



FirstLight Homecare of York Monthly Chronicle

December 2015 – Issue No.2

EXTRAORDINARY PEOPLE. EXCEPTIONAL CARE.

Dear Readers,

Since my November update, our FirstLight family has continued to grow. I am reminded during this time of year not only to be thankful, but to remain humble and appreciate the simple joys associated with the season of giving and gratitude. Sometimes, during the fast pace of our every-day activities we simply forget to make time to enjoy those quiet moments with our colleagues, customers, friends, and family members. The true meaning of the holidays often is lost in the hustle and bustle of trying to do too much. For us at FirstLight Homecare of York, we believe in providing our clients with exceptional customer service.

Here at FirstLight Homecare of York, we pride ourselves on taking the time to meet with our clients and tailor our support to meet their individual needs. Our staff and customers are our extended family ~ and I believe this makes all the difference. We believe in recognizing our staff for exceptional service. My son and I brought our caregivers, who volunteered to work to on Thanksgiving, a holiday meal. It was not just an excuse for us to get out of washing dishes, and watching football (the Cowboys were losing), it was important to us to say "Thank You" to our extended family.

Extraordinary People and Exceptional Care is more than the FirstLight slogan, to us it is way of life. Lisa, our care coordinator, recently helped one of our companion care givers identify and coordinate with in-patient staff, urgent care for one of our clients. Not only did Lisa talk thru patient care requirements, she drove to the facility and stayed with the care giver and client and also supported the in-patient staff to ensure the urgent care issue had been resolved. That is truly exceptional support.

I hope that you and yours enjoy the simple joys of the holidays and the true meaning of the season

Best Wishes,

A handwritten signature in black ink that reads "Tim Mackin".

Tim Mackin



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Featured Employees of the Month:

Ruth Castillo, Companion Caregiver



Ruth is a dedicated caregiver that always helps out in time of need. Thank you Ruth for all your dedication.

Alyssa Gerz, Companion Caregiver



Alyssa caught a potentially life threatening condition and immediately notified FirstLight, Thank you Alyssa for all your dedication.

These two employees have gone above and beyond. Thank you girls for make the difference in our lives!

Recommended Resources

As the holiday season is in full swing, and the temperatures begin to drop; it is important that we always focus on our safety due to various hazards which are present at this time of the year. For the elderly some of the hazards they can encounter may become more detrimental for their health and well-being than the younger generation. Here is a great article written on care.com that illustrates 7 Winter Safety Tips for Seniors. <https://www.care.com/a/7-winter-safety-tips-for-seniors-1212110232>

For many of us the holiday season represents the gathering of our families and loved ones; however as we begin to grow older those joys may turn to sadness as loved ones begin to



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pass away. Sometimes we do not know how to approach these situations but [agingcare.com](https://www.agingcare.com/Articles/elderly-loneliness-during-holidays-148441.htm) has constructed a wonderful article that will help you through these trying situations. <https://www.agingcare.com/Articles/elderly-loneliness-during-holidays-148441.htm>

Focus On Service Excellence

"We recognize and appreciate serving our clients with an unparalleled care, while enriching lives, enhancing community relations and spreading the FirstLight Culture of Care".

Here at FirstLight HomeCare of York we make it our mission to ensure that we are not only providing care but we are providing care that exceeds the expectations of our clients. We do this by becoming invested in our clients and their loved ones and by providing continued communication. This helps us build and foster relationships which adds an invested dynamic in our care.

Wow Stories

Alyssa Gerz, Companion Caregiver on a 5 to 11 shift noticed a client was profusely sweating and weak. This was not normal for the client so she immediately picked up the phone to notify us at FirstLight that something was not right. It turns out the client had a dangerously low blood sugar and needed insulin. Because of her actions she stopped what could've been life threatening condition. Alyssa Gerz we are so proud to have you as part of the Firstlight Family!

Quote of the Week

Place an appropriate quote here. Here's an example...

"Happiness cannot be traveled to, owned, earned, worn or consumed. Happiness is the spiritual experience of living every minute with love, grace and gratitude."

- Denis Waitley
