

THE CCOR NEWSLETTER

Companion Care of Rochester

January & February 2021

WE JUST LOVE HOW YOU LEAD WITH *Heart*

One of our CCOR Core Values is “Lead with Heart.” This means we act and speak in ways that show compassion. Here are some aides who are leading the way with “Lead with Heart.”

Jessica Robinson is new to CCOR and an expert at keeping her client happy. She has a client with dementia and is extremely patient and kind with the client. Jessica is a true health care hero!

Jamarie Agosto genuinely cares for her client. She always treats them as she would want to be treated.

Donna Pike makes her client's health and safety her top priority. She truly cares about the client's well-being and wants to be there for them in any way she can. She'll often rearrange her own schedule to make sure her client has all the support they need.

Lou Chappelle puts her clients ahead of herself on a daily basis. She constantly rearranges her schedule to fit the needs of the client. Lou is an aide who walks in the steps of our CCOR core values and definitely Leads with Heart.

Felicia Brown is very dedicated and conscientious. She is kind and gentle.

Brenda Frankenberger has worked with many clients, all of whom have nothing but good things to say about her. Brenda does everything in her power to make sure her clients have what they need to live the best life they can!

Suesan Spencer is an aide who is dedicated to her work and client with all her heart.

Pam McFadden has worked with her client for years and always has the client's best interest and wellness at heart.

Brenda Noble has a spirit about her that shows her clients and their families that she really cares.

Liu-yen Olugbile routinely goes above and beyond for her clients. She has great communication skills and is highly liked by everyone. She always has the best interest of the client at heart and is very compassionate and patient.



CCOR OFFICE BULLETINS

Welcome to CCOR!

Gerarda Caraballo, HR Administrative Assistant

Congratulations on your New Position!

Lorretta Russell, Recruiting Manager

Holiday Closures

CCOR Offices will be closed:

Friday, January 1 for New Year's Day and
Monday, February 15 for Presidents' Day.



Note from the Safety Committee

Avoid slips and falls! Don't forget to "walk like a penguin," and be sure to pick up a kitty litter bottle from your local CCOR office for extra traction on the ice. Refills are available.

Did you miss "Cocoa and Calendars?"

You can still pick up a 2021 calendar at your local CCOR office.

Donate for Denim

Your denim doesn't care. We love wearing our dungarees on Thursdays, but let's face it. Our Donate For Denim program was never really about the denim. It's about the donations. It's about giving a little bit of your hard-earned money to help the disadvantaged. Your beautiful blue jeans can't thank you for donating that \$10 every month, but your neighbors in need certainly can.

Donate for Denim Recap:

In November, we came to the aid of our national heroes by raising **\$110** for the **Veterans Outreach Center**, an organization that provides help, healing, and support to those who have served.

In December, we raised **\$160** for **Bethany House**, a temporary residence and beacon of hope for women facing homelessness, domestic violence, incarcerations, addiction, and mental illness.

What's YOUR favorite charity?

Know of a charitable organization that resonates with the CCOR mission? We want to know about it! **Email your suggestions to mcandelora@ccorhome.com.**

Denim Down the Line:

In January, we'll be raising money for **The Father Laurence Tracy Advocacy Center**, serving the community of North Clinton Avenue in Rochester. They provide loving assistance to those in search of clothing, healthcare, housing, employment, or even a simple cup of coffee. Spanish/English translation services are also available.

In February, we'll be donating to **Guiding Eyes for the Blind**, a nonprofit organization that provides guide dogs to people with vision loss. Guiding Eyes are passionate about making life-changing connections between exceptional dogs and individuals. The estimated cost of each guide dog is \$50,000, and yet all services are provided free of charge. Donations are critical to the organization and the people they serve.

WINTER HEALTH UPDATE

Solving Winter Dehydration



Have you ever heard of winter dehydration? Your body has. Here's what's going on:

Dry Skin: Cold, dry air pulls moisture from your skin. Even the warmer indoor air is substantially drier than in summertime. Additionally, many people take longer, hotter showers, which can rob the skin of its natural oils. Those at the highest risk of dry skin in winter are older adults; with age, the skin loses its ability to lubricate itself.

