

THE NEWSLETTER

Companion Care of Rochester

September & October 2020

ONE FOOT

IN FRONT
OF THE
OTHER

THIRD
QUARTER
STATE OF THE
COMPANY



BY CHRIS
GAUVIN,
CCOR CEO

This past quarter has been one of the most challenging in the history, not just of this company, but of companies across the globe. With revenues for most companies down an average of 25% for the year, the goal is survival. At CCOR, however, we've been able to stay focused, and our projected revenues are up over last year. We continue to grow even in this very challenging environment.

Looking Back:

Level 10 Meetings: Now that the company is fully engaged in EOS Level 10 meetings, we're making more progress on issues in every department. This quarter, we've had to stay on top of constantly changing safety recommendations, from the State to the Department of Labor to the Department of Health. The Level 10 meeting structure has given us the ability to solve those problems and address the everyday issues of running CCOR.

Rocks: One of our biggest Rocks was the Return to Work plan for COVID-19, a document that we continue to revise and discuss. Another important Rock was implementing AlayaCare, our new home care software. Switching our entire platform over to a new system during a pandemic was a challenge, but we've been able to hit all of our milestones, and soon it will be fully implemented. Additionally, we significantly expanded the Health Homes department, began collecting important field staff data for HR, tested a new digital document software called Fluix, and renegotiated some of our company contracts. Even during normal times, such progress is impressive, and I'm grateful to all who worked to make it happen.

Communication: The biggest achievement, in my opinion, has been the alignment of the leadership team and the company as a whole. We are communicating better now than I've ever seen. We have a clear goal and a clear

focus, and we're all truly working together as a team.

COVID-19: Lastly, and not to be understated, is the fact that we've kept everyone safe. When you look at the transmission and infection rates as well as how many clients and employees we have in the community, we've had very low incidents of COVID-19 and none that can be traced back to CCOR. This is a testament to all of our staff who have been rigorously following our procedures for safety.

Looking Forward:

5-5-5 Meetings: This quarter we will begin 5-5-5 Meetings, which will give staff and supervisors a better understanding of each other. In these quarterly meetings, they will discuss how the staff member is fulfilling their roles, their Rocks, and our company Core Values.

Expanding Home Care Services: As a result of this pandemic, I think we can all agree more and more people are going to want home care services as opposed to facility-based care. One of my tasks for this quarter is to look at ways we can diversify and give people more options on how to receive home care services from CCOR.

One Foot in Front of the Other:

Recently, my son and I spent four days in the Adirondacks, climbing Mount Marcy, the tallest mountain in New York. At first, I thought the climb would be easy, but halfway up, I realized it was going to be much tougher than I thought. At three-quarters of the way up, I didn't think we would make it. At that point, we encountered some hikers, and one of them said, "Just put one foot in front of the other, and you'll be at the top." Reaching the top, I thought, just like climbing that mountain, if we at CCOR can take it one step at a time, we can overcome any of the challenges we face. My mission is to make CCOR the best company to work for and to continue to give our staff the tools and guidance they need to make it successful. As long as we stay focused and put one foot in front of the other, I'm confident we'll reach our goal.



CCOR OFFICE BULLETINS

Holiday Closures




CCOR Offices will be closed
Monday, September 7 for Labor Day.



Welcome to CCOR!

Tori Bloomquist, QA/Compliance Specialist
Korry Jackson, Health Homes Care Manager
Kayla McCrickard, Health Homes Care Manager

SECOND QUARTER CORE VALUE CHAMPIONS

- 1 EXTENDING THE FAMILY**
KRISTINA RAFFA 
- 2 GET IT DONE**
BROOKE FINDLAY 
- 3 LEAD WITH HEART**
AMBER TOWER 
- 4 SOLVE THE PROBLEM**
SANDY LYONS-JACKSON 
- 5 LITTLE FUNNIES :)**
DAWN KACZYNSKI 

Donate for Denim

Help needed! This year has been as difficult as they come. Unemployment, unrest, and uncertainty have caused the world to look bleak. While most of us will bounce back, there are many whose recovery is less certain. That's why now is the time to give to our Donate for Denim charities. Every month is a new opportunity to give help where help is needed.

Donate for Denim Recap:

In July, we helped the community of Geneva, NY by raising \$150 for the **Geneva Center for Concern**, an important source of food, clothing, and assistance to many in the area.

