



CAS
Resources



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OUR PLATFORMS

The
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ANNOUNCEMENTS/HOLIDAYS

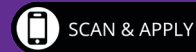
Happy Easter

Easter this year, is on Sunday, April 17th. Wishing everyone a happy and blessed Easter from the CAS team!



We're Hiring!

Providing resources also means providing promising career opportunities! Visit casresources.org/job-listings or scan the QR code below to apply online for your new career today!



All Clear: Philadelphia drops mask mandate

Philadelphia's COVID metrics have dropped enough that the Health Department is moving the city into the All Clear COVID Response Level as of Wednesday, March 2, 2022. The metrics that we're following have reached the level where the Health Department feels it is safe to stop enforcing the indoor mask mandate. However, it's important to remember that the pandemic is not over.

Earth Day

Friday, April 22nd is Earth Day! A great way to demonstrate support for environmental protection is by keeping disposable masks off of the ground! They can't typically be recycled but also should be properly thrown out instead of becoming litter.



CONSUMER/CLIENT COMPLAINTS



Purpose

The purpose of our policy is to outline the complaint process to ensure a Consumer/ Client/Client's Representative/Family are able to make a complaint; the complaint is investigated promptly; and corrective actions are taken.

Policy

CAS Home Care, Agency recognizes that a consumer/client's right to receive services from the Agency will not be affected by raising complaints, issues or disputes and he/she may do so without fear of reprisal. To facilitate this position, the Agency shall ensure that:

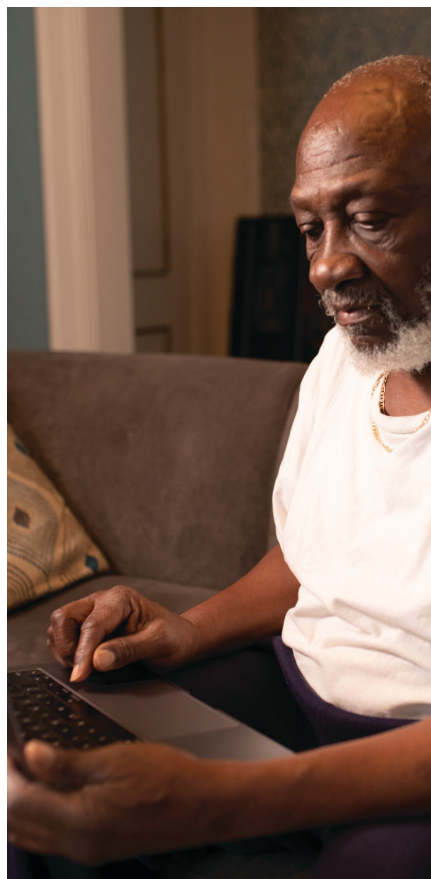
1. An accessible, visible and direct process for filing and resolving complaints is established;
2. All complaints are documented, investigated, resolved and corrected
3. Follow-ups(s) are conducted to assess the effectiveness of corrective actions taken
4. All complaints are handled in the strictest of confidence.





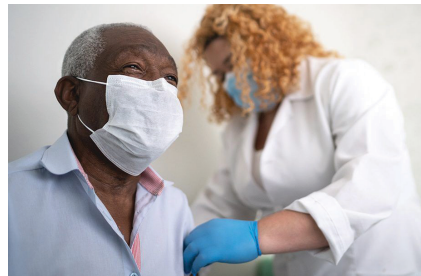
Procedure

Consumers/Clients, who are dissatisfied or who have a complaint, have the right to bring the matter to the attention of the Agency and have it resolved to his/her satisfaction, wherever possible. Complaints may be accepted verbally, in writing or electronically, eg.: in-person, phone, fax, email, regular mail, or our website. The client submitting a complaint shall receive a response prior to his/her next scheduled service visit or within two working days, whichever comes first (48 hours). Employees, who suspect a client is dissatisfied about something, shall inform the Supervisor at the earliest opportunity. All client complaints shall be investigated immediately by the Supervisor.



HOME CARE VS HOME HEALTH CARE

All too often, the terms/phrases “home care” and “home health care” become synonymous or interchangeable, especially because they sound so similar. While both terms have similarities, there is a distinct difference between the two. CAS is dedicated to making medical & industry terminology understandable to the general public and improving everyone’s health literacy. Both types of care provide the compassion and support for those who need assistance, but instead of at a nursing home or assisted living facility; patients are able to remain in the comfort and privacy of their own homes. Typically, both types of care are less expensive than hospital or facility care and allow patients to stay as independent as possible. Quality services don’t have to come at a sacrifice of one’s independence, lifestyle, and budget. Combining both types of services is often done to ensure patients’ emotional, physical, and medical needs are met.



Home Care

Simply put, home care offers non-clinical or non-medical services. This type of care mainly supports older adults, people with disabilities or chronic illnesses, or people recovering from minor surgery with activities of daily living and personal care. Sometimes, it's referred to as personal or companion care. It can benefit a wide variety of seniors aging in place who are experiencing loneliness and need help getting around their home. Home care services often consist of bathing, toileting, dressing and grooming, light house cleaning and other chores, transportation, meal planning and preparation, medication reminders, bed/wheelchair transfer, pet sitting, home safety checks, home maintenance coordination, recreation outings, and personal shopping.