Oh no! With the increased focus on handwashing and hand sanitizing this season, dermatologists are seeing more dry hands than ever before! To avoid this, use a fragrance-free hand cream or ointment immediately after washing your hands.

Dehydration: In wintertime, people generally drink less water. Here's why: colder temperatures cause the body to conserve heat by drawing blood to the core, and this can cause a diminished thirst response.

What to do: Dehydration can impair the body's ability to function properly, and dry skin can lead to itchiness, cracks, and even eczema. But here are some tips to combat winter dehydration:

- Drink plenty of water.
- Use a humidifier in your home.
- Take shorter, lukewarm showers, and use a moisturizing soap.
- Use a thick, lubricating moisturizer (thicker products that come in a tub, not a tube) immediately after showering or bathing.
- Cover as much of your skin as possible when going outside.
- Wear protective gloves when washing dishes.

Rev Up Your Immune System



Every day, the human body is attacked by a barrage of bacteria and viruses, and every day, the immune system fights back! Here are some ways to help the immune system keep winning the battle.

Stress Management: Stress can reduce immune functioning and make you more susceptible to infection. After the events of 2020, it's more important than ever to take stress management seriously. Find daily activities that reduce stress, like laughter, taking a walk, or meditation.

Sleep: Did you know lack of sleep can make you sick? Your immune system needs sleep to fight infectious diseases, so be sure to get enough sleep each night.

Exercise: Exercise improves circulation, which helps the immune system function effectively throughout the body. But that's not all! Regular exercise can have a profound effect on your overall wellbeing, including physical, mental, and emotional.

Diet: A well-balanced, healthy diet consisting of a variety of nutrients is important for good immune functioning. Below is a list of foods that contain high amounts of the immune system's favorite nutrients. For an immune system boost, keep these tasty food on your menu!

Bell peppers

Broccoli

Avocado

Garlic

Ginger

Dark green leafy vegetables (spinach, kale, etc.)

Lean meat and poultry

Fish, eggs

Legumes

Yogurt

Beans

Almonds and other


nuts

Papaya



GET TO KNOW OUR 2020 HEROES IN THE HOME

IN DECEMBER WE HONORED OUR 2020 **HEROES IN THE HOME**. THIS IS A STATEWIDE CAREGIVER RECOGNITION PROGRAM THAT CELEBRATES CAREGIVERS WHO HAVE BEEN IDENTIFIED BY THEIR AGENCY AS OUTSTANDING OVER THE PAST YEAR. AT CCOR, THE AIDES WITH THE MOST ACCRUED POINTS OVER THE YEAR ARE CHOSEN FOR THIS HONOR.




TONI FELTON

SAVES THE DAY!

WE CAUGHT UP WITH TONI TO ASK A FEW QUESTIONS. HERE'S WHAT SWEET TONI HAD TO SAY:

CCOR: WHO WAS THE BIGGEST INFLUENCE ON YOUR WORK?

TF: MY FAMILY. I WAS THE ONLY ONE OF MY SIBLINGS IN ROCHESTER TO TAKE CARE OF MY PARENTS. THEY WERE LIVING IN THEIR HOME, AND I TOOK CARE OF THEM UNTIL THEY DIED. I DID EVERYTHING FOR THEM, AND IT BRANCHED OUT TO OTHER FAMILY MEMBERS ASKING FOR MY HELP. I WOULD TAKE THEM ANYWHERE THEY NEEDED TO GO (EVEN THE RACE TRACK!).



TY'DAJAH TERRELL

TO THE RESCUE!

TY'DAJAH ANSWERED OUR QUESTIONS WITH AN OPEN HEART. HERE'S WHAT WE FOUND OUT:

CCOR: WHO WAS THE BIGGEST INFLUENCE ON YOUR WORK?

