



First Light Home Care of York Monthly Chronical

November 2015 – Issue No.1

EXTRAORDINARY PEOPLE. EXCEPTIONAL CARE.

Dear Readers,

Fall is my favorite time of year! The cooler weather makes me want to make up a batch of my world famous chili, put a fire in the fireplace and watch the Dallas Cowboys play football. During the month of November, we honor our Veterans and hold dear the rich traditions associated with Thanksgiving. In my family, we also celebrate many birthdays – my son Tim, sister Denise, brother Mike, daughter-in-law Lauretta, my mother Anna, and my grand-daughter Rachel, and now we will have another reason to celebrate.

On November 5th, we held our GRAND OPENING at Santander Stadium. The weather was perfect and we had a great turn-out. Members from the York County Economic Alliance and Business Network International, County Commissioners Chris Reilly and Dough Hoke, as well as friends and family from near and far helped us with our ribbon cutting ceremony. My grandson Aiden and granddaughter Memory made a friend for life with the Revolutions mascot, Downtown. It was wonderful to see our First Light logo shining bright, full of promise on the York Revolution Jumbo Tron. What a great day and a great way to start! .

I am often asked why First Light? Why home care? The answer is simple – as a retired Army Veteran, son, husband, and father with family located across the country, I know first hand how important it is to have reliable and dependable care and support for loved ones. It truly makes a difference.

My family and I look forward to sharing our passion for customer care with you – and thank you for helping us celebrate what we hope to be many more milestone events here in our community. Please join me in remembering those who have served, and thanking those who continue to serve both near and far. May the chili keep us warm and with a little luck, perhaps we may see a division championship for the Dallas Cowboys.

Best Wishes,

Tim Mackin



In This Issue

- Feature Article: Employee Recognition
- Recommended Resources
- Focus On Service Excellence
- Wow Stories
- Quote of the Week

Featured Article: Employee Recognition



Shyanne Higgins- Caregiver

Shyanne joined FirstLight in September as a Caregiver. She has helped in many different areas for FirstLight such as Office work, driving to Lancaster to be a Caregiver, and Volunteering with the Alzheimer's Walk.

Whenever we have needed her, she has been there to help. This is why we are recognizing Shyanne Higgins for her outstanding work and going above and beyond for the Company.

Thank you Shyanne Higgins for all you do!

Recommended Resources

November will matter for Caregivers, Alzheimer's, Diabetes and more

Sat, 10/03/2015 - 15:00 - Laurie Orlov

When is a month not just another calendar page? Thanksgiving is not the only festivity in November. It's the month when PR agencies get to do what they do best – publicize, generate awareness, mobilize media coverage, also known as free content. There's the **laundry list of days** to consider. While October was pretty full of **health observance dates**, November is also impressive. There's Purple **Alzheimer's Disease Awareness Month** (5 million Americans) not to be confused with World Alzheimer's Day held **September 21** (46 million globally). It's also **National Family Caregiver's Month** (90 million family caregivers) and **National Diabetes Month** (29 million) and **World Diabetes Day** (371 million worldwide). Now you see those numbers, now you are aware.

We are an increasingly connected "awareness" world. So you could be a family caregiver of an older adult who has both diabetes and Alzheimer's. The cost of caring for yourself, for a family member adds up to large amounts nationally -- diabetes was estimated to **cost the US health system \$245 billion in 2012** and **Alzheimer's, estimated care provided by family was nearly \$218 billion in 2014** and cost the **healthcare system another \$200 billion**. So let's assume that if you are involved with either of these caregiving categories, you were already aware, your family members are aware of both issues and the cost toll (financial and health). So how does this awareness-to-fundraising impact the disease categories themselves? Well, not too much if we're **starting with Alzheimer's**. And the population that's **living longer may be**



EXTRAORDINARY PEOPLE. EXCEPTIONAL CARE.

living with both Alzheimer's and Diabetes.

So what are the advances in technology that can help family caregivers? With all of this content about awareness (which enables fundraising, publicity), does spending on awareness relate to useful technologies in the various categories? It is not apparently part of the awareness days, even though it could help mitigate issues of caregiving, not to mention issues associated with **Alzheimer's** and **Diabetes**. So then what's new in technology for any of the three? Tech was a topic in 2014 for **caregiving** research. As for actual tools/tech, not much appeared at or after CES 2015, despite a fair amount of post-CES noise, judging by a search for **technology caregiving 2015**. For Alzheimer's, technology as described in the media is **still focused on wander management** and **startups that offer geofencing** and **social engagement technologies** that pre-date 2015. For diabetes, it's a bit faster-moving, with innovations in both **portability and communication through smartphones**.

Next year, what about a half-day that celebrates tech innovations? While there may be quite a bit happening behind the above search results, it's not clear how caregivers will learn about it unless reporters deem it to be cool when they stroll through the **upcoming CES** show floor in January. And even then, so much of CES is literally **just for show**, transforming much later, if at all, **into an offering**; maybe that will fit within the promised **health category which is matched to a real need**; and something useful is finally **released months later**. For those of you out there who are part of the upcoming awareness days to be held in the month of November, why not ask the organizers to boost awareness in 2016 of helpful technologies related to the topics -- considering and promoting tools or tech-enabled services that could be useful to those caregivers.

<http://www.ageinplacetech.com>

Focus On Service Excellence

"We Foster Healthy Relationships for Life."

No words ring truer than the very first step of our Culture of Care. Here at FirstLight HomeCare of York, we believe and strive to create a meaningful and special relationship with not only our clients but the family members and loved ones of our clients. Our ultimate goal is not only to create a healthy relationship during the delivery of our services, but to make an everlasting impression that will continue to strengthen the relationships we have created!



EXTRAORDINARY PEOPLE. EXCEPTIONAL CARE.

Wow Stories

Crystal Shelly just passed her CNA Certification and is already working as a CNA with a Client. Congratulations Crystal Shelly we are so proud of you!



Quote of the Month

The only way of finding the limits of the possible is by going beyond them into the impossible.

Arthur C. Clarke
