

# Ahora y Siempre

Dallas: 1412 Main St., Suite 2500 | Dallas, TX 75202 | 214-741-6359  
Del Rio: 741 S. Main St. | Del Rio, TX 78840 | 830-500-2343  
Laredo: 2387 E. Saunders St. Ste 1 | Laredo, TX 78041 | 956-413-7363  
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## Dear Friends,

The year of 2017 is more than halfway done and I am proud to share with you that **#TeamAyS** has made the most out of it. With summer in full swing, we now enter the season of celebration as we prepare for our 6th Birthday Party. You can expect a formal invitation to our birthday party in the coming days. It will take place at Camp El Har; the same location as last year. We also hope that you will join us for our Quarterly Advisory Committee Meeting, details are inside this issue. We are spending the summer of 2017 going "Back To Basics." We are doing company-wide training on what AyS is all about and on how to deliver services within the guidelines established by HHSC while giving them a uniquely AyS twist. If over the next few weeks your coordinators or nurses call you to inform you of changes, you can attribute them to these trainings. As always we thank you from the bottom of our hearts for the opportunity to be a part of your life.

Sincerely,

Francisco Gonzalez  
Director of HCS/TxHML Program

## Summer Calendar

### JUNE

23: Employee Appreciation Day

### JULY

4: Independence Day | Offices Closed  
5: Service Delivery Logs Due  
19: Advisory Committee NTX  
22: Birthday Party  
26: Advisory Committee STX  
28: Fire Drills Due

### AUGUST

7: Service Delivery Logs Due

### SEPTEMBER

4: Labor Day | Offices Closed  
5: Service Delivery Logs Due  
15: Employee Appreciation Day  
22: Newsletter Release

# Nurse Call Guidelines

The following list gives examples of reasons to call the nurse:

If a consumer shows symptoms of the following:

- 1 Seizures (twitching, stiffness, staring into space)
- 2 Pain or headaches
- 3 Fever
- 4 Sore throat, cold, cough, chest or nose congestion
- 5 Vomiting
- 6 Diarrhea
- 7 Constipation (no bowel movement for 2 or 3 days)
- 8 Refusing to eat
- 9 Skin rash or allergies (sneezing, watery eyes, itchy eyes)
- 10 Bruises or swelling
- 11 Skin scrapes, cuts, skins broken open, or pressure sores
- 12 Bleeding
- 13 If a consumer falls

## Dallas Office Free Parking

### ATTENTION AYS GUESTS

When visiting the downtown office please make sure to park in the Third Rail Lofts Parking Garage. The garage entrance is on Elm Street between Akard St. & Field St. Push the green button to open the gate and bring us your parking ticket.

Please call us if you need help at  
(214) 741-6359

## Hospitalization/ Institutionalization

### REMINDER:

As a reminder, we are required to suspend services for consumers when they are hospitalized, institutionalized or if they run away. If the consumer you serve encounters this scenario, notify us immediately. And when in doubt, always refer to the **Nurse Call Guidelines**.

## CALL NURSE:

- If you have not been delegated on the medication or start a new medication
- If the label on the medication bottle **DOES NOT MATCH** the medication sheet
- If the medication **DOES NOT** have a label
- If all the refills have been exhausted and new prescription is needed
- If a consumer refuses medication or misses a dose
- If you suspect a consumer is having side effects of medication; nausea, dizziness, extreme drowsiness
- If you suspect a consumer is having an allergic reaction to a medication; skin rash, hives, itching
- If the consumer misses a doctor appointment
- If a consumer needs any medication ordered "as needed" or PRN. Of particular importance are psychotropic drugs, which are often given to control behaviors. Also medications given for sleep or agitation. These include but are not limited to: **Ativan, Valium, Thorazine, Trazadone, Restorile, Ambien.**



# Ahora y Siempre Turns 6!

CELEBRATE WITH US

It's hard to believe that on August 1st will be the sixth year since our doors opened at Ahora y Siempre. We are excited about the many great things that are yet to come, but before that we must party!

Saturday, July 22, 2017 | 1:00PM - 4:00PM

Camp El Har | 5218 Kiwanis | Dallas, TX 75236

## Recruiting Host Home Providers

**IF YOU ARE INTERESTED IN OPENING YOUR HOME TO SPECIAL NEEDS INDIVIDUALS PLEASE CONTACT US.**

Host Home Providers must be responsible, dependable, flexible, and interested in making a difference in the lives of people with disabilities. Host Home Providers will work with client by helping with daily tasks such as transportation, laundry, cleaning and meal preparation. Other responsibilities include safety instruction and accompanying client on community outings. Some experience is preferred but not required. Specialized training will be provided. Host Home Services are provided in your home. The special needs person lives in your home. For more information please call us at **217-741-6359** and apply today!