TT: I THINK MY BIGGEST INFLUENCE WOULD BE MY GRANDMOTHER, AMANDA. GROWING UP, SHE WAS ALWAYS THERE FOR ME AND MY BROTHER. SINCE SHE WAS THERE SO MUCH, SHE FILLED US WITH LOVE.

CCOR: IS THERE A PARTICULAR MEMORY THAT STANDS OUT FOR YOU?

TF: WHEN A 9-1-1 SITUATION COMES UP AND I HAVE TO LET THE FAMILY KNOW. MAINTAINING COMPOSURE CAN BE DIFFICULT, BECAUSE BY THAT TIME YOU'VE DEVELOPED A RAPPORT WITH THE CLIENT AND A FRIENDSHIP. THEY TRUST YOU, THEY OPEN UP TO YOU. JUST KNOWING THAT THEY HAVE REACHED THAT MOMENT WHEN THEY HAVE TO GO TO THE HOSPITAL STANDS OUT TO ME.

CCOR: WHAT'S THE BIGGEST CHALLENGE IN THIS TYPE OF WORK?

TF: WHEN YOU WALK INTO A PERSON'S HOUSE AND THEY MIGHT NOT WANT YOU THERE AND YOU HAVE TO WIN THEM OVER. YOU HAVE TO LET THEM KNOW YOU'RE NOT THERE TO TAKE ANYTHING AWAY FROM THEM BUT TO ADD TO THEIR INDEPENDENCE.

CCOR: WHAT DO YOU LIKE MOST ABOUT WORKING FOR CCOR?

TF: THE PEOPLE. THEY ARE THERE WHEN I CALL OR TEXT. THEY RESPOND AND ENCOURAGE ME. THEY'RE ALWAYS WILLING TO MAKE SURE I HAVE WHAT I NEED.

CCOR: WHAT ACHIEVEMENT ARE YOU MOST PROUD OF?

TT: CCOR HAS HELPED ME WITH PATIENCE. AND I HAVE AN OPEN MINDSET, BUT CCOR HAS HELPED ME EXPLORE IT MORE BY BEING AROUND DIFFERENT TYPES OF PEOPLE.

CCOR: IS THERE A PARTICULAR MEMORY THAT STANDS OUT FOR YOU?

TT: I USED TO TAKE CARE OF THIS ONE MAN. HE WAS IN HIS EIGHTIES, BUT YOU COULDN'T TELL, BECAUSE OF HOW WELL HE TOOK CARE OF HIMSELF BEFORE HE GOT HIS CONDITION. IT MADE ME REALIZE THAT IT'S OKAY TO EAT HEALTHY, BECAUSE YOU KNOW, IN THE LONG RUN, IT'S GOING TO BE WORTH IT.

CCOR: WHAT'S THE MOST SURPRISING ASPECT OF THIS TYPE OF WORK?

TT: WHEN YOU WALK INTO PEOPLE'S HOUSES, YOU DON'T KNOW WHAT YOU'RE GETTING INTO. IT MIGHT BE A FORMER TEACHER, IT MIGHT BE A FORMER DRUG USER. YOU HAVE TO WALK INTO THESE PEOPLE'S HOUSES WITH AN OPEN MINDSET.

CCOR: WHAT ACHIEVEMENT ARE YOU MOST PROUD OF?

TF: MY BACHELOR'S DEGREE IN HEALTH INFORMATION MANAGEMENT AND ASSOCIATE DEGREE IN MEDICAL ASSISTING. MY THREE GREAT CHILDREN, WHO ENCOURAGE ME IN ALL MY ACCOMPLISHMENTS! AND I'M THINKING OF GOING FOR MY RN!

CCOR: WHAT'S THE MOST SURPRISING ASPECT OF THIS WORK?

TF: WHEN THE FAMILY LETS ME KNOW HOW IMPORTANT MY WORK WAS TO THEM, HOW MUCH RELIEF IT GAVE THEM THAT THEIR LOVED ONES WERE IN GOOD HANDS. THEY OPEN UP TO ME ABOUT THEIR FEARS AND THE CONFIDENCE THEY HAVE IN ME. JUST THE LITTLE THINGS LIKE THAT TEND TO MEAN A LOT.

