

THE CCOR NEWSLETTER

Companion Care of Rochester

November & December 2019

HAPPY HOLIDAY

TRADITIONS

AN INSIDE LOOK AT SOME CCOR FAMILY TRADITIONS...

My HOLIDAY TRADITION IS TO SPEND TIME WITH MY CHILDREN: HAVING DINNER TOGETHER AND THEN PLAYING BOARD GAMES WHILE EATING DESSERT. IT'S MY FAVORITE THING TO DO.

~LIZA TORRES



When I was a kid, we would go get our Christmas tree at Pete's Christmas Tree Farm. When we got home with it, we made hot chocolate, put on Christmas music and decorated it together as a family.

~MARIE CANDELORA



THE TRADITION IN OUR FAMILY ON THE HOLIDAYS WOULD BE PLAYING SOME TYPE OF BOARD GAME, LIKE MONOPOLY, SPLIT SECOND, BALDERDASH...ETC. WE ALWAYS GET TOGETHER FOR A GAME NIGHT. IT IS A TIME FOR US TO SLOW DOWN AND BE PRESENT WITH ONE ANOTHER.

~MOLLY FORD



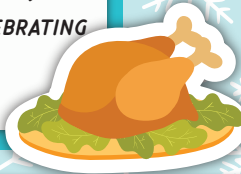
WE HOST THANKSGIVING DINNER FOR OUR ENTIRE FAMILY, HAVING OVER 45 FAMILY MEMBERS EVERY YEAR. WE START THE DAY AT 5 A.M. COOKING THE FIRST OF FIVE TURKEYS. THEN SPEND THE DAY WATCHING FOOTBALL, EATING, PLAYING GAMES AND CELEBRATING FAMILY TIME.

~COLLEEN BOICE



EVERY THANKSGIVING MY FAMILY GETS TOGETHER AT MY PARENTS' LAKE HOUSE FOR AN AFTERNOON DINNER, AND USUALLY WE PLAY BOARD GAMES LATE INTO THE EVENING. AFTER OUR EARLY DINNER, IT'S DESSERTS, FOOD, AND DRINK WHILE WATCHING FOOTBALL. FAMILY COMES IN FROM OUT OF TOWN, USUALLY AUNTS AND UNCLES, AND IT IS A GREAT TIME FOR ALL OF US TO GET TOGETHER.

~CHRISTOPHER GAUVIN



ON CHRISTMAS EVE, MY AUNT WILL ALWAYS HOLD A PARTY FULL OF LOVE, LAUGHTER, FOOD, AND HOLIDAY SPIRIT. THE BEST PART OF THE CHRISTMAS EVE PARTY, SANTA COMES ON THE FIRE TRUCK WITH GIFTS FOR ALL THE CHILDREN. THIS HAS BEEN A TRADITION IN MY FAMILY FOR AS LONG AS I CAN REMEMBER, AND STILL CONTINUES EVERY YEAR.

~EMILY BRIGGS



EVERY YEAR MY FAMILY GETS TOGETHER ON THE SATURDAY AFTER THANKSGIVING TO FIND AND CHOP DOWN OUR "PERFECT" CHRISTMAS TREE. LATER THAT NIGHT WE DECORATE THE TREE WHILE HAVING HOT CHOCOLATE AND POPCORN AND WATCHING SANTA CLAUS IS COMIN' TO TOWN.

~LAURA ZANINO

ON CHRISTMAS DAY, WE MAKE THE PRESENTS LAST ALL DAY. WE OPEN A FEW, THEN MAKE BREAKFAST. THEN OPEN MORE AND WATCH A MOVIE. THEN FINISH OPENING THE REST OF THE PRESENTS AND EAT LUNCH AFTER.

~KRISTINA RAFFA



A UNIQUE FAMILY TRADITION IN MY FAMILY IS: WE HAVE OUR FORMAL DINNER ON CHRISTMAS EVE. ON CHRISTMAS DAY WE DO COLD SALADS, COLD-CUTS AND A CHEESE TRAY. INFORMAL EATING. MY PARENTS BEGAN THIS AS THEY FOUND IT WORKED BETTER WITH THEIR FIVE KIDS WHO DID NOT WANT TO STOP PLAYING TO EAT ON CHRISTMAS DAY, AFTER SANTA HAD COME TO VISIT.

~SANDRA LYONS-JACKSON





CCOR OFFICE BULLETINS

Holiday Closures

CCOR Offices will be closed

November 28 & 29 for Thanksgiving and
December 24 & 25 for Christmas.

