

# THE CCOR NEWSLETTER

Companion Care of Rochester

January & February 2020

## INTRODUCING... CCOR'S FIRST ANNUAL WINTER CARNIVAL

**On February 8, come out of hibernation and join the fun!**

Our cold northern winters can keep most people wrapped in a blanket sleepily awaiting spring. But now, CCOR is giving employees a new and exciting reason to brave the cold. On February 8, grab the kids, put on your party clothes, and head over to our Rochester office for a festive winter carnival!

Our hallways will be packed with plenty of reasons to smile. Come hungry and indulge in a feast of pizza, popcorn, and sno-cones. It might be a tundra outside, but there will be games aplenty inside, including bowling, cornhole, and other fun carnival games (with prizes, too). There will also be chances to express your artistic side with some creative crafts.

Remember the balloon animal artist/magician and face painter from the summer picnic? They'll be joining our winter carnival to dazzle and entertain. (And if you figure out that cool camera phone trick, be sure to let us know!)

In case that isn't enough to get you out of bed, this next carnival feature certainly will. Guests will get the chance to

throw a pie in the face of our beloved CEO, Christopher Gauvin! So, keep your eye on the pie, and be sure to get a few whipped-cream faced photos to chuckle about all winter long.

So, when February 8 rolls around, rub the sleep out of your eyes and remember what fun feels like. Come be a part of CCOR's first annual Winter Carnival! (And don't forget to warm up your throwing arm with a few stretches.)

**CCOR WINTER CARNIVAL:**  
**Saturday, February 8: 1pm - 4pm**  
**70 Carlson Road**  
**Rochester 14610**



Website: [CCORhome.com](http://CCORhome.com)

Phone: 844.546.1600



# CCOR OFFICE BULLETINS

## *Join the CCOR Polar Plunge Team!*

Feel like jumping into an icy lake for a good cause? Then join CCOR staff member Brenda Frankenberger and the "Home Care Heroes" in the Rochester Polar Plunge on February 9, 2020. Those who prefer to stay dry are invited to donate to the team. To register for the plunge or donate, go to [polarplunge.net](http://polarplunge.net) and search for "Home Care Heroes."

## *Holiday Closures*

CCOR Offices will be closed  
**January 1** for New Year's Day and  
**February 17** for Presidents' Day.



## *Welcome to CCOR!*

Elise Arneson, HR Compliance Coordinator  
Angela Gioia, CDPAP Coordinator  
Rose Ocasio, Health Homes Care Manager  
Francesca Premo, Health Homes Care Manager  
Kathleen Reed, Education Manager

## *Congratulations on Your New Position!*

José García, CDPAP Coordinator

# Donate for Denim

**Dig a little deeper.** Ten dollars is all it takes each month to earn Thursday denim privileges in the office and feel good about supporting a worthy cause, but why stop at ten dollars? The jar located at the front desk awaits additional donations from anyone moved to give. Dig a little deeper into the activities of the amazing charities we support and you may be inspired to dig a little deeper into your wallet.

## Donate for Denim Recap:

**In November** we joined the mission of **The National Multiple Sclerosis Society** by raising **\$230** to help them fund research and assist those afflicted with MS. Thanks, Susan Dowd, for the suggestion!

**In December**, we remembered the homeless of Buffalo by raising **\$247.50** for the **Buffalo City Mission**, an organization that not only provides food and shelter but also the tools for a better life.

## 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](mailto:mcandelora@ccorhome.com).

## Denim Down the Line:

**In January**, we'll be raising money to benefit the **Rochester Polar Plunge**, which supports programs and services of Special Olympics New York. Started in 2001 by officers who belong to the Law Enforcement Torch Run for Special Olympics, the Rochester Polar Plunge is the largest plunge in New York State and has raised millions for local Special Olympics programs. In addition to the monthly giving opportunity, employees are encouraged to donate to the CCOR Polar Plunge team. Go, "Home Care Heroes"!

**In February**, CCOR will donate to the **American Heart Association**, an organization that has been fighting heart disease and educating about heart health since 1924. The Rochester affiliate is focused on helping local communities engage in healthier lifestyles and promoting healthier food options in neighborhoods.



# \*December Doings\*

Here's what went down in December:

## DEC. 11: Heroes in the Home Luncheon



Carol Pearce and Danielle Shine won our hearts at our annual Heroes in the Home Luncheon. These two spectacular aides consistently go above and beyond the call of duty and always with a smile. This year we celebrated with a delicious lunch at Bocaccini's Italian Bistro. Hip hip hooray for these homecare heroes!