CCOR: HOW HAS HOME CARE WORK CHANGED YOU AS A PERSON?

TF: HELPING OTHERS HELPS MY SELF WORTH. I AM BLESSED TO BE ABLE TO DO THIS, AND IN DOING THIS I AM BLESSED EVEN MORE!

CCOR: WHAT'S YOUR BIGGEST TAKE-AWAY FROM WORKING AS A HOME CARE AIDE?

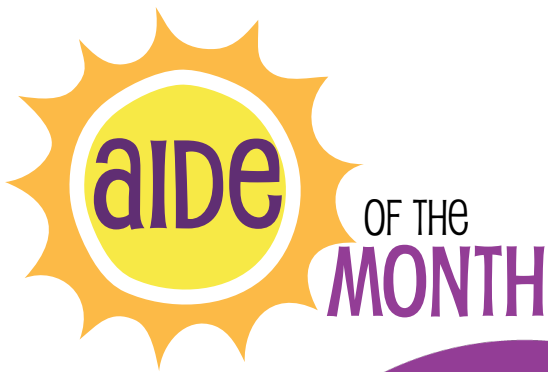
TT: WHEN IT COMES TO CARING, GOING THE EXTRA MILE ISN'T IN THE JOB DESCRIPTION, BUT I ALWAYS TRY TO BE THE CARING ONE. SOMETIMES PEOPLE DON'T GET LOVE FROM THEIR OWN FAMILY, SO THE AIDE MIGHT BE THE ONLY CARING PERSON IN THEIR LIFE.

CCOR: HOW HAS HOME CARE WORK CHANGED YOU AS A PERSON?

TT: I FINALLY FEEL APPRECIATED. I HAD DIFFERENT JOBS BEFORE AND I'M NATURALLY A GOOD WORKER, BUT I NEVER GOT PRAISED FOR MY WORK. BUT EVER SINCE I'VE BEEN WORKING FOR CCOR, MY WORK IS ALWAYS APPRECIATED.

CCOR: WHAT DO YOU LIKE MOST ABOUT WORKING FOR CCOR?

TT: THEY'RE VERY UNDERSTANDING. THIS AGENCY IS WELL PUT TOGETHER. FOR EXAMPLE, IF YOU NEED TO GET HOLD OF A SCHEDULER, YOU CAN CALL HER OR TEXT HER... THEY'RE VERY UNDERSTANDING.



November 2020
Velma Robinson
**TAKING CARE OF
MOTHER**

**“I always
HAVE LOOKED
OUT FOR ELDERLY
PEOPLE,”**

says our November Aide of the Month, Velma Robinson. “I took care of this one lady for ten years, and she was so nice. I used to call her ‘Mother.’”

“Mother” was one of Velma’s first home care clients. When Velma began taking care of her 13 years ago, Mother could still walk. As the years went on, however, her beloved client became bed ridden. Despite the challenges, Velma remained Mother’s faithful, hard-working caregiver, taking care of her when her son was unable to. “The family used to treat me nice. And so, you know, I just returned the favor and took care of their mother. The son used to say, ‘You’re never leaving my mother.’” And Velma never did. She took care of Mother until her passing.

**“IF I CAN HELP SOMEBODY,
I’M GONNA HELP ‘EM.”**

Taking care of Mother inspired Velma to continue in the home care industry. In October 2018, she applied to CCOR on the recommendation of a neighbor. Though the training was a challenge, Velma received motivation to keep going from a special CCOR staff member. “You



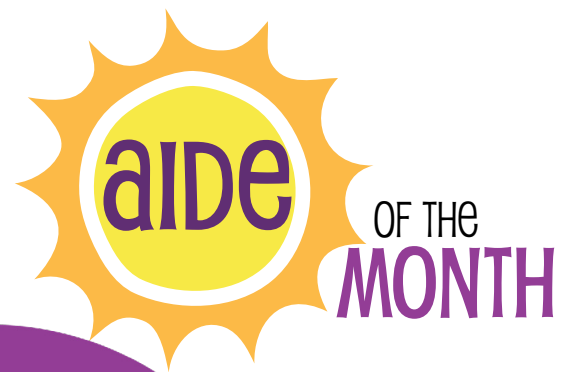
know
who’s my
girl? The
one that gives
the classes. Wanda!