Paychecks will be mailed out on Wednesday, November 27 and Friday, December 27. Due to the holidays late timesheets will not be processed until the following week. Happy Holidays!

Note from the HR Department

Don't forget open enrollment is 10 a.m. to 12 p.m. on November 7 for internal employees and November 8 for external employees.

Welcome to CCOR!

Lisa Carey, Accounts Receivable Specialist
Erin Dorety, Health Homes Care Manager
Maria Jimenez, Recruiter
Dawn Kaczynski, Buffalo Office Coordinator
Kristen Lazarony, Staffing Coordinator
Irma Sanchez, HR Generalist
Yalitza Vargas, Care Manager

Annual Turkey Raffle!



As a CCOR employee, you are automatically entered to win a voucher for a free Thanksgiving turkey! On November 13, six winners will be chosen from six employee groups: Rochester, Buffalo, Batavia, Geneva, CDPAP, and internal staff. Gobble, gobble!

Note from the Marketing Department

Would you like to contribute an article to the CCOR Newsletter? Pitch your idea to Mary at mwojciechowski@ccorhome.com.

Donate for Denim

Your donations help. Really. They help trailblazers like Sister Grace Miller, whose unshakable compassion for the homeless keeps the doors open at the House of Mercy (our August charity). They help visionaries like Lorene Benson, founder of the Cobblestone Arts Center, who believes in the power of the arts to bring people of all ages and (dis)abilities together (our September charity). And they might even help you or a loved one, by assisting a charity that touches your family.

Donate for Denim Recap:

In September, we helped our friends at the **Cobblestone Arts Center**, an organization that uses the arts to give fulfillment and purpose to adults with disabilities, by raising **\$211.85** for their programs.

In October, we remembered Muriel Gauvin by donating over **\$160** to the **Breast Cancer Coalition of Rochester**, the only full-scope independently operated organization of its kind in the Rochester region.

What's YOUR favorite charity?

If you know of a charity that resonates with the CCOR mission, email mcandelora@ccorhome.com.

Denim Down the Line:

In November, we'll be raising money for the **National Multiple Sclerosis Society**, an organization that provides education, support, and resources to those living with this unpredictable, often disabling disease. Additionally, the MS Society proudly serves as a catalyst for new research and a champion for the doctors and scientists relentlessly pursuing a cure.

In December, we'll be sharing our generosity with the homeless of Buffalo by raising money for the **Buffalo City Mission**. Started in 1917, the Buffalo City Mission aims to provide food, shelter and compassionate assistance to the city's needy. The Mission is a haven of hope operating 24 hours a day.

CIDER & DONUTS

On Friday October 25, we served up a tried and true fall favorite to our wonderful staff. Nothing says "autumn" like cider and donuts!

Rochester

Geneva

Buffalo

Batavia

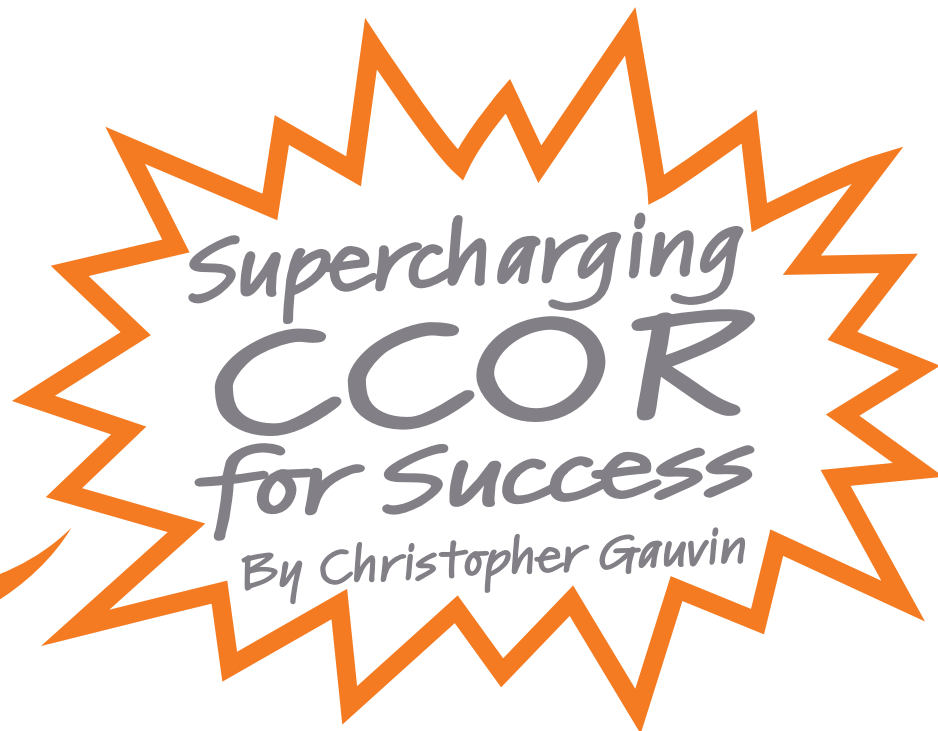
JOIN US FOR THE FINAL
STAFF APPRECIATION EVENT
OF THE YEAR!