## DEC. 13: Cocoa and Calendars Staff Appreciation



We served up a chocolatey sweet winter treat (complete with mini-marshmallows, candy canes, and Hershey's hugs) for our staff on December 13. At our final staff appreciation of the year, Cocoa and Calendars, we also handed out 2020 calendars and well wishes for the new year. We're ready for you, 2020... the best is yet to come!

## DEC. 16: Gifting Tree Gift Wrapping



We wrapped up our annual Gifting Tree initiative with a gift wrapping session. December just wouldn't be complete without spreading holiday cheer to some of our clients who may need it.

## DEC. 20: Ugly Sweater Contest



CCOR turned ugly on December 20 for our annual Ugly Sweater Contest. Here are the lucky winners:



<b>Ugliest</b>	Irma Sanchez
<b>Most Creative</b>	Zak Wallace
<b>Most Festive</b>	Marie Candelora







# GET TO KNOW OUR 2019

# HEROES IN THE HOME

IN DECEMBER WE CELEBRATED OUR 2019 **HEROES IN THE HOME**. THIS IS A STATEWIDE CAREGIVER RECOGNITION PROGRAM THAT HONORS 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.



## DANIELLE SHINE

**SAVES THE DAY!**

WE CAUGHT UP WITH DANIELLE SHINE TO ASK A FEW QUESTIONS. HERE'S WHAT SASSY DANIELLE HAD TO SAY:

**CCOR:** WHO WAS THE BIGGEST INFLUENCE ON YOUR WORK?

**DS:** MY GRANDMOTHER, ROSA WIMS. SHE ENCOURAGED ME A LOT. SHE IS A NURSE. SHE HAD A COMMUNITY HEALTH CENTER. AND SHE WORKED AT FOOD LINK DOING THANKSGIVING FEEDINGS ON VETERANS DAY. SHE'S 97, SO BASICALLY WATCHING HER DO WHAT SHE DOES HAS ENCOURAGED ME TO KEEP GOING AND GOING AND GOING.



## CAROL PEARCE

**TO THE RESCUE!**

CAROL PEARCE ANSWERED OUR QUESTIONS WITH A SMILE. HERE'S WHAT WE FOUND OUT:

**CCOR:** WHO WAS THE BIGGEST INFLUENCE ON YOUR WORK?

**CP:** MY MOTHER. SHE PASSED AWAY LAST YEAR, BUT I'D BEEN TAKING CARE OF HER EVER SINCE MY FATHER PASSED AWAY, MAINLY RUNNING ERRANDS AND HELPING HER IN HER HOME. I GUESS YOU COULD SAY I WAS DOING PART OF THE JOB OF AN AIDE WITH HER. WORKING WITH MY MOTHER INSPIRED ME TO TRY AIDE WORK.

**CCOR:** WHAT IS THE BIGGEST CHALLENGE IN THIS TYPE OF WORK?

**DS:** CHALLENGES? I DON'T REALLY HAVE ANY CHALLENGES. I USED TO WORK IN A GROUP HOME, AND I HAD 3 TO 4 PEOPLE IN A GROUP THAT I HAD TO TAKE CARE OF. BUT *THIS* IS A PIECE OF CAKE! ONE PERSON YOU GIVE ALL YOUR ATTENTION TO. I DON'T REALLY HAVE ANY CHALLENGES. IT MIGHT BE HARD TO GO FROM ONE JOB TO THE NEXT JOB, AND I MAY BE A LITTLE TIRED, BUT I KEEP GOING.

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

**DS:** MY FIRST CLIENT EVER, SHE DIDN'T WANT ME THERE. SHE USED TO PUSH ME AWAY AND THAT SORT OF THING. AND THEN ONE DAY WHEN I CAME THERE, SHE TOOK MY HAND AND THEN SHE KISSED IT!

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

**DS:** HELPING PEOPLE. IT'S IN MY NATURE. I GET TO HELP PEOPLE WHO CAN'T HELP THEMSELVES. I'M A HELPFUL PERSON. I LOVE TO HELP.

**CCOR:** WHAT IS THE BIGGEST CHALLENGE IN THIS TYPE OF WORK?

**CP:** WORKING PAST SOME PEOPLE'S ISSUES CAN BE CHALLENGING. WHEN A CLIENT WANTS THEIR OWN WAY, I TRY TO EXPLAIN THINGS IN MORE DETAIL TO GET THEM TO UNDERSTAND IT OR GIVE IN TO THEM.

