

November & December 2020

Our Holiday Wishes

★ **MY HOLIDAY WISH** this year is that no one be alone for the holidays and that all our neighbors and loved ones feel the magic of the holiday season. Take the time to ensure those around you feel loved. Bring them some baked goods or a simple gift. Call them on the phone. This year more than ever we need to watch out for those around us. Social isolation from the COVID-19 restrictions will significantly lead to depression and an increased risk of suicide this year. Be kind and thoughtful.

~SANDY LYONS-JACKSON

★ Holidays are a difficult time for our clients for reasons that many people would not even think about. **I WISH THAT** our clients' tables are filled with food and hearts with love. I pray that our clients and their families have a safe, loving, and fun holiday season.

~ELIZABETH HOERTZ

★ **I WISH FOR** donations to be made (money or needed supplies) to an animal rescue that is dear to my heart: Operation Freedom Ride. Anyone that's ever thought of adopting or fostering, I recommend them!

~MARISA MONTANTE

★ **MY HOLIDAY WISH** is to put a smile on my daughter, Clara's, face as often and as long as possible; for all my friends, family, and community to have good health and warm spirits; and to spread as much love and kindness to others as possible.

~MARY VACCHETTO-KING

★ **MY HOLIDAY WISH** is for all people to be loving and respectful of each other's viewpoints this holiday season. I pray that we can all keep open hearts and open minds towards each other.

~MARY WOJCIECHOWSKI

★ **MY HOLIDAY WISH** is for a safe and merry holiday season for all of CCOR's clients and employees!

~DAN OONK

★ **MY WISH, HOPE, AND PRAYER** is that all our clients stay safe so that they can experience a wonderful holiday season. Also, that this virus is eliminated so that we all can be back to some sort of "normal."

~SANDI NICHOLS

★ **MY WISH** is that during this holiday time all friends and family can come together to share and celebrate, hopefully take some time away from all that has happened this year.

~CHRIS GAUVIN

★ **I WISH FOR** a happy and healthy holiday season for all.

~EMILY BRIGGS

★ **MY HOLIDAY WISH** is to be with my sons and their significant other at home, filled with fun, laughter, and making many new fond memories together.

~COLLEEN BOICE

★ **I WISH FOR** a worldwide COVID vaccine that lowers COVID risk to that of the flu.

~ZAK WALLACE

★ My holiday wishes have always been simple... **I WISH FOR** health, happiness, and love. The holidays are about being with the people you love and inviting the ones over that do not have a family. Share the happiness with them also! I would also like to wish my CCOR family a very Happy Holiday!

~DAWN KACZYNSKI

★ **MY HOLIDAY WISH** is to be able to see my grandmother, in person, who is in a nursing home, and to be able to give her a hug to let her know how much I miss and love her.

~KRISTINA RAFFA



CCOR OFFICE BULLETINS

Staff Appreciation Event!

Stop by your local CCOR office on December 10 & 11 to pick up a yummy hot cocoa kit to-go and your 2021 calendar!

Note from the Payroll Department

Attention aides! Timesheets are due **Sunday by noon**. *No exceptions!*

Welcome to CCOR!

Kristine Burkhardt, RN/HCSS Supervisor
Torri Cowans, Health Homes Care Manager
Jennifer Crandall, Children's Health Homes Care Manager
Melissa Mastanuono, Marketing Outreach Coordinator

Congratulations on Your New Positions

Marisa Montante, Human Resources Generalist

Holiday Closures

CCOR Offices will be closed:

**Thursday, November 26 &
Friday, November 27** for Thanksgiving

**Thursday, December 24 &
Friday, December 25** for Christmas



Donate for Denim

Giving is good for you. Here's why: 1.) Studies have shown that generosity has a positive effect on health. It can even benefit people with chronic illnesses, according to a Stony Brook University study. 2.) According to research conducted at Claremont Graduate University, charitable giving releases the "euphoria" hormone, oxytocin. 3.) Studies have shown that positive social interactions, such as charitable giving, have beneficial effects on physical and mental health. The bottom line? GIVE!