In August, we raised \$60 for **Community Action of Orleans and Genesee**. The numerous programs of this important organization not only assist those who are struggling but educate and motivate them to improve their lives.

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 September, in honor of National Recovery Month, we'll be donating to the **Grace of God Recovery House** through Spiritus Christi Church. In a safe and loving home, men in the early stages of recovery from alcoholism and drug addiction can find the support they need to begin a new life. Open to all faiths, the Grace of God Recovery House is a place of peace, strength, and hope.

In October, in recognition of Breast Cancer Awareness Month, we'll be raising money for the **Breast Cancer Coalition of Rochester**. Every October, we bring to mind this important cause and the memory of Muriel Gauvin, whose brave struggle with breast cancer inspired CCOR.

READY... SET... *Fall!*

LOOKING FOR SOME FUN FALL ACTIVITIES? TRY THESE CCOR FAVORITES:

	FARM MARKET	PUMPKINS!	CORN MAZE	APPLE PICKING	CIDER & DONUTS	HARD CIDER	HAUNTED HAYRIDE
The Apple Farm Victor, NY							
Castile Cider Mill Castile, NY (opens 9/12)							
Chase Farms Fairport, NY							
Joseph's Wayside Market Naples, NY							
Long Acre Farms Macedon, NY							
McCracken Farms Brockport, NY							
Powers Farm Market Pittsford, NY							
Schutt's Apple Mill Webster, NY							
Stokoe Farms Scottsville, NY							
West Wind Fruit Farms Hilton, NY							
Whittier Fruit Farm Rochester, NY							
Wickham Farms Penfield, NY							
Zarpentine Farms Hilton, NY							

Haunted Hayrides of Greater Rochester in Williamson, NY, Nightmare Manor in Rochester, NY and Verhulst Haunted Hayride in Rochester, NY are cancelled this year.

*Some of these fun fall destinations may have altered their procedures due to COVID-19, so be sure to call ahead.

For Beautiful Fall Foliage, CCOR Recommends...

Letchworth State Park | Naples | Canandaigua Lake | Keuka Lake
Mendon Ponds Park | Old Forge | Lake Placid

STORIES FROM THE HEART OF HEALTH HOMES

THE JOB OF A HEALTH HOMES CARE MANAGER involves phone calls, appointments, and piles of paperwork, but most importantly, it involves leading with heart. It involves gaining the trust of someone who is suffering and trying to help them through their struggles. These are some of the stories from the hearts of our CCOR Health Homes care managers:

I have a client who struggles with addiction, and I got a notification recently that this client had been in the hospital over the weekend. I immediately looked to see what the Emergency Room visit was for and saw that it was for relapse and suicidal ideation.

I tried to reach out to them via cell phone, but unfortunately, they did not answer. I was **WORRIED AND HAD A MILLION THOUGHTS GOING THROUGH MY MIND**, the most prevalent of all being: I hope they are alive and well. I knew that they had a doctor’s appointment that had been scheduled for that morning and called the office. The doctor’s office stated the appointment was a “no call, no show.” Without question, I called their social support who happened to be their father. The father answered and said that he had not seen the client since the Friday before, but he noticed some behavior and attitude changes. He was just as concerned as I was and hoped I would be able to find his child. I then reached out to their mental health provider who said they spoke to the client briefly but was quickly hung up on. Relieved that the client was still alive, I still felt the need to reach them myself. After continuous attempts for a few days following the ER visit, the client finally reached out to me. They had a clear mind at that point and was forever grateful for every phone call that was made and message that I had left for them. It was a rewarding feeling that in a client’s darkest moments, I was able to make a positive impression. My client was beyond thankful for that.

SABRINA WILFERTH

I began working with a client who had been diagnosed with serious mental illness and was raising five children alone. They were **HOMELESS, LIVING IN A CAR, SOMETIMES SLEEPING IN THE PARK** at night, as the only alternative was to be split up between shelters. As their care manager, I was able to meet with this client and develop a plan to provide the support and advocacy they needed. We met several times to apply for housing, food referrals, clothing closets, and anything else I could refer them to. We were able to secure stable housing and things were going well, and then their eldest son was shot and killed in a drive-by shooting, intended for someone else. I received the call and met with them to see how we could help and try to come up with a support plan. But I mostly just sat with them, doing my best to navigate comforting a parent who had just lost their child, to let them know they were not alone.

