been brought to our attention, to discuss any employee or client injuries in the past 30 days and to make periodic safety inspections at designated locations.

The current committee members are; Karen Brooks, PCA; Rita Burgess, PCA; Merris Davis, CNA; Glenda Conover, Employee Services Manager; Michelle Siejak, Employee Services Assistant; Sue Schlosser, RN Nursing Manager; Eleanor Strayer, President of CPNC and Melanie Zepp, LPN/Administrative Assistant.

If there are any safety concerns or issues you see on the job with CPNC, please contact Central Penn Nursing Care immediately.

The Cab Driver

The author is Ken Nerburn, an inspirational writer, who worked as a cab driver in Minnesota in the 1980's. He says this experience is the most important thing he has ever done in his life.

Twenty years ago, I drove a cab for a living. When I arrived at 2:30 a.m., the building was dark except for a single light in a ground floor window. Under these circumstances, many drivers would just honk once or twice, wait a minute and then drive away. But I had seen too many impoverished people who depended on taxis as their only means of transportation. Unless a situation smelled of danger, I always went to the door. This passenger might be someone who needs my assistance, I reasoned to myself.

So I walked to the door and knocked. "Just a minute," answered a frail, elderly voice. I could hear something being dragged across the floor. After a long pause, the door opened. A small woman in her 80's stood before me. She was wearing a print dress and a pillbox hat with a veil pinned on it, like somebody out of a 1940's movie. By her side was a small nylon suitcase. The apartment looked as if no one had lived in it for years. All the furniture was covered with sheets. There were no clocks on the walls, no knickknacks or utensils on the counters. In the corner was a cardboard box filled with photos and glassware.

"Would you carry my bag out to the car?," she asked. I took the suitcase to the cab, then returned to assist the woman. She took my arm and we walked slowly toward the curb. She kept thanking me for my kindness. "It's nothing," I told her. "I just try to treat my passengers the way I would want my mother treated."

"Oh, you're such a good boy," she said. When we got in the cab, she gave me an address, and then asked, "Could you drive through downtown?" "It's not the shortest way," I answered quickly. "Oh, I don't mind", she said. "I'm in no hurry. I'm on my way to a hospice."

I looked in the rear-view mirror. Her eyes were glistening – "I don't have any family left", she continued. "The doctor said I don't have very long." I quietly reached over and shut off the meter.

"What route would you like me to take?" I asked. For the next two hours, we drove through the city. She showed me the building where she had once worked as an elevator operator. We drove through the neighborhood where she and her husband had lived when they were newlyweds. She had me pull up in front of a

furniture warehouse that had once been a ballroom where she had gone dancing as a girl.

Sometimes she'd ask me to go slow in front of a particular building or corner and would sit staring into the darkness, saying nothing. As the first hint of sun was creasing the horizon, she suddenly said, "I'm tired. Let's go now."

We drove in silence to the address she had given me. It was a low building, like a small convalescent home, with a driveway that passed under a portico. Two orderlies came out to the cab as soon as we pulled up. They were solicitous and intent, watching her every move. They must have been expecting her. I opened the trunk and took the small suitcase to the door. The woman was already seated in a wheelchair.

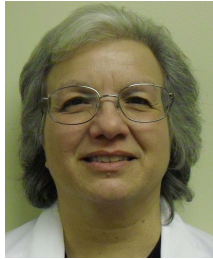
"How much do I owe you?", she asked, reaching into her purse. "Nothing," I said. "You have to make a living," she answered. "There are other passengers," I responded. Almost without thinking, I bent and gave her a hug. She held onto me tightly. "You gave an old woman a little moment of joy," she said. "Thank you." I squeezed her hand, and then walked into the dim morning light. Behind me, a door shut. It was the sound of the closing of a life.

I didn't pick up any more passengers that shift. I drove aimlessly lost in thought. For the rest of that day, I could hardly talk. What if that woman had gotten an angry driver, or one who was impatient to end his shift? What if I had refused to take the run, or had honked once, then driven away?