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

**CP:** I *LOVE* THAT I'M HELPING PEOPLE STAY IN THEIR HOMES. THEY DON'T HAVE TO BE IN A NURSING HOME. MY FATHER WAS IN A NURSING HOME FOR TWO YEARS, AND HE DIDN'T LIKE IT. THIS WAY PEOPLE CAN STAY IN THEIR OWN HOMES, WHERE THEY'RE HAPPIER.

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

**CP:** ONE OF THE FIRST CLIENTS I WORKED WITH WAS BED-RIDDEN, AND I HAD TO HELP HER WITH A LOT OF THINGS. WHEN SHE PASSED AWAY, IT *REALLY* AFFECTED ME. I HADN'T BEEN THAT CLOSE WITH ANYONE WHO HAD PASSED EXCEPT FOR MY FATHER.

**CCOR:** WHAT ACHIEVEMENT ARE YOU MOST PROUD OF?

**DS:** BECOMING AIDE OF THE MONTH. I DIDN'T EXPECT IT. WHEN THEY TOLD ME, I WAS LIKE "OH MY GOODNESS, I MUST BE DOING GOOD!" IT REALLY SURPRISED ME. I WAS SO EXCITED, AND *THEN* WHEN THEY CALLED ME ABOUT *THIS...* OH MY GOODNESS!

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

**DS:** MEETING NEW PEOPLE AND GETTING TO KNOW DIFFERENT TYPES OF PEOPLE. I LOVE MEETING NEW PEOPLE. I THINK IF YOU DO THE SAME THINGS OVER AND OVER AND OVER, IT GETS BORING. BUT THE CLIENTS ARE ALL DIFFERENT AND HAVE DIFFERENT NEEDS.

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

**DS:** DOING THIS WORK HAS MADE ME MORE CARING, SYMPATHETIC TO OTHER PEOPLE'S NEEDS, AND MORE OUTGOING!

**CCOR:** WHAT ACHIEVEMENT ARE YOU MOST PROUD OF?

**CP:** HELPING PEOPLE WITH THE LITTLE THINGS THAT THEY AREN'T QUITE CAPABLE OF DOING BECAUSE OF THEIR HEALTH ISSUES. SOMETIMES IT'S JUST VACUUMING OR DOING THE DISHES. THESE ARE THE THINGS THAT HELP THEM STAY IN THEIR HOMES.

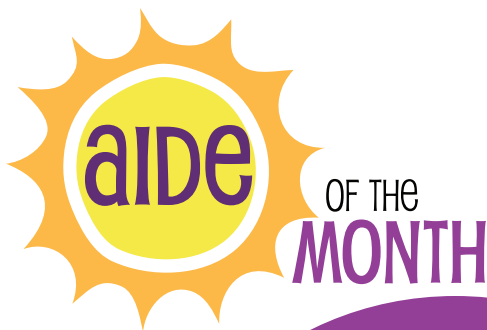
**CCOR:** HOW HAS HOME CARE WORK CHANGED YOU AS A PERSON?

**CP:** IT'S MADE ME MORE OUTGOING BECAUSE I HAVE TO BE SOCIABLE WITH MY CLIENTS AND GET THEM TO TALK TO ME. I LISTEN TO THEIR PROBLEMS. SOME OF THEM DON'T WANT TO TALK, BUT I TRY TO GET THEM TO TALK.

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

**CP:** *COOKING*. I DON'T COOK MUCH FOR MYSELF. EVER SINCE I BECAME AN AIDE, I DO A LOT MORE COOKING THAN I USED TO DO. LAST WEEK, I HELPED A CLIENT COOK HER TURKEY.





November 2019  
Quintin McFarland

**More  
Than Me**



necessary to ensure the comfort of his client, with the same level of care he gives to his own comfort.

**“YOU SHOULD TREAT EACH  
INDIVIDUAL THE WAY  
YOU TREAT YOURSELF.”**

## RECENTLY, QUINTIN MCFARLAND, OUR NOVEMBER AIDE OF THE MONTH, FOUND HIMSELF HAVING AN INSPIRING DISCUSSION

on books, philosophy, and the meaning of life with a client. This is not unusual for Quintin, who treats everyone he meets as a person of value and worth. He deeply respects all the people around him, knowing he is part of a greater world. “More than me” is Quintin’s philosophy of life. “It’s not just about me,” he explains. “There’s more than me.”