**HOT
COCOA**
AND PICK UP YOUR 2020 CALENDAR

12.13.19
9:30 AM - 11:30 AM
YOUR LOCAL CCOR OFFICE



2020
THE
BEST
IS
YET
TO
COME



Every company has an operating system. This is ours.

For the past nine months, the leadership team has been going through an intensive program that examines who we are as a company, how we get things done, and what we want to accomplish. The program is called EOS—or Entrepreneurial Operating System. EOS helps companies like us discover our strengths, synchronize our goals, and provide a structure for growth. Working with this system means we've zeroed in on who we are

and who we want to be, including our long- and short-term goals.

EOS has also helped us identify the problems we face, as well as solutions that align with our values. EOS is a structure, a system, and a way of communicating and prioritizing. And because I want you to know all about it, I've purchased copies of *What the Heck is EOS?* for each office.

The process began with looking at the organization at its core and filling out the V/TO—or Vision/Traction Organizer, a document that outlines the company as a whole. It all starts with our Core Values, of which we have identified five:

What's a V/TO?

The Vision/Traction Organizer clarifies the company's vision by identifying these 8 components: Core Values, Core Focus, 10-year Target, Marketing Strategy, 3-year Picture, 1-year Plan, Rocks, and Issues.

Every office is getting copies of What the Heck is EOS?. Read it! It's pretty cool.

Our Core Values:

#1: Extending the Family

We extend the same care, concern, and support we would give to a family member—and not only to clients, but employees as well.

–Show each other support, concern, and honesty

–Help each other through difficulties

#2: Get it Done

We show up and get the job done, no matter what.

–Don't stop until the job is complete

–Be ready to work

–Work without being told

#3: Lead with Heart

Before we do anything, we think of the other person and act in a way that shows them understanding and respect.

–Stop and think about how what you do affects other people

–Do what's best in a kind and compassionate way

–Care comes first

#4: Solve the Problem

We always think outside the box to find solutions.
Even if the problem seems unbeatable, we channel the inner superhero and overcome.

- Solutions exist; find them
- Defeat the issue; achieve results
- Overcome elements beyond your control

#5: Little Funnies

Everything we do is tempered with humor. Our sense of humor makes us who we are.

-Laugh a little :)

Our Core Focus:

Another part of the V/TO is our Core Focus, which is made up of two parts: niche and purpose/cause/passion. Our niche is easy to define—Long Term Home Care in WNY—and we do that through a number of services from CDPAP to our PCAs and nurses. Everything we do serves our niche market. Our guiding purpose/cause/passion is “making the moment.” Whether it’s as simple as having a conversation with someone or as critical as being there when most needed, we are always striving to make the moment the best it can be.

Purpose/
Cause/Passion
“Making the
Moment”
Niche
Long Term
Home Care
in WNY

How we're getting things done:

Each week, the leadership team has a “Level 10 Meeting” in which we keep track of our goals and “scorecard.” The scorecard is a quick way of assessing the state of the company. Currently, our scorecard tracks referrals, employees, revenue, and net profit and soon will include marketing and applicant numbers as well.

Another key focus for EOS is processing issues. Since March, we have processed 315 separate issues, both big and small. For me, some of the most important issues involved roles and making sure we are putting everyone in the best position to succeed. Other issues we addressed included moving our archive space and looking at a “what if” audit scenario two months prior to OMIG’s audit. Any process, system, policy, or even general situation is open for discussion at our Level 10 meetings, and we go through each one with the ultimate goal of finding a solution that works best for CCOR.

