

THE CCOR NEWSLETTER

Companion Care of Rochester

March & April 2020

Last year was the most successful year CCOR has ever had.

We ended the year with over 450 clients and more than 850 employees. We can all be tremendously proud of this growth. I'd like to share a few of last quarter's completed Rocks (*Reminder, in EOS, important quarterly goals are called Rocks*):

Q4 Rocks:

- **EOS:** Last quarter, I introduced you to EOS, our company's operating system. EOS is responsible for helping us stay on track, solve problems, and achieve our goals.
- **PCA Video:** Last year we worked with Steven James Media Group to create a promotional recruiting video. We had great participation from some of our aides, and the result was fantastic. I encourage you to take a look: to view the video, go to ccorhome.com/careers and scroll down.
- **Benefits Survey:** In a continued effort to treat our employees like family, we want to give them more of the benefits they actually want. To accomplish this, we sent out a benefits survey and got a lot of helpful feedback that we are looking into this quarter.
- **Office Space Changes:** In order to make the most efficient use of our space, we moved the CDPAP pods out of the back corner of the office and into the operations area. Changes like this will improve productivity and communication.
- **Expanding the Nursing Staff:** One of our Rocks was to expand the nursing staff by hiring three additional nurses. We're happy to report that we hired four new nurses.
- **PCA Compensation Strategy:** With the state minimum wage increases, we wanted to make sure all of our PCAs, both new and old, were getting fairly compensated. And so, we adjusted our compensation strategy and instituted the necessary raises in January.

WHAT'S UP, CCOR? 1ST QUARTER STATE OF THE COMPANY



BY CHRIS
GAUVIN,
CCOR CEO

- **PolicyTech:** PolicyTech is our online policies and procedures portal, which will be accessible to all of our employees. We successfully began this project last quarter and look forward to its completion later this year.

What's happening now?

- **Level 10 Meetings:** Most departments have instituted EOS-style meetings called Level 10. I encourage all departments to embrace this meeting structure as it saves time and gets things done.
- **Q1 Rocks:** We've got more rocks lined up for this quarter than any other. Based on our past successes, I'm confident we'll accomplish more than ever before.

What's going on in Albany?

You may have heard of the developments in Albany surrounding the CDPAP program. Last year's state budget attempted to pass a rate change that would have been disastrous to fiscal intermediaries like ourselves. A group of intermediaries and advocacy groups sued the Health Department over the changes and won. The fight is not over, though. Lawmakers are attempting to accomplish the same thing through regulations. I'll be joining companies like ourselves in Albany to advocate for the CDPAP program and communicate our needs.

What are our future goals?

Bolstered by our amazing progress, we've set some pretty ambitious one-year goals: to grow the company to over 1,000 employees, provide 1,000,000 hours in service, double the size of the HHUNY program, and grow our business in Livingston County. Additionally, we plan to look at our brand and redefine ourselves in a way that better suits who we are and where we are going.

In the next three years, I hope to see CCOR among the top 100 companies to work for in Rochester. Ultimately, my goal is for CCOR to become one of the top ten companies to work for, not just in Rochester but in the entire country. Together, we can get the job done.



CCOR OFFICE BULLETINS

Holiday Closures

CCOR Offices will be closed
April 10 for Good Friday.

Paychecks will be mailed out on Thursday, April 9.
Please have your timesheets in on time.



Congratulations on Your New Positions!

Marie Candelora, Director of Marketing
Molly Dillon, Compliance Officer
Anilette DeJesus, Geneva Senior CDPAP Coordinator

Welcome to CCOR!

Aileen Calderon, CDPAP HR Coordinator
Patrick Deebs, QA Specialist
James Morris, Health Homes Care Manager
Milly Rivera Ozores, HCSS Supervisor

Congratulations to our Polar Plungers!

Three cheers for our
Homecare Heroes! Brrr!!!



Donate for Denim

Helping people help people. Each month, CCOR employees are given the opportunity to not only earn Thursday denim privileges but to help people who help people! Every Donate for Denim charity is an organization that gives assistance, education, and advocacy to people who need it. The success of these organizations becomes a signal to the community that people who help people are worthy of support.

Donate for Denim Recap:

In January, we raised \$200 for the **Rochester Polar Plunge**, which benefits the Special Olympics of New York. Kudos to CCOR employee Brenda Frankenberger and her team of Homecare Heroes who took the Plunge themselves on February 9!