That’s my girl right there! Let me tell this little story. When I first came and I went to class, I said, ‘Oh no. I been out of school so long, I’m not doing this. It’s too many tests. I ain’t gonna pass anyway.’ But Wanda said, ‘Yes, you are! You’re staying right here, and you better come tomorrow.’ And you know what? I stuck in there, and look where I’m at today. If it wasn’t for her, I wouldn’t be with CCOR, and that’s the God’s honest truth.”

Thanks to Wanda’s encouragement, Velma has become an important part of our CCOR family and a joy to her clients. “If I can help somebody,” Velma says, “I’m gonna help ‘em. It inspires me to see the smile on their face. Like me and my client that I work with now. We have our little conversations. I fix her food. We eat together. She be so happy! So that inspires me a lot.”

**“I STUCK IN THERE, AND LOOK
WHERE I’M AT TODAY.”**

VELMA TAKES CARE OF CLIENTS the same way she would’ve taken care of her own mother, had she been given the chance. “My mother was 85 when she passed,” Velma explains. “She had got cancer, and she was getting bad off. So I told her, ‘Mom, I’m going to quit my job and take care of you.’ I went to see my mother Sunday night, and Monday morning, my nephew took her to the doctor. She had massive heart attack, and it just took her out.” Today, Velma takes care of other people’s mothers as if they were her own. She truly embodies our CCOR value of “Extending the Family.” ■



DECEMBER aide OF THE MONTH, MIYA WALKER, IS LIVING HER DREAM.

She has a career doing exactly what she loves: caring for others. For her, a career isn't about making money—it's about making a difference.

"What I do for CCOR is what I went to college for," says Miya, who has an Associate in Applied Science degree in social work from Monroe Community College. Miya goes to work every day, not to get a paycheck but to improve her clients' lives. "I've seen that you can make a difference just by smiling at somebody in the morning—just by getting up, going to their house, and making them breakfast. You're making a difference just by being there for them, having a conversation with them. It was never about the money for me. It's about enjoying what you do when you go to work."

"I've seen that you can make
a difference just by **SMILING**
at somebody in the morning."

In addition to caring for her clients' needs, Miya makes a difference in a more profound way. She uses her training in social work and her passion for psychology to help her clients feel better. She pays close attention to her clients' feelings and gently talks them through their difficulties. "We talk about the day they had or the week they had or the things that are upsetting them, ways they can troubleshoot some issues if they are having any type of problems." Every day Miya asks herself, "What kind of conversation can I have today to make the client feel okay?"

December 2020

Miya Walker

a career IN COMPASSION

What can I do inside their home that can make them happier than they were?" The answers to these questions are what make Miya an exceptional aide.

Miya sparkles with compassion and generosity. But if Miya is a spark, then her mother, Yulandia, would have to be a powerhouse. "A lot of

what I do is because of the path she took," says Miya. Yulandia worked for

over 30 years for the city school district, helping children with mental and intellectual disabilities. In her personal life, she's always taking care of other families and being a companion to those in need. To her own family, Yulandia was a supermom—in addition to raising her four children, she adopted five more and took an additional little boy in. (That's ten in total!) All of this she accomplished while bravely facing many health issues, including several back surgeries, two hip replacements, asthma, and a metal rod implanted in her shoulder.

But it wasn't just her mother who inspired Miya. Her father also made a difference in his daughter's life. Though he passed away two years ago, he made time to talk with Miya about her career and planning for her future. Everything Miya has accomplished stems from the inspiration of her parents.