## HUMAN RESOURCES CORNER

Remember that you are required to submit copies of your insurance and driver's license as they are updated. Failure to provide these may result in payment delays or termination of contract. If you have any questions regarding these requirements call our Human Resources Coordinator at **214-741-6359**.



## QUARTERLY CALL BLITZ

The Call Blitz is an opportunity for us to reach out to you randomly to do a quality assurance check. You will get a call from a member of our team to see how things are going and to see if there is anything that we might be able to help you with. The Quarterly Call Blitz is scheduled for July 28th starting a noon.

# **Rights of Medication Administration**



## **1. RIGHT PATIENT**

Check the name on the order and the patient.

- Use 2 identifiers.
- Ask patient to identify himself/herself.
- When available, use technology (for example, bar-code system).

## **2. RIGHT MEDICATION**

- Check the medication label.
- Check the order.

## **3. RIGHT DOSE**

- Check the order.
- Confirm appropriateness of the dose using a current drug reference.
- If necessary, calculate the dose and have another nurse calculate the dose as well.

## **4. RIGHT ROUTE**

- Again, check the order and appropriateness of the route ordered.
- Confirm that the patient can take or receive the medication by the ordered route.

## **5. RIGHT TIME**

- Check the frequency of the ordered medication.
- Double-check that you are giving the ordered dose at the correct time.
- Confirm when the last dose was given.

## **6. RIGHT DOCUMENTATION**

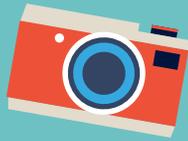
- Document administration **AFTER** giving the ordered medication.
- Chart the time, route, and any other specific information as necessary. For example, the site of an injection or any laboratory value or vital sign that needed to be checked before giving the drug.

## **7. RIGHT REASON**

- Confirm the rationale for the ordered medication. What is the patient's history? Why is he/she taking this medication?
- Revisit the reasons for long-term medication use.

## **8. RIGHT RESPONSE**

- Make sure that the drug led to the desired effect. If an antihypertensive was given, has his/her blood pressure improved? Does the patient verbalize improvement in depression while on an antidepressant?
- Be sure to document your monitoring of the patient and any other nursing interventions that are applicable.



## #TeamAyS AROUND THE WORLD

We love photos and we love photos around the world! In the past, friends of AyS have shared with us photos of themselves wearing an AyS shirt all the way from Europe, Puerto Rico and South/Central America. If you have any travel plans take a AyS shirt, snap a photo and share it with us. You can send it to our coordinators.



## SUMMER SUN SAFETY

Be extra vigilant to prevent overexposure to heat and sun. Wear light-colored, loose-fitting clothes, wear sunscreen and reapply often and liberally. Wear a hat, stay in the shade when possible. Dehydration and heat stroke are serious problems for consumers taking seizure medications. Drink LOTS of water. Do not overexert in heat and sun. Remember that clothing only provides SPF of about 4 or 5, so sunscreen is still necessary, even underneath shirts and hats. Have a fun summer, but stay safe!



## REPORTING ABUSE NEGLECT AND/OR EXPLOITATION

If you suspect abuse, neglect or exploitation, you must report it to **1-800-252-5400** within 1 hour of suspecting it. You do not have to confirm it you only have to suspect it. Your call is 100% CONFIDENTIAL. Texas law says anyone who thinks a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited must report it to DFPS.

A person who reports abuse in good faith is immune from civil or criminal liability. DFPS keeps the name of the person making the report confidential. Anyone who does not report suspected abuse can be held liable for a misdemeanor or felony.



## COORDINATORS CORNER

**NEVER IGNORE LETTERS FROM HHSC!** If you get a letter from **HHSC NEVER IGNORE THOSE LETTERS!** Call your coordinator and we will assist you with anything they request. When you ignore letters from HHSC, HHSC freezes Medicaid until you provide what they request.



## CONSUMER ADVISORY COMMITTEE

The advisory committee meeting is used to provide a state of the agency as well as to answer any questions you might have regarding services; in general. Individual issues are discussed before or after the meeting but not during the meeting. All are welcome.