On a quick review, I don't think that I have done anything more important in my life. We're conditioned to think that our lives revolve around great moments. But great moments often catch us unaware – beautifully wrapped in what others may consider a small one.

**PEOPLE MAY NOT REMEMBER EXACTLY WHAT
YOU DID, OR WHAT YOU SAID, BUT –
THEY WILL ALWAYS REMEMBER HOW YOU
MADE THEM FEEL.**

EMPLOYEE SPOTLIGHT



Lancaster

Linda Weaver

Linda Weaver grew up in New Holland as the youngest of 7 children – and she is the only girl!! She says her mother tried to make a lady out of her but with six older brothers, it was a difficult job. In the 4th grade, she realized that she wanted to help people so after she graduated from Garden Spot High School, she held a variety of jobs mostly working with intellectually disabled adults in group home settings. She also spent 10 years as a volunteer for the Red Cross Disaster Service and then volunteered for the Red Cross through the Ephrata Hospital.

While she was at the Ephrata Hospital, she watched Nurse Aides as they cared for the patients and decided that she wanted to do that type of work. She applied at Central Penn and has been with us for almost one year. She says that her experiences working with adults in group homes proved helpful working as a Personal Care Aide, and she adds that she is learning all the time from her clients. Linda says, “I used to tell my mom that she should stay home and look gorgeous, and now one of my clients tells me that when she has finished dressing. It makes me feel good to know that I can add a little bit of sunshine in the lives of my clients.”

When she has the time, Linda runs 5K races. Her first race took her an hour and now she is able to run it in 37 minutes.

The schedulers praise Linda for her flexibility, her devotion to her clients, her reliability and her unfailing good humor. She celebrates her one-year anniversary with us the end of January, and we all hope we’ll have many more yearly celebrations with her.

EMPLOYEE SPOTLIGHT



Elizabethtown Stacy Klinedinst

Stacy Klinedinst was born and raised in Mount Joy. Stacy's mother began working for Central Penn Nursing Care after she retired, and when Stacy heard her mother talk about enjoying her job, she decided that the position might be something she was interested in doing. She applied and has been with us for about four years.

Stacy has three children. Steffhan is 20 and is enrolled at Harrisburg Area Community College where he will be studying Criminal Justice. Derek is 16, in the 10th grade and loves baseball. He practices baseball most of the year and plays for several teams in the summer. Cheyenne is 12, in the 6th grade and plays softball and is a cheerleader for the Donegal Braves.

The family also includes Razzel, a 16 pound Maine Coon cat. Maine Coon cats are known for their large bone structure, long, flowing coat and for their intelligence and gentle personality. Razzel sleeps with Stacy and loves to eat.

In the four years that Stacy has been with us, she has endeared herself to her clients and to our staff. She is always willing to help and consistently goes above and beyond what is expected. In addition, she is professional and a wonderful representative of Central Penn Nursing Care. Thank you, Stacy, for your years with CPNC.

Congratulations on Years of Service

7 Years of Service – Lancaster
Cheryl Stoltzfus – November, 2004

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**4 1/4 Years of Service – Elizabethtown**  
**Carolyn Miller – October, 2007**

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### **Weekend Incentive Winners**

Lancaster Office

**Mary Beth Ranck**  
**Caitlin Saez**

Elizabethtown Office

**Mary Kormandy**

A very special “thank you” for helping us on weekends.



***You make a difference. What you do is noticed.***

You are noticed by your clients and facilities when you take the initiative, when you maintain your professionalism, when you remain cheerful despite difficult circumstances and when you go above and beyond.

***Here is a comment from one of our clients.***

**I was very pleased with the care I received from your caregivers. They were very professional, thoughtful and knowledgeable. Their care helped me make a speedy and full recovery. Thanks so much for sending these wonderful nurses to me.**