In February, we opened our hearts and our wallets, raising over \$150 for the **American Heart Association**.

What's YOUR favorite charity?

If you know of a charitable organization that resonates with the CCOR mission, then we want to know about it! Email your suggestions to mcandelora@ccorhome.com.

Denim Down the Line:

In March, in honor of Brain Injury Awareness Month, we'll be raising money to benefit the **Brain Injury Association of New York State**. This is a non-for-profit organization that provides advocacy and support to people living with brain injuries. Additionally, we plan to *Go Blue* for brain injury awareness on March 13. See the last page for more details.

In April, in honor of Parkinson's Awareness Month, CCOR will be donating to **Rock Steady Boxing**, an organization that fights Parkinson's through non-contact boxing fitness training. Their boxing drills help people with Parkinson's develop the necessary skills to extend their capabilities and slow disease progression.

BE THE CHANGE



JOIN THE CCOR TEAM FOR THE PINK RIBBON WALK & RUN 2020

MOTHER'S DAY SUNDAY, MAY 10

The Pink Ribbon Walk & Run benefits the Breast Cancer Coalition of Rochester, and it's a cause that hits close to home for CCOR. All are invited to join the CCOR team and help be the change! *Register by April 17 for a free team t-shirt.*

START HERE: <https://runsignup.com/Race/NY/Rochester/PinkRibbonWalkandRun>

THERE ARE A FEW WAYS YOU CAN SIGN UP:

1 Click the pink "Sign Up" button on the top of the page. Choose either the walk or the run. During registration you can select a team – CCOR.

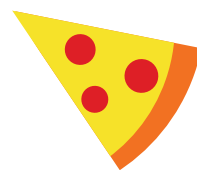
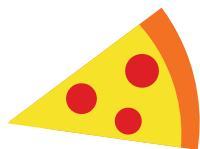
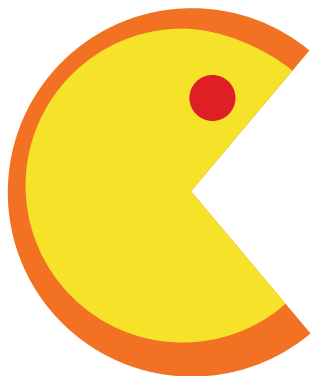
2 Click on "Groups/Teams" and search for our team – CCOR. Join the team and complete your registration.

There is a \$25 registration fee upfront, which can then be refunded to you if you raise \$50.

3 If you would like to complete your fundraising first, please feel free to set up your fundraising page here:
<https://runsignup.com/Race/Donate/54304/BecomeFundraiser>
Once your page collects the minimum \$50 in donations, you will be sent a code to register for either the walk or the run without having to pay the registration fee.

Join us for a Staff Appreciation Event!

PIZZA PARTY



COME HUNGRY LEAVE HAPPY

CHOMP CHOMP

Friday, March 20 | 11:30am – 1pm | At your local CCOR office

DIGITAL SPRING CLEANING

BY MARY WOJCIECHOWSKI

IS YOUR EMAIL INBOX overflowing with outdated, unread emails? Do you routinely swipe through pages of unorganized smart phone apps to find the one you want? If your digital world is a mess of lost files, unread emails, and forgotten passwords, you may be ready for a digital cleanout.

Rochester-based professional organizer Tamara Turcott gave CCOR her take on how to keep yourself digitally organized. Her approach is based on the idea of creating organizational systems that work for you. With a system in place, emails don't pile up in your inbox, your digital files are stored when you can find them easily, and you never forget a website password.

E M A I L

Keep your inbox completely clear except for unread emails and things that need to be done. The way to accomplish this is by keeping folders (or labels for Gmail) in your inbox for various topics, like "Family" or "Coupons." As soon as you open an email, either handle it right away or file it into the appropriate folder. Newsletters and subscriptions can go unopened into their folders until you have time to read them later.

When peeking at your email during the day, Tamara's rule of thumb is: if the email can be handled in less than a minute, open it and deal with it—if not, leave it unopened for when you do have time. For the overactive email checker, turn off your alerts and try to check email only once an hour.

MESSY INBOX? No problem. Put all those emails into a folder called "To Be Filed," and work on filing those emails ten minutes a day. You will soon find that most of them are unimportant and can be deleted. The important thing is to implement your new email system with a clean inbox.