Donate for Denim Recap:

In September, we honored National Recovery Month by raising \$100 for the **Grace of God Recovery House**, a safe and loving home for men in the early stages of recovery from alcoholism or substance abuse.

In October, in honor of our founder's sister, Muriel Gauvin, we raised \$110 for **Breast Cancer Coalition of Rochester**, a charity fighting for a cause that is close to our hearts.

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 November, we'll be raising money for the **Veterans Outreach Center**, an organization that serves those who have served. Their free services include job training, employment assistance, housing assistance, case management, legal counseling, and veteran treatment programs. In addition, their Morale Center is a restorative place for camaraderie and healing of mind, body, and soul.

In December, we'll be helping women throughout Rochester by raising money for **Bethany House**. Bethany House provides supplies and support to women facing homelessness, domestic violence, incarceration, addiction, and mental and physical illness.

GEARING UP FOR GROWTH

By Chris Gauvin
CEO

FOURTH QUARTER STATE OF THE COMPANY

After nearly eight months of navigating the challenges of COVID-19, what impresses me most is that we are still the same company we were before. Despite the many ways we have been forced to change, we have stayed true to our values and our vision. That is something we can all be very proud of.

What's New?

COVID-19: As the pandemic continues, we're constantly adjusting our operations as we seek to find a balance between safety, productivity, and comfort. Our aim is to make decisions that are good for everyone and to keep ourselves safe as we slowly open up our offices to a more normal routine.

Level 10: There are a total of 18 individual Level 10 Meetings occurring within the company. This means that issues are getting more easily identified and transitioned to the group best equipped to work on them.

IT: I recently took part in our first annual IT planning meeting. We dove into our IT goals for 2021, and I'm excited for the new ideas we came up with.

AlayaCare: Switching to a new software system has been a massive project this year. It's been a challenge to run two systems simultaneously, but the transition is coming to a close as we are ready to put the last portion of AlayaCare into place.

Growth: I'm pleased to announce that, as a company, we are up 11.5% over last year. The fact that we are on track with our growth goals during this challenging time is a testament to our entire staff.

New Training Room: We've added a larger training space to our Rochester office where we can fit far more people in a safe, socially-distanced way.

Looking Forward:

5-5-5 Meetings: Beginning this quarter, we'll be starting 5-5-5 meetings, which are constructive, supportive meetings between an employee and their direct supervisor. You'll find these meetings to be a time to connect with your manager, dig deep into your role,

and get positive feedback. I'm looking forward to seeing the positive results of these meetings.

AlayaCare Launch: We are anticipating launching AlayaCare with field staff on January 1. This means all of our visits will be electronically verified and all our records will be stored in the AlayaCare system.

Productivity: In the coming quarter, the leadership team will be taking a careful look at the efficiency of each department.

Social Media: This company was founded largely on word-of-mouth growth. Today, social media is an important way we can continue to share CCOR with others. If you love this company, I invite you to like, follow, and share CCOR on social media.


Q4 Core Value Champions:

-  **1 EXTENDING THE FAMILY** Molly Dillon
-  **2 GET IT DONE** Jennifer Licciardi
-  **3 LEAD WITH HEART** Elizabeth Hoertz
-  **4 SOLVE THE PROBLEM** Colleen Boice
-  **5 LITTLE FUNNIES :)** Zakarij Wallace

2021:


In 2021, our goal will be to expand, define, and strengthen our company. We'd like to continue to expand our coverage and provide services in areas and populations that other companies have missed. Financially, we're looking to find ways to save money and focus our financial resources where they are needed. Also, we're planning to develop our brand identity to ensure that our marketing accurately reflects who we are. Finally, we'd like to look for ways to retain our staff and build long term employee relationships with the company. Our people are our most important resource. How they impact the lives of our clients is a value that can't be measured.