“More than me” begins with the people Quintin values most: his family. He learned what it means to be a good provider from the example of his father, and today Quintin himself is a devoted father to twin teenage daughters. As a family company, CCOR became a perfect fit for Quintin, who had a memorable early encounter with founder Al Gauvin. “When I first met Mr. Al,” Quintin remembers, “he told me, ‘If you have a family, take care of your family first. Job comes second.’ That’s what he told me at the South Clinton office the first time I met him. Right there in the parking lot, before I even filled out the application. I think about that to this day.”

Respect is the basis for Quintin’s “More than me” philosophy and forms the motivation for how devotedly he cares for his clients. “You should treat each individual the way you treat yourself,” says Quintin. Taking his own advice to heart, he regularly goes above and beyond. He does whatever is

“More than me” means awareness of the people around him. He is deeply conscious of the importance of bringing a positive energy to every interaction. “It’s all about the energy you give off to a person. Once you have that bad energy, that bad energy could go to someone else. You don’t want your bad energy to go to your client.”

Quintin’s “More than me” attitude leads him to value both his clients and his coworkers. He sees the CCOR staff as a family that works best when they work together. He routinely finds ways to assist his coworkers, whether that means taking care of tasks to make their shift easier or making sure he is communicating effectively with them.

## QUINTIN HAS BECOME AN INSPIRING EXAMPLE OF THE COMPASSION THAT CCOR STANDS FOR.

“When you’re with a client for as many hours as I am,” Quintin says, “you learn that client more than you would think. And the client learns you more than you would think. I can really say that about a client I have now. He knows me more than anybody. And the thing about it is I don’t look at him as my client. He’s like an uncle to me. He inspires me. He gives me things to think about. I really care about him. He’s my guy.” ■





December 2019  
Samantha Wieglo  
**TAKING CARE  
OF FAMILY**

**“I’ve  
PRETTY MUCH  
BEEN IN THIS FIELD  
MY WHOLE ENTIRE LIFE,”**

says our December Aide of the Month Samantha Wieglo. With two family members with disabilities, Samantha found out early in life that people who need help deserve compassion and respect. “In our family, disabilities are normal. They’re not abnormal.”

As early as five years old, Samantha found herself looking out for her Aunt Tammy, who has an intellectual disability and the cognitive functionality of a seven-year-old. In helping her, Samantha discovered as a child, the delight in helping others and seeing them thrive. Today, she has become a champion for Aunt Tammy, encouraging her to take part in church events, helping her with shopping, and comforting her through doctor’s appointments.

“What really got me into the field,” explains Samantha, “was my niece. She has Angelman syndrome.” Angelman syndrome is a rare neuro-genetic disorder that can cause impairment of development, motor skills, speech, and balance. Samantha has been a loving caregiver to her highly impaired niece Alexis since 2002 when Alexis was two years old, some of the time as a paid Home Health Aide.

Samantha, who has a husband Larry, a daughter Lillian, and a little one on the way, has always found a way to make time for her family. “I grew up in a family that if something happened, you take care of your family. You don’t cast them aside or put them in a nursing home. You take care of them. Recently, my grandparents passed, and I helped take care of



my grandparents. They stayed in their home until, literally, the day they died. My grandfather got diagnosed with dementia and Alzheimer’s disease. And my grandma had congestive heart failure. My grandma passed first, then eight days later, my grandfather passed. Eight days was the longest they’ve physically been apart. They were married for 68 years.”

**“I GREW UP IN A FAMILY THAT IF  
SOMETHING HAPPENED,  
YOU TAKE CARE OF YOUR FAMILY.”**

Samantha gives her clients the same level of care she gives to her own family. She cleans, cooks, and provides companionship for her CCOR clients, never forgetting to show them respect. “I treat them how I would want to be treated,” she says. “I put myself in their spot. So, if I was unable to walk and in a wheelchair all the time, I would want someone to serve me with as much dignity as I serve them.”

When she’s not giving care to family or clients, she exercises a love of horses. Samantha used to work on a rescue horse farm and even owned two rescue horses. One of them she bought directly from an abusive owner. “I turned her around in two years and was able to sell her to a really loving home. So, it’s always been in my nature to care for something.”