C O M P U T E R

Similar to the email inbox, your computer desktop should be a place for active projects only. Everything else should be filed away in a folder. Keep your file system organized with big topic folders like "Finances" that can have several subfolders within them. But try to keep it to no more than three sub-levels within any big topic folder.

MESSY DESKTOP? You know the drill. Put all those files in a single folder called "To Be Filed," and chip away at it a little bit at a time. You will find that you don't need to hang on to most of those files.

P H O N E

Keep your phone tidy by organizing your apps. There are a couple of ways to do this.

- 1) Most smart phones have a feature that allows you to group multiple apps into one folder. With this method, group your apps into folders like "Photography" or "Music." Also, try to keep all your folders to one page.
- 2) If folders aren't your thing, group your apps by page, with each page a different category: a page of games, a page of social apps, a page of shopping apps, etc.

W E B S I T E S

It's important to keep track of all your online accounts. For this, you can choose a notebook, an app, a document in a cloud-based storage account, or a file in a locked cabinet. Whatever you choose, be sure it is a system that works for you and one you will stick with. Here are some tips:

- Keep track of all your accounts. This means every time you open an account, keep track of the URL, your username, your password, and if the account is a paid subscription or not.
- Choose a system that you can easily access. In order for it to work, you will need to update your file often.
- Choose a system that is private. Make sure your website tracker is something only you can access.
- Make sure your website tracker is organized in a way that makes sense, with websites grouped into categories.

TIPS FOR YOUR DIGITAL CLEANOUT

FILING. When creating your digital file systems, use categories that work for you. You don't need to remember exactly how your files are structured, as long as it's an intuitive system that works with how you think. The goal is to be able to find anything in less than 20 seconds.

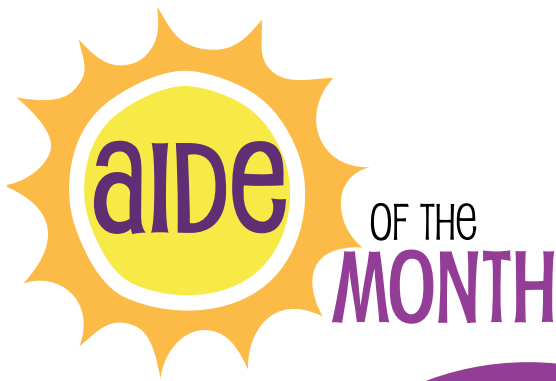
NAMING. The naming of your files is more important than where it is filed. Be sure to create file and category names that are clear.

KNOW WHEN TO LET IT GO. Are you holding on to business documents from two careers ago or an app you keep meaning to use but never do? Let it go.

KNOW WHEN TO STOP WASTING YOUR TIME. If you've been dutifully sorting through your "To Be Filed" folder for an hour without finding anything important, chances are you're wasting your time. Don't give too much time to a pile of useless emails or desktop files.

GO DIGITAL. Embrace the cloud, apps, and other digital methods of information storage. Going digital can save time, space, and plenty of trees.

GETTING YOURSELF DIGITALLY ORGANIZED doesn't have to be an overwhelming task. The goal is to get to a place where you have a system that works for you. So, good luck and get organized!



January 2020
Samantha Wieglo

INDEPENDENCE
aide

BY MARY WOJCIECHOWSKI

IF THE
NAME OF OUR
JANUARY aide
OF THE MONTH,
SAMANTHA WIEGLO,
SOUNDS FAMILIAR,

that's because she was also our December Aide of the Month. What makes Samantha so good at her job to earn the title twice in a row? Not only is she an exemplary employee who always turns her time sheets in on time, she gives her clients what their medical conditions have taken away: their independence.

CCOR clients can differ greatly in their ages, conditions, and abilities, but one thing remains the same: they each have the right to live as full a life as they can. For many clients, their conditions not only cause physical or mental limitations but also a painful loss of freedom. This is the underlying thought that drives how Samantha does her job. "It's always about independence," she says. "Imagine it happens one day that your independence is taken away. How would you feel? I try to give them back that little bit of independence. Because that's how I would want to be treated."

"IMAGINE IT HAPPENS ONE DAY THAT
YOUR INDEPENDENCE IS TAKEN AWAY.
HOW WOULD YOU FEEL?"