As we look at the goals ahead of us, 2021 is going to be a challenging year. I am confident, however, that we have what it takes to expand, grow, and fulfill our potential.



IT'S COMPLIANCE WEEK!



So?



Oh, I'm sorry. But... it's just compliance.

Just Compliance?! Do you even know what Compliance is?

Yeah...well, not really.

Compliance is *more* than just the QA department! It's an **entire program** that must exist by law, **including:**


- Policies and procedures
- A Compliance Officer
- Training and education
- Lines of communication for reporting Compliance issues
- Disciplinary policies
- A system for identifying Compliance risk areas
- A system for responding to Compliance issues
- A policy of non-intimidation and non-retaliation

Woah, that's a lot. But it's still not very exciting. In fact, that sounds like the *opposite* of exciting.

It's *exciting* because it's **important!!!**

The Compliance Program identifies potential risks for the agency and serves as a **"Checks and Balances"** for CCOR.

It's **another set of eyes** reviewing documents and a **neutral party** looking for the facts of a situation.



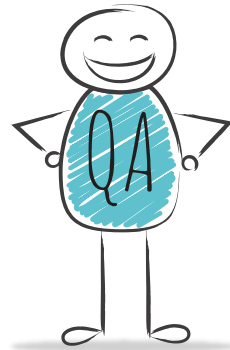
It's CCOR's ability to **identify and correct compliance risks** before they become a problem.

It's a way for clients and employees to **report concerns** if they are not comfortable reporting to their supervisor or care team.

It's a navigation system that keeps CCOR on course!


Hmm. That does sound important. So, what do you guys actually do?

LOTS!




Your friendly Compliance team...

- Audits timesheets, clinical records, CDPAP records, HHUNY care charts, and HR files.
- Collaborates with other departments regarding risk areas, resulting in new policies.
- Identifies, analyzes, and reports trends.
- Investigates HIPAA violations, aide concerns, falls, hospital visits, medication errors, missing items, and allegations of fraud, neglect, and abuse.
- Reports Serious Reportable Incidents to the appropriate RRDC.
- Conducts company-wide bi-annual client satisfaction surveys.
- Makes recommendations to supervisors and care teams based on investigations.



Wow! Impressive. Should I be worried you're watching over my shoulder at how I do my job?


Not at all! **We're just fact finders.** We don't administer discipline or tell employees what to do. And we report to a lot of different groups... like the Quarterly QA Committee, Risk Assessment Committee, Board of Directors, Incident Review Committees (IRC), RRDC (Buffalo and Rochester), and the CCOR Leadership Team



Whew!

Wanna know what else???

What?




Compliance isn't just the responsibility of the QA Department. It's *everyone's*, including **YOURS!**

Me? Wow! Cool! Do I get a badge or something?



No badge, but you do get **a lot of resources** to help you, like:

- Policies and Procedures
- Employee Handbook
- Your Supervisor
- Your Compliance Team: Sandy Lyons-Jackson, Molly Dillon, Dan Oonk, and Tori Bloomquist
- The Education Department through initial and ongoing training
- The Human Resources Department
- The CCOR Anonymous Hotline: (585) 546-1219
- QA@ccorhome.com to report suspected compliance violations and/or incidents
- The CCOR Leadership Team and Board of Directors




Now are you excited about **Compliance Week?**

Yeah! I really am. Thanks.





September 2020
Carmen Montes
**ANSWERING
THE CALL**

**several
years ago, while**

WORKING IN A CALL CENTER, our September Aide of the Month, Carmen Montes, received a call that changed the course of her career. She got a call from an older adult. The resulting conversation awakened a compassion in her for the elderly and a desire to work in home care. After that phone call, Carmen said to her coworkers, “If I ever leave here, the next thing I’m going to be doing is health care.”

Carmen followed her inspiration and left the call center. Luckily for us, she found CCOR and has been working here since 2016. Her talent stems from her outgoing nature and her positive attitude. “I love taking care of people, being around them,” she says.

