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*Brian Barrick's*

*October 2012*

# “THE CIRCLE OF SAFETY”

**ADULT CARE AWARENESS ADVISOR**

*News and Tips to Make Your Life Easier, Safer and Happier!*

*For Friends and Clients of PCALIC, LLC*

800-673-2558 ▪ (717)630-1030 ▪ [www.PCALIC.com](http://www.PCALIC.com)



## 5 Key Areas of Effective Communication

Effective communication is a skill that is learned through practice.

1. **Listening** – the most important part of communication is learning to listen with a purpose. Focus on the individual speaking to you and don't allow other people or things to distract you while listening. Listen for the real meaning or main point of what the person speaking is saying. Make sure your body language is accepting. Don't prejudge.
2. **Body Language** – This is the non-verbal way we communicate. Body language can tell feelings that may not be said verbally.
3. **Understanding** – Confirm what the person has said in your words to make certain you understand what they are saying. Ask questions if you don't understand or need further clarification.
4. **Empathy** – Put yourself in the other person's shoes and try to understand how they feel.
5. **Responding** – only after you have listened attentively and understand what the other person is communicating should you respond. When responding, do not become emotional and don't try to control or manipulate the person. Look at it as an opportunity to learn. Be careful of your own body language. Look the person in the eye to assure that you have their attention. Keep an even calming tone in your voice. Begin by clarifying your understanding of their situation, ask questions that may help them to deal with the situation and when offering advice, make it constructive and not degrading.

For your FREE Copy of Communicating Effectively including Sample policies, procedures and communication techniques, simply e-mail [kathi@pcalic.com](mailto:kathi@pcalic.com), visit our website at [www.pcalic.com](http://www.pcalic.com) or call 1-800-673-2558.

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### **Did you Know?**

Fun activities in October:

1. Pumpkin Carving
2. Trick-or-Treat
3. Celebrate Oktoberfest
4. Corn Maze

This October, pick a pumpkin and carve it, take kids or grandkids trick-or-treating, kick back and enjoy an Oktoberfest festival, and get lost in a corn maze.

### **Celebrity Birthdays:**



- Oct. 2<sup>nd</sup> 1869–Mahatma Gandhi
- Oct. 15<sup>th</sup> 1959 – Emeril Lagasse
- Oct. 28<sup>th</sup> 1967 – Julia Roberts
- Oct. 31<sup>th</sup> 1967 – Vanilla Ice



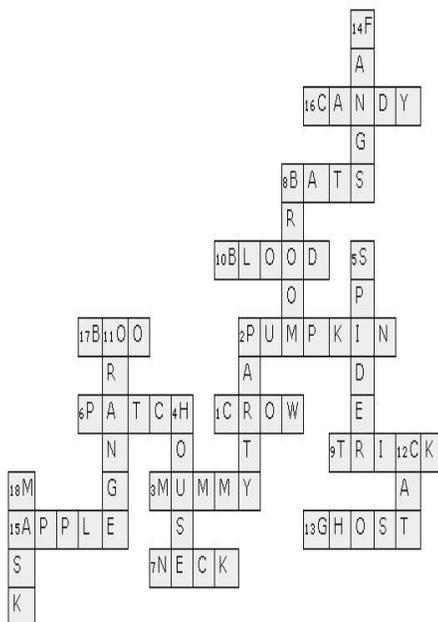
## Halloween Party for Assisted Living Facilities

Everyone is a kid at heart, even your resident's so bring out the child in them by holding a Halloween Party. You can decorate the cafeteria or other recreational room with Halloween decorations and play Halloween music. There has to be Halloween activities too right? Of course, consider having these activities at your party:

- Costume Contest
- Pumpkin Painting
- Watch an old scary movie (not too scary)
- Halloween related booth games with prizes

Invite all of your residents and maybe their families for this spooky celebration and let the fun begin.

### HALLOWEEN CROSSWORD PUZZLE - KEY (EASY)



## Fire Drills: Why Are they Important?

Fire drills may seem like a waste of time because we would like to think everyone knows what to do in the event of a fire. When a fire actually happens, it is another story. Your mind will be racing as you try to remember all of the steps, glancing quickly to look for exits and panicking at the thought of not getting out in time. If you don't know what to do to ensure your safety or freeze in scary events, your life could be in danger. It is imperative for your personal care home or assisted living facility to do fire drills and prepare for disaster.

Fire drills ensure that all of your family members, staff and residents know what to do in case of a fire. Fire drills help you prepare your evacuation route and plan for unforeseen things like fallen debris or fire blocking certain areas. Drills get you ready for disaster so if there was a real fire these things would not put you into a panic. If you are leading a fire drill, remember to stay calm and collected. If an actual fire were to break out, you will be more inclined to be calm and help others if you practice it. A fire can break out at day or night so it is best to plan for both of these times.

It is also important to be serious when doing fire drills. Though it is only a drill, it can one day save your life. As you go through the motions with others, treat it like it there is a real fire. Know your personal care home's escape routes and show them to others during the drill step by step. Have alternate escape routes as well in case those are blocked off by debris.

During fire drills people don't think of the little things that might throw them off in the event of a real fire. They may stop what they are doing to grab purses and personal items. This can take up time and risk their life in the end. People with disabilities cannot move around like others and might need more assistance. Someone might go looking for someone else or a pet taking away valuable time. Getting off track even by a few seconds can endanger your life.