The leadership team also meets for quarterly all-day sessions in which we review our progress and “rocks”—or large quarterly goals. To date, we have recorded 70 different rocks. Some completed rocks include getting a CHHUNY contract, hiring 200 additional aides, and reorganizing our payroll to a weekly structure that matches Medicaid billing. This is just a small sample of the numerous large projects that we have been monitoring and completing by working within the EOS system.

Not only has EOS given us the structure to accomplish these very tangible goals, but it has given the leadership team training on how to best work in our roles and communicate with each other. All of this has led to significant growth for the team as a whole.

So, what comes next?

For internal staff, your homework is to read *What the Heck is EOS?* which goes into detail about the EOS process. In addition, your managers and leaders will begin rolling out meetings that are built on the EOS system. For external staff, copies of *What the Heck is EOS?* will be available in the office for you to borrow. In addition, you will hopefully experience more productive interactions with your staffing coordinators, nurses, and the entire CCOR team. Finally, I want everyone to put our Core Values into practice with your clients and coworkers. And remember to “make the moment.”

In ten years, I want CCOR to be one of the best companies to work for, not just in our region or state, but across the country. We have some very challenging hurdles to overcome to get there, but together I believe we can.

What's a Level 10 Meeting? It's a leadership team meeting. Each meeting gets rated 1 to 10, and the goal is to get each meeting to rate a perfect 10.

What's a Scorecard? It's a handful of numbers that tell you how your company or department is doing.

What are Rocks? They're the 3-7 most important goals for the next 90 days.



September 2019
Jaime Lee

LIVING a LIFE OF COMPASSION

individual clients. "It's nice having one person at a time. You get the one-on-one, and they get cared for appropriately."

Jaime cares deeply about her clients' well-being.

"I enjoy caring for the elderly and being an advocate for them, because a lot of them don't have that," she says.

Her devotion to her clients shows up in all that

she does for them whether it's doing housework, assisting them with showers, or taking them on their errands. And through it all, Jaime's goofy sense of humor keeps her going and her clients happy. "I must be doing something right, because one of my clients said to me, 'They asked if I want another aide, and I told them if I can't have Jaime, I don't want anybody!'" she relates with a laugh.

When Jaime isn't caring for her clients, she's busy taking care of her family, which is no small task. Her 11-year-old daughter

"I ENJOY CARING FOR THE ELDERLY AND BEING AN ADVOCATE FOR THEM, BECAUSE A LOT OF THEM DON'T HAVE THAT."

FOR JAIME LEE, OUR SEPTEMBER AIDE OF THE MONTH, CAREGIVING ISN'T JUST HER JOB,

it's a way of life. Whether she's taking care of her CCOR clients, her daughter, her special needs son, or her disabled partner, Jaime lives a life of non-stop compassion. Only when she lays her head on the pillow at night does she get a break from her life of giving. "I wouldn't trade it, though," she says.

Her career of giving started ten years ago when she was hired by a nursing home. It was there she discovered that her innate gifts of patience, empathy, and compassion could blossom into

"I HAD PATIENTS WITH DEMENTIA, AND I KNEW HOW TO TALK TO THEM. I JUST KNEW WHAT TO DO."

a career. "I tried the job out, and I loved it," she explains. "I had patients with dementia, and I knew how to talk to them. I just knew what to do." After eight years in the nursing home, Jaime switched to CCOR and the preferable experience of caring for

Kailyn has all the normal needs of a preteen in the throes of growing up. Her three-year-old son Darik is an active, autistic child and requires constant attention. "Darik is very hyper and very smart. He can't talk yet, so we don't know what he wants unless he drags us around the house. And he's funny." Even at three, Darik is a comedian, imitating sounds he hears around the house, such as his father snoring or his sister's laugh. Jaime's partner and fiancé Sean also requires compassionate care due to a faulty hernia operation four years ago that left him permanently disabled.

When she needs time to recharge, her respite is a long nature walk, with her son in the stroller. "Walking is what I do for me. I enjoy nature. I bond with my son."