Home Health Care

Home health care is also referred to as skilled care or medical care. It is prescribed by a physician and the care is provided by a licensed professional such as a nurse or physical therapist. Home health care allows patients to recover from more serious health issues. Often, people transition to home health care after a stay in a hospital, rehab center, or skilled nursing facility to continue treating a chronic health condition or to medically support recovery from a surgery or injury. Services for home health care include nursing, physical therapy, speech therapy, occupational therapy, medical social work, wound care, patient and caregiver education, daily task assistance from a home health aide, medication administration, pain management, infusion therapy, and monitoring of health status.

At CAS Home Health Care, our well-trained staff are prepared to learn about your specific needs and offer guidance while providing answers to your questions. As we gain a better understanding of your loved one's needs, our intake specialist will answer any questions about our services while discussing options available for you and your loved one.

STRESS AWARENESS MONTH

Although stress is a part of everyday life, excessive stress can have a significant impact on one's well-being. April is Stress Awareness Month; a time to take a breath before embarking on the rest of the year. How have you handled your stress thus far? How has it affected you? Your family, friends, and coworkers? What could you improve upon? Stress comes in many different forms and learning to cope with it in a healthy way can make all the difference.

Unfortunately, the COVID-19 pandemic is still occurring throughout the world and continues to push added stress on various communities. What many people don't



know is that stress and the immune system are connected. According to the American Psychological Association, “stress can reduce the number of natural killer cells or lymphocytes in the body, which are needed to fight viruses.” In addition to the emotional discomfort we feel when faced with a stressful situation, our bodies react by releasing stress hormones (adrenaline and cortisol) into the blood. These hormones prepare the body for the “fight or flight” response by making the heart beat faster and constricting blood vessels to get more blood to the core of the body instead of the extremities. Constriction of blood vessels and increase in heart rate does raise blood pressure, but only temporarily — when the stress reaction goes away, blood pressure returns to its pre-stress level. This is called situational stress, and its effects are generally short-lived and disappear when the stressful event is over.

Sources: health.umms.org & heart.org



Stress can cause the following:

- Feelings of fear, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, desires, and interests
- Difficulty concentrating and making decisions
- Nightmares or problems sleeping
- Physical reactions, such as headaches, body pains, stomach problems, or skin rashes
- Worsening of chronic health problems and mental health conditions
- Increased use of alcohol, illegal drugs (like heroin, cocaine, methamphetamine), and misuse of prescription drugs (like opioids)

The cornerstone of continuously managing stress consists of eating a wholesome diet that naturally combats stress, getting enough exercise which can help lower blood pressure, and establishing a healthy sleeping routine.

Sources: [cdc.gov](https://www.cdc.gov) & [bioiq.com](https://www.bioiq.com)



AUTISM AWARENESS MONTH

As discussed in last year’s April issue, April 2nd is World Autism Awareness Day, and April is National Autism Awareness Month. Last year, you got to briefly learn what autism is and a few awareness signs. Autism is known as a “spectrum” disorder because there is wide variation in the type and severity of symptoms people experience. Although CAS doesn’t directly provide care for people with autism spectrum disorder (ASD), we recognize how important it is to increase autism acceptance, understanding, and inclusion in our communities. Advocating for individuals and their families with mental disabilities is just as important as helping those with physical ones. This in turn helps create a kinder world where all types of people can thrive regardless of any disorders or disabilities. A great way for companies to do that is by hiring people with autism. People with autism have great potential and a well-rounded scope of abilities. Learn below about some of their skills.



ALLERGY SEASON WORD SCRAMBLE

1. EISEGRALL

2. OLLEPN

3. EFROSWL

4. ESERT

5. ASRGS

6. NIEIEMCD

7. YURNN SOEN

8. YCTIH EYSE

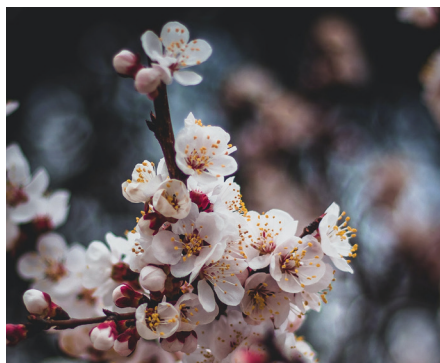
9. RHOITDYANED

10. ARIN

11. PISRGN

12. EEEZNS

13. USSSIEN



Answer Key: 1. Allergies | 2. Pollen | 3. Flowers | 4. Trees | 5. Grass | 6. Medicine | 7. Runny nose | 8. Itchy eyes | 9. Dehydration | 10. Rain | 11. Spring | 12. Sneeze | 13. Sinuses



FREE
RESOURCE
CENTER GUIDANCE



Your all-in-one personalized solution.

What is CAS Resources?

CAS has created a platform that connects community residents to resources and services that they may not have access to on their own.

How Can It Help You?

Utility Bills & Financial Support Access

Get help with living expenses. Government benefit programs can help people with a low income cover basic expenses like food, housing, and healthcare.

Food Fit Program (Food Security & Nutrition)

CAS assists with weekly local food distributions. We can also assist with government programs like SNAP, other food banks, community fridges, and other services that can supplement your sources of goods.

Community Outreach & Referral Services

CAS can immediately connect you to local services in your community whether they're vendors, city or state events/programs, our partner agencies and more.

And much more...!

Apply for FREE at
casresources.org/resource-center

Call us today at
215-831-8008



CAS Home Health Care, Inc is an equal opportunity employer, service provider, and organization.