We are often asked what we do as care managers, and it is difficult to answer. We are the ones who they often call first in times of need, who are invited into their homes and lives, and who sit with them in the depth of their trauma. We are the ones who rejoice with them in their happiest moments because we know how hard they worked to get there. Our clients go through ups and downs in life, while also at times dealing with extreme mental and physical health issues, substance use, poverty, etc. We, as their care managers, meet them wherever they are and support them however we can within our role.

KOURTNEY DEISENROTH

I began working with a client who is pregnant, has a history of substance abuse, and is homeless. I was looking forward to this case because I am the same age as the client and felt like I could make an impact. We started to work on apartment searching, but I found myself calling her providers to find out if she had a new phone number more than actually speaking to the client. This was definitely frustrating, but I was not going to give up, because I knew she needed the assistance. Unfortunately, I found out from her provider that the client had relapsed on heroin and went to inpatient chemical dependency treatment. After contacting the inpatient chemical dependency agency with no call back, I contacted the client’s mother who shared the client was at the outpatient methadone clinic. The client’s mother provided a phone number, but it was the client’s ex-boyfriend, and he provided another phone number. I attempted to contact the client through call and text and called the client’s mother again with no success. I, then, had to send a disenrollment letter in hopes that the client would reach back out for services. This was not the case, and the client has been discharged from the program due to lack of engagement.

I CONTINUE TO WORRY EVERY SINGLE DAY ABOUT THE CLIENT AND HER UNBORN CHILD.

I think about what I could have done differently and how else I could have gotten the client re-engaged. I think about where she is living and if she is following through with the methadone clinic. It is hard to think about someone the same age as myself going through all of these hardships and there is nothing I can do but be there for support. I cannot force people to do things they do not want to do. This is the nature of being a social worker.

ELIZABETH HOERTZ



Throughout my career as a care manager, I’ve experienced the full range of human emotion. I’ve been cursed at, hung up on, and worst of all, audited. There are many aspects of this job that are bound to cause frustration, but there’s a reason we keep doing what we do.

Many of the Health Homes clients I’ve worked with felt as though the world had turned its back on them. They often feel socially isolated, distrusting of the medical system, and have backgrounds of trauma and abuse. Being a reliable, genuine, and helpful person to someone who may have never experienced that before is infinitely rewarding. I’ve seen clients in the depths of the human experience **RISE OUT OF HOMELESSNESS, POVERTY, AND SOCIAL ISOLATION.** Watching clients discover their own abilities with guidance, oversight, and advocacy has been the driving force behind my desire to work in this field.

KAYLA MCCRICKARD

I have a client who, in addition to the symptoms of her mental illnesses, has memory issues which can prevent her from recalling recent conversations. Over the past few months I, along with other members of her care team, have received many calls from her expressing anger and confusion, claiming no one was helping her and wanting to stop services. Hearing the client’s aggravation, in addition to the concerns and frustrations her providers have for her can be wearing; it makes me think, “What am I supposed to do? What is my role in this?”

ONE AFTERNOON, I RECEIVED A CALL FROM THIS CLIENT, WHO WAS FRANTIC AND SOBBING,

saying she did not understand who was helping her and what I do for her, adding she was feeling very depressed and anxious about everything. In a calm manner, I explained who her providers are, what each one is addressing, and what my role is in her care. More importantly, I told her we (her providers) are all here for her and are working to ensure she gets the services she needs to better her quality of life. Being told she has support made the client, even if temporarily, feel comforted, cared for, and heard. While we may have similar conversations again in the future, knowing I can have an impact on someone’s day and outlook on their life is very rewarding.

ELLEN SADLER



July 2020
Maria Johnson

A LOVE OF PEOPLE

MEET

Maria JOHNSON. For her, every new face is an opportunity to explore a new point of view. In her work as a home care aide, Maria doesn't just take care of her clients, she immerses herself in their lives.

Maria's first experience with home care was taking care of her great aunt and uncle, an astonishing four generations removed from her. Her Aunt Fannie Mae Hawkins lived to age 96 and her Uncle Pobe Hawkins, 108. "I was so used to having them in my life, so when they passed away, it was kind of devastating."