Samantha's aim is to fill the gaps in the client's ability to live their own life. She understands that she is an aide, rather than a servant. In every task, she tries to preserve as much of the clients' personal freedom as she can. For example, instead of simply opening a jar for a client who has the use of only one hand, Samantha holds the jar while the client opens the lid. When



cooking
a meal
for a client,
she asks the client's

preferences, including them in every step along the way. "It's their life, not mine," Samantha says. "I'm just here to help them. I'm here to assist, to make their lives easier. Not take their independence away. I'm trying to help them be as independent as possible: physically, mentally, and emotionally."

"I'M TRYING TO HELP THEM BE AS
INDEPENDENT AS POSSIBLE: PHYSICALLY,
MENTALLY, AND EMOTIONALLY."

Samantha wants to see her clients' lives improve. She, therefore, tries to understand the client's condition as much as possible and always looks for ways she can help the client to grow and adapt. For a client with memory issues, she has taught list-making and prioritization. She also taught the client how to use smartphone features, like reminders and maps, to keep them on track with appointments.

Samantha understands that it takes a lot of pride to ask for help, and she has seen that living with limitations can be frustrating and emotionally taxing. Her positive, helpful attitude is one of the many tools she uses to keep her clients feeling strong and happy. She also uses her sense of humor to refocus her clients' moods when their conditions get the better of them.

EVERY DAY VARIOUS MEDICAL CONDITIONS
POSE A THREAT, ready to take away our clients' independence. But luckily, aides like Samantha are working every day to protect and restore it for them. ■



**“I
DON’T
BELIEVE
IN COINCIDENCES.”**

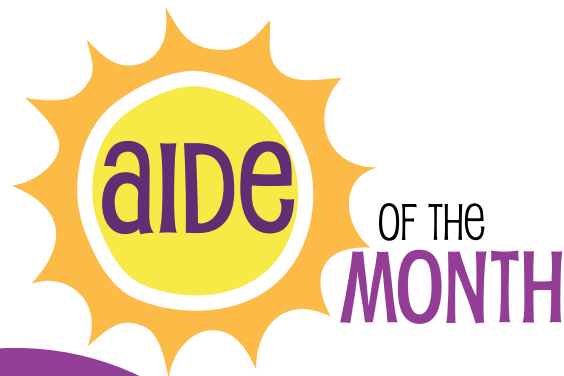
says Gene Henderson, our February Aide of the Month. “There’s a reason for me to be here. I don’t think it was a coincidence that my friend was using services from this company and I was gravitated to start working here.” Gene has led an exciting career that has been a journey of self-discovery. He has worked in Germany and Paris and traveled all over the United States for his jobs. Working at CCOR, however, has given him the opportunity to stop and discover his true strengths.

Gene started his career in the fashion industry. After earning

**“I FEEL LIKE AT THIS POINT IN MY LIFE,
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DOWN, RECOGNIZE YOUR GIFT...
AND FIND OUT WHERE YOU FIT IN.”**

a degree in fashion design, he worked as a buyer for Sibley’s department store and then as a scout for an international modeling agency. From there, he shifted into retail and worked as a merchandise manager, opening stores and teaching merchandising strategies all over the country. His next career was one that focused on the healing arts. Gene studied massage therapy at a school in Arizona and became a master body worker, with over 15 certifications including Swedish massage, Reiki, and chakra work.

Working in massage inspired Gene to explore his innate compassion and his sensitivity to other people’s needs. When an illness forced him to take a break from massage, Gene moved back to his hometown of Rochester. It was here that Gene finally slowed down. “I’ve done so many things. I’ve worked



February 2020
Gene Henderson
**THE JOURNEY TO
COMPASSION**
BY MARY WOJCIECHOWSKI

in corporate. I’ve run businesses. I’ve done lots of stuff. And I felt like I needed to slow down... slow way down. Come to a stop.” During this career pause, Gene asked himself the question that had been more and more on his mind, “What is it that I am supposed to be doing?” The answer came

when he met a few homecare aides through a friend who was receiving services from CCOR. Drawn

to the compassionate work of these aides, he applied and began working as a CCOR aide himself.