### North Texas

July 19, 2017 2:00 PM  
1412 Main St. St. 2500  
Dallas, TX 75202

### Del Rio

July 26, 2017 2:00 PM  
741 S. Main St.  
Del Rio, TX 78840

### Laredo

July 12, 2017 2:00 PM  
2387 E. Saunders St. Ste. 1  
Laredo, TX 78041

## SIGNS OF ABUSE OF ELDERLY OR PEOPLE WITH DISABILITY

### Abuse

May cause various injuries such as scratches, cuts, bruises, burns, broken bones, or bedsores. It can also result in confinement, rape or sexual misconduct, and verbal or psychological abuse.

### Neglect

May cause starvation, dehydration, over- or under-medication, unsanitary living conditions, lack of personal hygiene. Neglected adults may also not have heat, running water, electricity, medical care.

### Exploitation

May result in loss of property, money, or income. Exploitation means misusing the resources of an elderly or disabled person for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, misusing a joint checking account, or taking property and other resources.

*Sometimes adults who are 65 years old or older or those who have disabilities may become isolated or ill and not have someone who is willing and able to help meet their basic needs.*

# IMPORTANT NUMBERS

TO REPORT ABUSE, NEGLECT, OR EXPLOITATION:

PARA REPORTAR ABUSO, NEGLIGENCIA, O EXPLOTACION:

## 1 (800) 647-7418

All cases of abuse, neglect, or exploitation MUST be reported within one (1) hour of suspicion.  
*Todos los casos de abuso, negligencia, o explotacion deben ser reportados dentro de una (1) hora de sospecha.*

### EMERGENCIAS 9-1-1

### POISON CONTROL 1 (800) 222-1222

NAME	TITLE	EMAIL	CELL PHONE	OFFICE
<b>Francisco Gonzalez</b>	Owner & Program Director	fgonzalez@myays.net	(817) 521-9723	(214) 741-6359 Ext. 3307
<b>Maritza Gillard</b>	Owner & Chief Financial Officer	mgonzalez@myays.net	(210) 557-3636	(214) 741-6359
<b>Gabriela Gonzalez</b>	Owner & Director of Operations	ggonzalez@myays.net	(214) 725-8202	(214) 741-6359 Ext. 3308
<b>Dafne Gausch-Rivera</b>	Client Care Coordinator	drivera@myays.net	(214) 916-8675	(214) 741-6359 Ext. 3303
<b>Jai Gillard</b>	Accounting Manager	jgillard@myays.net	(210) 379-9899	(214) 741-6359 Ext. 3309
<b>Angel Gonzalez</b>	Client Finances Coordinator	agonzalez@myays.net		(214) 741-6359 Ext. 3310
<b>Stephanie Arias</b>	Client Care Coordinator	sarias@myays.net	(214) 306-3628	(214) 741-6359 Ext. 3314
<b>Juliana Rodriguez</b>	Registered Nurse	jrodriguez@myays.net	(214) 916-9459	(214) 741-6359 Ext. 3304
<b>Sharon O'Boyle</b>	Registered Nurse	soboyle@myays.net	(214) 308-8060	(214) 741-6359 Ext. 3317
<b>Charles Hudson</b>	Program Manager	chudson@myays.net	(469) 664-1593	(214) 741-6359 Ext. 3302
<b>Glenna Bowers</b>	Registered Nurse	gbowers@myays.net	(214) 994-9867	(214) 741-6359 Ext. 3305
<b>Sergio Martinez</b>	Client Care Coordinator	smartinez@myays.net	(469) 920-3656	(214) 741-6359 Ext. 3301
<b>Belinda Garcia</b>	South Texas Office	bgarcia@myays.net	(830) 212-8794	(830) 500-2343
<b>Debby Ayala</b>	Client Care Coordinator	dayala@myays.net	(214) 580-0615	(214) 741-6359 Ext. 3313
<b>Elizabeth Tobias</b>	Nurse Assistant	etobias@myays.net	(469) 353-9353	(214) 741-6359 Ext. 3312
<b>Melissa DeLeon</b>	Client Care Coordinator	mdeleon@myays.net	(214) 622-1721	(214) 741-6359 Ext. 3306
<b>Jose Patino</b>	Client Care Coordinator	jpatino@myays.net	(830) 309-1673	(830) 500-2343
<b>Jorge Morales</b>	Registered Nurse	jmorales@myays.net	(830) 320-6778	(830) 500-2343
<b>Amalia Reyna</b>	Day Habilitation Director	areyna@myays.net	(956) 714-0067	(956) 413-7363

Provider Agreement Effective Date: August 1, 2011 | HCS Chapter 419, Subchapter D | Last Modified: 12/29/16



**Rage Entertainment is a total package party destination. We offer DJ services, photography and party planning.**

**GIVE US A CALL!  
(817) 521-9723**