**“ I JUST COME IN EVERY DAY
WITH A POSITIVE ATTITUDE.”**

Knowing that her clients may be in pain, Carmen looks for ways to bring a little sunshine into their lives. “I just come in everyday with a positive attitude. I check in to see if they’re okay. I have conversations with them, talk with them, go for a walk, or whatever they’re able to do that we can both do together.” Carmen’s strongest gift is the happy mindset she brings to her job, no matter what.

The caring atmosphere at CCOR fits Carmen to a T. “I enjoy and love being with CCOR,” she says. “They’re

really friendly, caring, and very appreciative

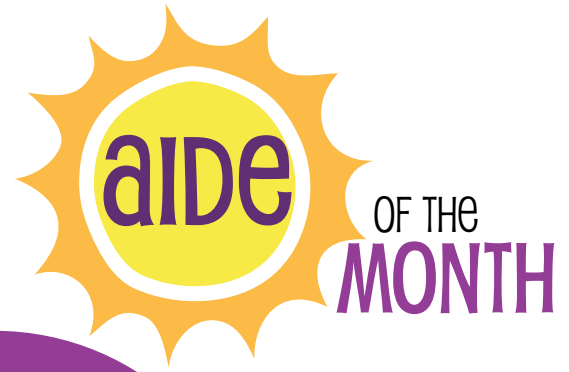
to the aides.” To anyone looking for a job with CCOR, Carmen’s advice is, “Basically, it’s a great job. Everyone there is the best. Everyone there always has positive energy, always in a good mood and respectful.”

In her free time, Carmen dotes on her two-year-old girl, Rae’anna and has a passion for doing nails. Ever since she was a child, Carmen has had a dream to open her own nail studio. During the COVID-19 quarantine, she practiced and perfected her nail skills. Now, Carmen is determined to begin making that dream come true.

**“ I LOOK FORWARD TO COMING
THERE EVERY DAY, LIKE THEY
WERE MY OWN FAMILY.”**

**CARMEN’S POSITIVE ATTITUDE IS THE BEST
PART OF HER CLIENT’S DAY,**

but more importantly, her clients have become a fulfilling part of hers. They are the reason she started home care work in the first place, and they are her inspiration to keep doing her best. “They make me want to keep going in every day, making sure that they’re okay,” she says of her clients. “I look forward to coming there every day, like they were my own family.” Carmen has found joy with CCOR, and it all started with a phone call that touched her heart. ■



October 2020
Carol Stonesifer
UNSTOPPABLE

NOTHING

CAN STOP OUR OCTOBER AIDE OF THE MONTH,

Carol Stonesifer, from doing her best every day. Not even the C word—cancer.

Carol Stonesifer is the type of person who just keeps going. In 2009, when the factory she had worked at for 23 years closed, she found a way to move forward. After taking some time off, she bravely started a new career in home care. She began working for CCOR in 2010 and has been serving our clients faithfully since then. “I just keep working,” she says. “I enjoy working, just helping people out.”

“I JUST KEEP WORKING.
I ENJOY WORKING, JUST
HELPING PEOPLE OUT.”

Carol is known for her upbeat attitude, friendly nature, and unbeatable work ethic. “Something I’m best at is when somebody calls and I drop what I’m doing and go to work.” She shows up and gets the job done, no matter. Even throughout her ordeal with cancer, Carol never stopped working.

In November of 2019, Carol received a bombshell—she was diagnosed with cancer. “When you’re first diagnosed, it’s a hard word to get out of your mouth. And knowing that Farrah Fawcett had it and she’s not here anymore... And it happened around the holidays, so I had to take

it upon myself to wait until after Christmas to tell people. You know, that’s a big secret to keep. I wouldn’t want to ruin anybody’s holiday. That’s how I am.” What followed were rounds of tests and a lot of sleepless nights, all while keeping her diagnosis to herself.