Working at CCOR has helped Gene to see what his gifts truly

**“MY GIFT TO THE WORLD IS
COMPASSION AND LISTENING.”**

are. “I feel like at this point in my life, what I’ve learned is to slow down, recognize your gift--which I feel like my gift to the world is compassion and listening--and find out where you fit in.” Gene has found that he fits in with the CCOR family. Listening to his client’s stories, compassionately tending to his client’s needs, and being an understanding companion has enriched Gene’s life and warms his heart daily.

**GENE’S VAST AND VARIED CAREER HAS TAKEN
HIM DOWN MANY AVENUES**

but eventually led him to CCOR and a place of self-discovery. Here, he has enjoyed the opportunity to explore and express his beautiful gifts of compassion, patience, and listening--gifts the world definitely needs more of. “This right here, to me, *[indicating the envelope containing his Aide of the Month certificate and gift card]* might be very small to a lot of people, but it’s proof that I’m in the right area,” says Gene. “I feel like the journey has gotten me here. And I’m excited to see what happens.”



GO BLUE

for brain injury awareness!

March is brain injury awareness month. Traumatic Brain Injuries affect many of our clients. That's why CCOR is participating in the *Go Blue for Brain Injury* campaign supporting the Brain Injury Association of New York State (BIANYS). Here's what you need to know:

What is a TBI?

A Traumatic Brain Injury (TBI) occurs when a head injury disrupts the normal functioning of the brain. TBIs can range from a brief change in mental status to severe, long-term brain damage.

BIANYS is our March Donate for Denim charity. They provide support and services to people with brain injuries. Their goal is to minimize the effects of brain injuries and improve the outcomes for people with TBIs.

Donate!

Go BLUE on
March 13!

On Friday, March 13, CCOR employees are invited to **wear blue** to support brain injury awareness. We'll also be posing for a company photo to show our participation in this statewide event.

SAFETY CORNER



What is Light Housekeeping?

By Sandy Lyons-Jackson

As a homecare aide, your job will include light housekeeping. Light housekeeping consists of activities that help the clients keep their homes neat and clean. This may include dusting, vacuuming, mopping, and cleaning the clients' rooms. It also includes everyday tasks such as washing the dishes, fixing a meal, or doing the laundry. Your care plan in the home will help you understand the tasks that you should be performing.

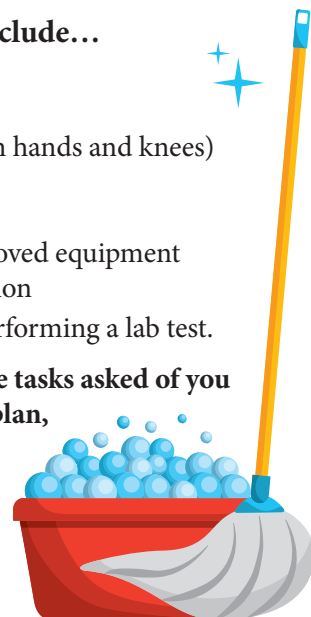
More strenuous housekeeping activities, like moving furniture, are *not* part of the care plan. These heavier tasks can place you at risk for injury in the home. For your safety, please do not attempt tasks that you have not been instructed to do.

Light housekeeping does **not** include...

- Cleaning windows
- Moving furniture
- Stripping or waxing floors (on hands and knees)
- Shoveling the snow
- Mowing the lawn
- Heavy transfers without approved equipment
- Altering any form of medication
- Sticking a client's finger or performing a lab test.

If you have any questions on the tasks asked of you or tasks that are not on your care plan, please contact CCOR.

Also remember to get your KITTY LITTER.... Prevent slips and falls. Stay safe.



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.

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!

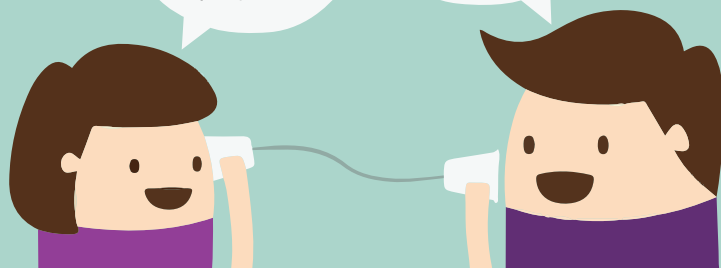
HIPAA violations & FRAUD
must be reported

Anonymous Hotline
585.546.1219



Did you hear about the referral **BONUS** program?

Yes!
We could potentially receive **\$500** for us AND the referred employee!



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