**SAMANTHA’S KIND, CARING NATURE SPILLS  
OUT INTO ALL AREAS OF HER LIFE, ESPECIALLY  
HER FAMILY.**

Her 12-year-old daughter Lillian admires her mother’s work and has, herself, demonstrated a compassionate attitude towards a disabled schoolmate. We can only hope that someday Lillian will become a CCOR aide, just like her mother. ■

## HOW TO BEAT THE WINTER BLUES



Some people find wintertime in Western New York to be a beautiful season of snowy splendor, but to many others, it can also be cold, dark, and gloomy. Fewer hours of sunlight can cause some people to experience low energy, changes in appetite, and even depression. But winter doesn't need to be unbearable. Here are a few tips on how to keep those winter blues at bay.

**SCHEDULE ACTIVITIES YOU LOVE.** Fill your winter calendar with favorite activities. Whether it's dinner with friends or visiting an art gallery, make it a priority to do the things you love!

**EXERCISE.** Exercise is one of the best antidepressants, so be more vigilant about exercising during the winter. Outdoor exercise is most helpful, but when the polar vortex is upon us, try yoga, exercise classes, or a trip to the gym.

**BE A SUNSHINE STALKER.** Did the sun peek out from the clouds? Sit by the window and soak it in or take a walk around the block. Try to take advantage of what little sunshine there is during the winter. But be sure to bundle up!

**KEEP YOUR ROUTINE.** Make sure you eat and sleep at the same times each day. Keeping a regular sleep schedule can help you wake up more easily in the morning and keep you more energized during the day.

**MANAGE YOUR STRESS.** Stress-relieving activities like journaling and meditation can have positive effects on your mood. Add a de-stressing activity to your winter routine.

**HOBBIES.** What are your hobbies? Winter is a great time to try something new. Consider baking, crafting, photography or joining a book club.

If the winter blues are still getting you down, check with your doctor to see if you might need a supplement such as a vitamin to help you feel less blue.

## SAFETY CORNER



### STRAINS AND SPRAINS PREVENTION PROGRAM

By Sandy Lyons-Jackson

CCOR's Safety Committee is excited to begin our new and upcoming safety program: **Back and Shoulder Stretch Program**. Employees will have a new stretch program to get them ready to work. (Exciting, isn't it?)

**Did you know back and shoulder injuries are one of the largest injuries reported in health care workers?** Back and shoulder injuries--known as *strains* and *sprains*--are a leading cause of employees' injuries at work and employees' being unable to work. Employees at CCOR are no exception. We want to change that. I believe we cannot afford to miss work for any reason and we all must work together to prevent injuries.

Beginning January 2020, we will be implementing, in all of our client homes, exercises for our employees to do to help get their muscles ready for the work that they do. Stretching is a great way to prevent injuries. It gets our muscles ready to do tasks such as moving a client or object.

For employees not working in our client homes, we have you covered. We will be doing stretches at the offices as well. We will be reminding people to get up and stretch three times a day when at work.

**Come on CCOR, let's stretch and prevent injuries!**



Stay up to date on all of our latest news, events, and more! Visit [CCORhome.com](http://CCORhome.com), and check us out on Facebook and Instagram!



CCOR - Companion Care of Rochester



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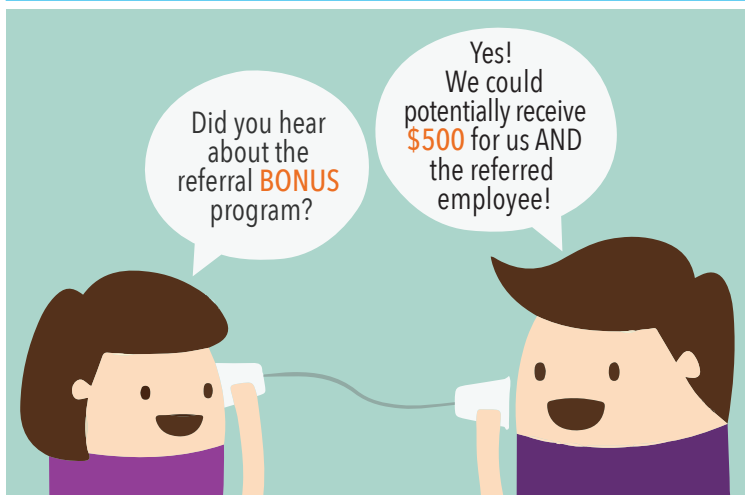


**Our HIPAA officer is Molly Dillon!**

HIPAA violations & FRAUD must be reported

**Anonymous Hotline**

**585.546.1219**



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