Assisted living Facilities deal with a vulnerable population, making the need to provide proper protection for residents more than the normal standard of care. Should a fire occur at your facility, many things may occur including confusion by the residents and slower than normal escape to a safe location resulting from the normal aging process and the situation. We need to be prepared to provide the residents with proper assistance to a safe location contain the fire and obtain assistance in containing or extinguishing the fire safely.

Proper fire safety training can be obtained by contacting your local fire company. This training should occur at least once a year. In addition the fire evacuation route should be reviewed and all fire extinguishers tested.

Fire drills take only a few minutes. These minutes could one day save your life. Fire drills should be done once a month to ensure the details are always on the top of your mind. This will help alleviate panic if a fire actually does happen. By doing monthly fire drills, your personal care home or assisted living home should be ready for a fire at all times.

Logon to [www.pcalic.com](http://www.pcalic.com) for a fire safety video training that you can share with your staff or contact our office 800-673-2558 today.

## IN THE SPOTLIGHT:



The team at PCALIC appreciates all you do for your communities. We want to acknowledge exceptional organizations for their hard work. This month's spotlight is on:

Pleasant View Personal Care  
Hand N Hand PCH  
Marsh Personal Care Home  
Brookside Manor  
Willie Mae Smith  
Parkview PCH

Congratulations on NO DEFICIENCIES for your recent inspection. That is truly commendable!

## DID YOU KNOW? When someone you refer contacts us to receive a quote...YOU WIN!

**INSTANT WIN:** When someone you refer contacts us, we'll INSTANTLY send you a **\$5 Wal-Mart Gift card** JUST for TALKING ABOUT US!

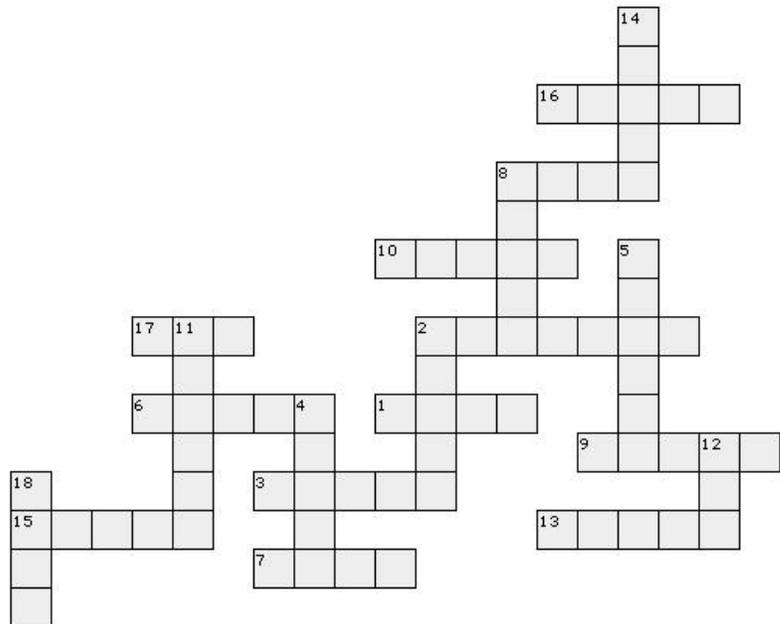
**CHANCE #2:** On December 1, 2012, we'll conduct a random drawing from all chances for the Grand Prize that qualified between 11/15/2011 and 11/15/2012.

### The Grand Prize Winner will receive an Android Tablet!

For Program rules visit [www.PCALIC.com](http://www.PCALIC.com)

## Challenge your Mind with a Spooooky Crossword Puzzle

### HALLOWEEN CROSSWORD PUZZLE (EASY)



#### ACROSS:

1. BLACK BIRDS THAT FLY TOGETHER
2. HE'S ALL WRAPPED UP IN RAGS
3. WHAT YOU CARVE FOR HALLOWEEN
4. FIELD WHERE PUMPKINS ARE GROWN
7. VAMPIRES USUALLY BITE YOU HERE
8. THEY FLY IN THE SKY AT NIGHT
9. PRANK PLAYED ON HALLOWEEN NIGHT
10. FAVORITE DRINK OF VAMPIRES
13. SAID TO A HAUNT HOUSE OR PLACE
15. TASTES GOOD COVERED IN CAMEL
16. TREAT GIVEN OUT ON HALLOWEEN
17. A WORD USED TO SCARE PEOPLE

#### DOWN:

2. A HALLOWEEN RELATED GATHERING
4. PLACE WHERE A GHOST MIGHT BE
5. SPINS A WEB TO CATCH ITS FOOD
8. WITCHES SOMETIMES FLY ON THIS
11. MOST COMMON HALLOWEEN COLOR
12. A WITCH'S MOST FAITHFUL PET
14. VAMPIRES USE THESE TO BITE
18. COVERS YOUR FACE ON HALLOWEEN

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“My insurance consultant, Bryan Topper, demonstrated excellent customer service. He was extremely efficient, processed my paperwork quickly, and answered all my phone calls quickly, within minutes. He made getting insurance easy and hassle free, I wish all business matters were this easy!”

Erin Hall, The Dawnview House

*IT'S A FACT:* Almost two-thirds (62%) of reported home fire deaths resulted from fires in homes with no smoke alarms or no working smoke alarms.



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Out page 3 for details on our new & improved referral program!