"I WAS SO USED TO HAVING THEM IN MY LIFE, SO WHEN THEY PASSED AWAY, IT WAS KIND OF DEVASTATING."

Maria has always loved meeting new people, but it was her year serving as a member of AmeriCorps that was the most educational. AmeriCorps is a network of national service programs, and after her training in LA, Maria served in Jackson, Mississippi working for the Mississippi Industries of the Blind. As a computer lab instructor, she tutored them in the use of a computer screen reading program called JAWS (Job Access With Speech). This

experience not only introduced her to people from a wide range of cultures, it gave her a window into the extraordinary capabilities of the blind. "Everybody is very, very independent," she says of the blind people

she served. "I knew one guy; he was in a blues band. He could play the guitar perfectly. I had another guy who was a mechanic. He knew a car inside and out. The majority of people there were completely blind and very independent."

Originally from Flora, Mississippi, Maria's love of travel led her to explore the people and places of the south, including Memphis, Nashville, Louisiana, and Orlando. When love brought her to Rochester in 2018, one of the first things she did was travel to nearby Niagara Falls. She plans to travel to Canada and other regional destinations when travel restrictions are lifted.

In 2019, Maria found CCOR and embarked on a career in home care. She enjoys engaging with her clients and encourages them in their favorite activities. With one

"I'VE TALKED TO SOME HOME CARE WORKERS WHO SAY THEIR CLIENTS ARE CHALLENGING, BUT I HAVEN'T HAD THAT EXPERIENCE AT ALL."

client, who loves to try new things, she and her client will order from new restaurants, trying new foods together. With another client, who loves to reminisce about a childhood church, Maria recently took him to visit that church as a birthday present. "He just went crazy. He went nuts. It's amazing how your mind works that if that's a place that you love, you never forget it." Maria loves to learn all about her clients—their preferences, their families, where they've lived, and what they've done. She also learns what kind of motivation they need most to live their healthiest life.

Maria's LOVE OF PEOPLE HAS LED TO SOME TRULY INSPIRING EXPERIENCES. It's also made her a perfect companion for our CCOR clients. "I've talked to some [home care workers] who say their clients are challenging, but I haven't had that experience at all," she says, which is not surprising. The everyday challenges of home care are no match for a people-loving superstar like Maria. ■



Day BY Day.

That's how Francis Bennett has earned the love of her clients, the admiration of her beloved Grandma Robin, and the title of our August Aide of the Month. Motivated and determined, Francis knows the only way to accomplish her goals is to take it day by day.

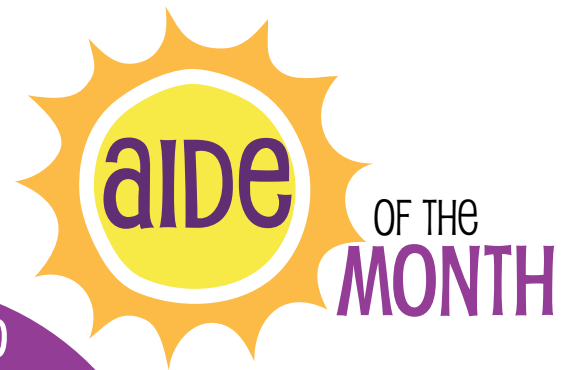
As a child, Francis was greatly influenced by her Grandma Robin, who worked as an LPN. Inspired by her Grandma's example, Francis became a certified nursing assistant and started working at a nursing home. She soon switched from the fast-paced atmosphere of nursing home work to the more friendly, personal atmosphere of CCOR. "I like the fact that it's one on one, working with one person, because you get to know them. You get to really know them as a person, get to know their past, get to know them now."

"I LIKE THE FACT THAT IT'S ONE ON ONE, BECAUSE YOU GET TO REALLY KNOW THEM AS A PERSON."

In addition to health care, Grandma Robin taught Francis other skills she enjoys, like organizing, baking, and even cleaning. "Her house was always clean," Francis explains, "and I used to follow her around the house, so I got to learn how to do laundry at, like, six years old, stuff like that. She was a very big influence on everything from my nursing to my ability to clean to baking. She taught me a lot of those skills. She still to this day sends me recipes all the time," Francis says with a smile.

