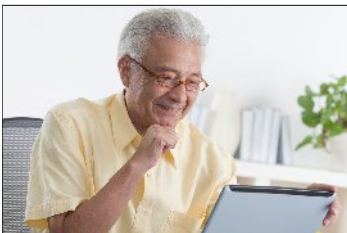


Staying in touch with you

Welcome to In-Home Care's new monthly newsletter - the *In-Touch*. This newsletter is in response to results from a series of focus groups conducted by Willems Marketing in 2008. The focus groups were held with several of our clients, their families and our caregivers. While the overall results were very positive, communication was one area that everyone felt needed improvement; both on an individual basis as well as general information.



The *In-Touch* will be sent with your monthly schedule, and is just one source that we will use to keep everyone updated. We have also made improvements to our website - www.valleyvna.org - including posting a copy of this newsletter. Please visit the site and let us know what you think.

To improve our individual communication, the In-Home Care office staff is working hard to make sure that our clients are aware of any changes to their schedules and that families are updated when appropriate. Please feel free to let us know how we are doing. Your input is always welcome - call us at 727-5555 or 426-1931 (Oshkosh area).

Nurses make the difference

When it comes to providing care, nurses do make a difference, and we believe that Pam Hillman and Diane Schmude are two of the best. Together they have over 45 years of Home Care experience.

As Client Care Coordinators for Valley VNA Senior Services, Pam and Diane strive to insure that each client receives the individualized care that they deserve. Teaching is one aspect of the job that they both enjoy.

"We are very fortunate to have caregivers that are enthusiastic about learning and are always looking to enrich the lives of our clients and their families." said Hillman. "I also feel that an important part of our job is to help the client and their family understand the changes they are experiencing whether due to the aging process or a disease they've been diagnosed with."



Diane Schmude



Pam Hillman

DID YOU KNOW?

Many people are now using the energy efficient Compact Fluorescent Light Bulbs (CFLs), but did you know that because they contain a small amount of mercury they require some extra precautions for cleanup and disposal. Here are the government guidelines:



What precautions should I take when using CFLs in my home? CFLs are made of glass and can break if dropped or roughly handled. Be careful when removing the bulb from its packaging, installing it, or replacing it. Always screw and unscrew the light bulb by its base (not the glass), and never forcefully twist the CFL into a light socket. If a CFL breaks in your home, follow the clean-up recommendations below. Used CFLs should be disposed of properly (see below).

What should I do with a CFL when it burns out? EPA recommends that consumers take advantage of available local recycling options for compact fluorescent light bulbs. Consumers can go to www.epa.gov/bulbrecycling or www.earth911.org to identify local recycling options.

How should I clean up a broken fluorescent bulb?

Because CFLs contain a small amount of mercury, EPA recommends the following clean-up and disposal guidelines:

1. Before Clean-up: Air Out the Room

- Have people and pets leave the room, and don't let anyone walk through the breakage area on their way out.
- Open a window and leave the room for 15 minutes or more.
- Shut off the central forced-air heating/air conditioning system, if you have one.

2. Clean-Up Steps for Hard Surfaces

- Carefully scoop up glass fragments and powder using stiff paper or cardboard and place them in a glass jar with metal lid (such as a canning jar) or in a sealed plastic bag.
- Use sticky tape, such as duct tape, to pick up any remaining small glass pieces and powder.
- Wipe the area clean with damp paper towels or disposable wet wipes. Place towels in the glass jar/plastic bag.
- Do not use a vacuum or broom to clean up the broken bulb on hard surfaces.

3. Clean-up Steps for Carpeting or Rug

- Carefully pick up glass fragments and place in a glass jar with metal lid (canning jar) or sealed plastic bag.
- Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder.
- If vacuuming is needed after all visible materials are removed, vacuum the area where the bulb was broken.
- Remove the vacuum bag (or empty and wipe the canister), and put in a sealed plastic bag.

4. Clean-up Steps for Clothing, Bedding, etc.:

- If clothing or bedding materials come in direct contact with broken glass or mercury-containing powder from inside the bulb that may stick to the fabric, it should be thrown away. Do not wash such clothing or bedding because mercury fragments in the clothing may contaminate the machine and/or pollute sewage.
- You can, however, wash clothing or other materials that have been exposed to the mercury vapor from a broken CFL, as long as that clothing has not come into direct contact with the materials from the broken bulb.
- If shoes come into direct contact with broken glass or mercury-containing powder from the bulb, wipe them off with damp paper towels or disposable wet wipes. Dispose in a glass jar/plastic bag for disposal.

5. Disposal of Clean-up Materials

- Immediately place all clean-up materials outdoors in a trash container or protected area for the next normal trash pickup.
- Wash your hands after disposing of the jars or plastic bags containing clean-up materials.
- Check with your local or state government about disposal requirements in your specific area. Some states do not allow such trash disposal. Instead, they require that broken and unbroken mercury-containing bulbs be taken to a local recycling center.

6. Future Cleaning of Carpeting or Rug: Air Out the Room During and After Vacuuming

- The next several times you vacuum, shut off the central forced-air heating/air conditioning system and open a window before vacuuming.
- Keep the central heating/air conditioning system shut off and the window open for at least 15 minutes after vacuuming is completed.

For more information about compact fluorescent bulbs, visit <http://www.energystar.gov/cfls>

For more information about compact fluorescent bulbs and mercury, visit <http://www.energystar.gov/mercury>

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www.valleyvna.org