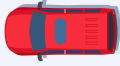
Carol began eight weeks of radiation treatment on New Year’s Eve, finishing in February and working consistently throughout. At first, the treatments were easy to handle, but halfway through, it became painful to walk. Carol, however, was unstoppable. “If I can move,” she says “I’m going to work. I’ll work til I can’t work no more.”

“I LOVE KNOWING THAT I’M HELPING PEOPLE TO STAY IN THEIR HOMES, TO KEEP THEM MOTIVATED, TO DO EVERYDAY LIVING SKILLS WITH THEM.”

In addition to her stellar work ethic, Carol genuinely enjoys her job. “I love knowing that I’m helping people to stay in their homes, to keep them motivated, to do everyday living skills with them.” Keeping her clients company, taking them out in public, and making sure they’re safe are what keep her going. “I enjoy doing what I’m doing. If you didn’t, you shouldn’t be doing that profession.”

LIFE CAN THROW CURVE BALLS NOW AND THEN, like a cancer diagnosis or a career change, but it’s people like Carol who don’t let those obstacles stop them. She finds a way to keep going and keep doing her best, no matter what. ■

SAFETY CORNER



Winter Weather

Driving Tips By Sandy Lyons-Jackson



Prepare Your Car for Winter

- Test your battery—battery power drops as the temperature drops.
- Make sure the cooling system is in good working order.
- Have winter tires with a deeper, more flexible tread put on your car.
- If using all-season tires, check the tread on your tires and replace if less than 1/16 of an inch.
- Check the tire pressure—tire pressure drops as the temperature drops.
- Check your wiper blades and replace if needed
- Add wiper fluid rated for -30°.
- Keep your gas tank at least half full to avoid gas line freeze



Before You Start Out

- Clean your car's external camera lenses and side view mirrors so you'll be able to see what's around you.
- Remove dirt, ice and snow from sensors to allow the assistive-driving features like automatic emergency braking to work.
- In frigid weather, you may want to warm up the car before you drive it.
- To prevent carbon monoxide poisoning, never leave a vehicle running in your garage—even with the garage door up.

- Make sure you have your kitty litter, blanket, water, and work ID/bag with you.



If the Roads and Walkways are Icy

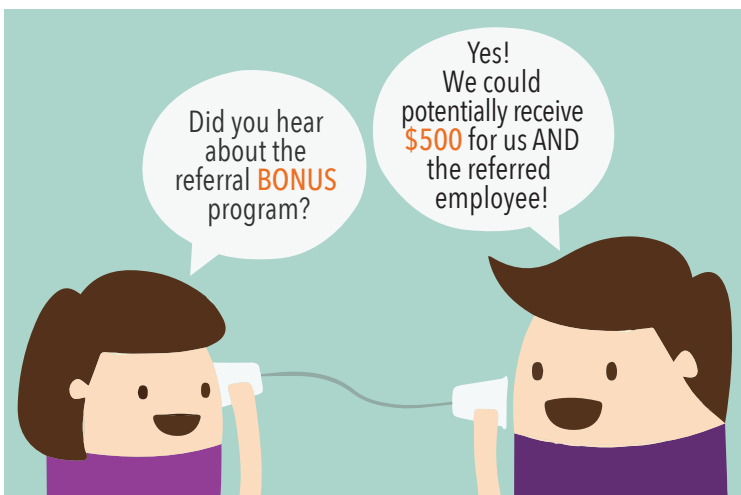
- Remember to leave early.
- Drive at speeds appropriate for conditions.
- Avoid using your cruise control.
- Accelerate and decelerate slowly.
- Increase following distance to 8 to 10 seconds.
- If possible, do not stop when going uphill.
- Steer in the direction of a skid, so when your wheels regain traction, you don't have to overcome to stay in your lane.



Arriving at Work

- Remember to use your kitty litter if the parking lot, driveway, walkway, or steps are slippery.
- Do not shovel. It is not part of your role to shovel (if it needs maintenance, call for assistance...call CCOR if you do not know what to do).
- Remember to walk like a penguin and 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.



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