Day by day, Francis applies those skills to her work as a home care aide. She helped one client bake a homemade cake with cream cheese frosting for an event at the

August 2020 Francis Bennett Day BY Day



client's apartment building. With another client, Francis helped clean and declutter the house. Together they got rid of some items, donated others, and organized what was left.

Day by day was also the only way Francis could get through the ordeal of her son's premature birth. Her son Kai'dyn was born three months early with severe health problems and had to spend the next eight months in the hospital.

Although he still has medical needs, Francis is relieved to finally have Kai'dyn home. "It was scary, my first baby, and he tried to give me a run for my money. It was a lot, but he's home now. After eight months, he finally came home. And he's doing great. He's a fighter, and so can I be," Francis says.

"YOU WANT TO JUST, DAY BY DAY, SECOND BY SECOND, TAKE IT ONE DAY AT A TIME."

Today Grandma Robin proudly encourages her granddaughter to continue her career, a goal that Francis shares. Not only does she have the experience and motivation to become a nurse, her experience with CCOR has also instilled confidence in her abilities. Francis would have started nursing school sooner, but life, sometimes, has other plans. Instead of getting ready for school, Francis spent every day for eight months visiting her son in the hospital, which turned out to be hard-earned, real life medical experience.

FRANCIS HAS LEARNED that no matter how far ahead you plan, the only way to accomplish your goals and overcome challenges is to take it day by day. "Things change every second of every day," she says, "and you don't want to plan too far ahead and then not be able to achieve that. You want to just, day by day, second by second, take it one day at a time." ■

SAFETY CORNER

Suicide Prevention By Sandy Lyons-Jackson

September 6–12 is National Suicide Prevention Week.

Suicide is a major public health concern. Over 48,000 people died by suicide in 2018; it is the 10th leading cause of death overall. The rate of suicide has increased over 33% in the past two decades.

COVID-19 has increased many individuals' isolation and has caused great financial and emotional stress and hardship. It is important that we help others around us so that we all feel supported and not alone.

Suicide can be preventable. Knowing the warning signs and how to get help can save lives.

Some Signs and Symptoms:

- Talking about wanting to die or wanting to kill themselves
- Talking about emptiness, hopelessness, or having no reason to live
- Making a plan or looking for a way to kill themselves: online searches, stockpiling pills, or buying a gun
- Talking about great guilt or shame
- Talking about feeling trapped and no solution
- Unbearable pain (physical or emotional)
- Talking about being a burden
- Using alcohol or drugs more often
- Acting anxious or agitated
- Withdrawing from family or friends
- Changes in eating or sleeping habits
- Talking or thinking about death often
- Giving away important possessions
- Putting affairs in order, making a will

If someone you know has these feelings, please get them help; call for them if you must! Suicide Prevention Hotline: 1-800-273-TALK.

Five Action Steps for Helping Someone in Emotional Pain:

Ask: Are you thinking about killing yourself?

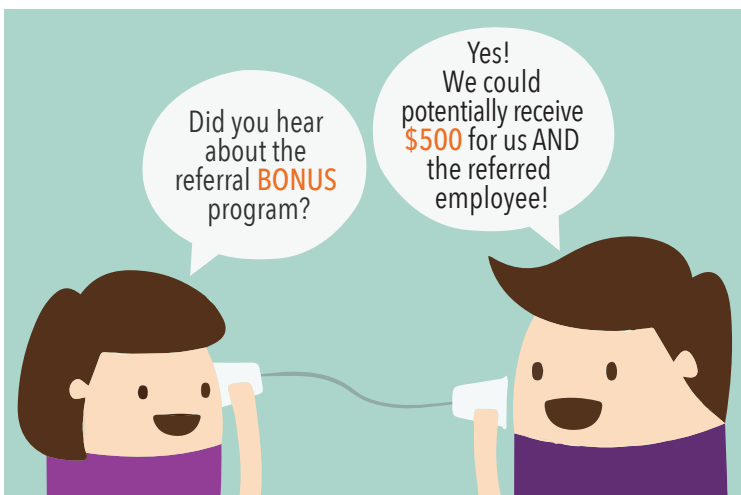
Keep Them Safe: Reduce access to lethal items or places.

Be There: Listen carefully and acknowledge their feelings.

Help Them Connect: Help them call the National Suicide Prevention Hotline: 1-800-273-TALK (8255)

Stay Connected: Follow up and stay in touch after a crisis.

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