"I ENJOY WHAT I DO. I REALLY DO.
I WOULDN'T TRADE IT FOR THE WORLD."

IN HER FREE TIME, Miya loves watching movies. But nothing can beat the fulfillment she gets from a career in compassion. "I enjoy what I do. I really do. I wouldn't trade it for the world." ■

SAFETY CORNER



Emergency Supply Kit: The Basics

By Sandy Lyons-Jackson (Adapted from ready.gov)



If 2020 has taught us anything, it is the importance of being prepared for emergency situations. An emergency supply kit can not only provide needed food and supplies but also peace of mind.

A basic emergency supply kit could include the following recommended items:

- Water (one gallon per person per day for at least three days, for drinking and sanitation. Don't forget your pet!)
- Food (at least a three-day supply of non-perishable food, including pet food), infant formula, bottles, diapers, wipes and diaper cream
- Mess kits, paper cups, plates, toweling, and utensils
- Cooking pans and matches in waterproof container
- Manual can opener
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert
- Flashlight and extra batteries
- Blanket/sleeping bag for each person
- At least one complete set of clothing for each person
- Hygiene supplies, toiletries, and feminine supplies
- Cash or traveler's checks
- First aid kit
- Whistle (to signal for help)
- Dust mask (to help filter contaminated air), as well as masks (for everyone ages 2 and above), soap, hand sanitizer, disinfecting wipes
- Prescription medications, and over the counter medications, prescription glasses (older pair if needed)
- Plastic sheeting and duct tape (to shelter in place)
- Moist towelettes, garbage bags and plastic ties (for personal sanitation)
- All in one tool with wrench, screwdriver, saw
- Local maps
- Books, games, puzzles, or other activities
- Cell phone with chargers and a backup battery
- Copy of important family documents such as insurance policies, ID, banking info in a waterproof container

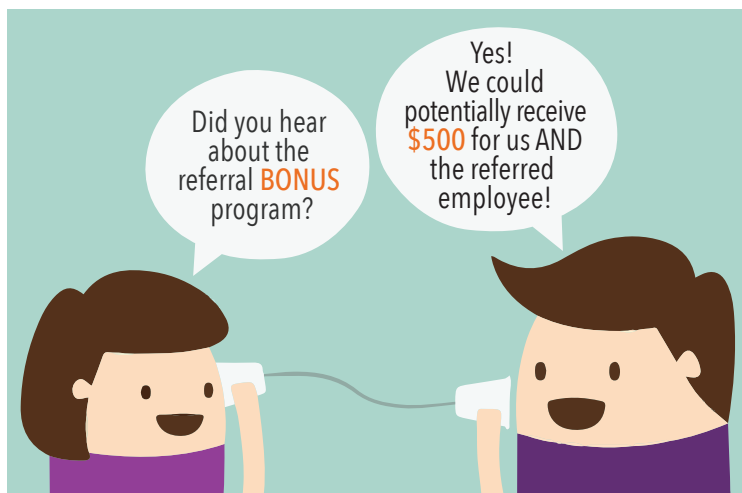
After assembling your kit, store the items in airtight plastic bags. Store boxed food in tightly closed plastic or metal containers. Put your entire disaster supply kit in one or two easy-to-carry containers such as plastic bins or a duffel bag. Keep your kit in a designated, easy-to-get-to location.

It is important to maintain your kit, so it's ready when needed:

- Ensure your canned food remains cool and dry.
- Replace expired items as needed.
- Re-think your needs every year and update your kit as your family's needs change.

Interested in joining the Safety Committee to help with their initiatives?

The committee meets about six times a year and has openings. Contact Sandy Lyons-Jackson at (585) 546-1600.



Call the office or pick up a bonus program flier for more information.

Stay up to date on all of our latest news, events, and more! Visit CCORhome.com, and check us out on Facebook and Instagram!



CCOR - Companion Care of Rochester



CCOROCH



Our HIPAA officer is Molly Dillon!

HIPAA violations & FRAUD must be reported

Anonymous Hotline

585.546.1219