JAIME FIRMLY BELIEVES IN MAKING SURE EVERYONE SHE CARES FOR FEELS DIGNITY, PRIDE, AND RESPECT. "I know what it's like to be treated badly," she explains, "so I don't want anyone to feel that way." And when Jaime is around, no one feels anything but love. ■

**“I STILL
REMEMBER MY
FIRST CLIENT,”**

says Migdalia “Mickey” Cortes, our October Aide of the Month, with a tear in her eye. “Oh, how much I cried for her! Her name was Florence.” When Mickey started her career as a homecare aide 28 years ago, her first client was a challenge that would make even the most seasoned homecare workers tremble. Florence had dementia and was living in a squalid, cockroach-infested apartment where she actually fed the many cockroaches, treating them as her pets. But Mickey didn’t tremble. Instead she went to work, thoroughly cleaning the apartment and showering Florence, where she astutely discovered additional previously undetected physical issues. Mickey bravely went above and beyond the call of duty for Florence and for every client since then. The tears she shed for her were the first of countless tears she would shed over the course of her career—tears of love, joy, laughter, and heartache.

Mickey brings an ocean of love to her clients, developing strong relationships with each of them. “In all my clients, I see my mother, my father, my grandparents, and even my grandchildren because at one point, I took care of a 12-year-old child with cerebral palsy.” While she works hard doing whatever tasks are necessary for her clients, she never forgets that socialization is also a crucial component to their wellbeing. Even while doing other chores, she makes sure to engage and interact. “Most of my clients live by themselves. They feel lonely. They are sick. And I know that I make a difference when I’m there. I make them laugh. We talk. I treat them with love and respect. I care about them. I worry about them. I do what I am supposed to do.”

In addition to Mickey’s beautiful heart, she has a beautiful mind as well. Receiving straight As in school, she was chosen to attend CROEM, a select magnet high school in her native

aide

OF THE
MONTH

October 2019
Migdalia Cortes

**Tears
FROM THE
Heart**



Puerto Rico, to which only the top students are allowed.

After high school, she studied political science at a Puerto Rican university.

Though a career in the health industry wasn’t her first choice, Mickey unwittingly found herself pursuing homecare due to her cousin. Early after moving to the United States, her cousin begged her to join him in a four-month, intensive Home Health Aide training in New York City, stating that he needed his smart cousin to help him study. She agreed and quickly became the top student. After becoming an HHA, she discovered that homecare was a career that both challenged and fulfilled her.

Due to her skills and experience, Mickey very often is given difficult and special cases. Clients and their families are won over by her abilities and her love. One client recently said to her, “Promise me you’re going to be with me until I die.” Mickey very often is, even if it means visiting former clients, like Florence, her first client, whom she continued to visit for two years after she was moved to a nursing home and no longer in Mickey’s care.

Though Mickey had been told by a supervisor early in her career not to get emotionally involved with her clients, her reply was, “I’ve got a heart inside me. How can I help it?” Her beautiful heart is what makes her a superb aide, a wonderful mother to her six children, and a doting grandma to her seven grandchildren. Mickey has more than enough love and tears for each of her dear clients. Whether she’s battling cockroaches or simply making a client laugh, **MICKEY IS A BEAUTIFUL EXAMPLE OF WHAT IT REALLY MEANS TO BE A CAREGIVER: TO GENUINELY CARE.**

“I adore my clients. I love them. I care about them,” she says, with a tear in her eye. ■

HEALTHY Holiday Eating

By Santali
Vazquez

The holidays are quickly approaching. With that in mind, it is important to avoid overindulging while still enjoying the holidays and all of the sweets and treats that are around. You *can* “have your cake and eat it too” (with moderation and some mindfulness)! Here are some tips to implement throughout the holiday season to ensure you are enjoying all of the delicious foods you love while still maintaining your health and healthy habits:

- ➡ Maintain your eating schedule. Don't skip meals; this will lead to overeating.
- ➡ Bring a healthy dish to the buffet/potluck.
- ➡ Skip the potatoes or bread at dinner, if you plan to enjoy some dessert.
- ➡ Use a smaller dinner plate rather than a large one; portion control is important!
- ➡ Eat slowly. It takes up to 20 minutes for your brain to realize you're full.
- ➡ Substitute healthier options for ones with more sugar. For example, have pumpkin pie instead of pecan pie.
- ➡ Choose only the dishes you absolutely love and can't get any other day of the year; less is more with buffets.
- ➡ Keep moving, and find new ways to remain active throughout the busy season.
- ➡ Limit alcohol consumption. Enjoy a drink during mealtime and drink water for the remainder of the day. Stay hydrated.
- ➡ Get good sleep. Aim for 7-8 hours per night; sleep deprivation will make you overeat and crave bad foods.

Try practicing a few of these tips this holiday season. They are simple and can help keep you on track!

SAFETY CORNER

WALK LIKE A PENGUIN

By Sandy
Lyons-Jackson

Slippery weather will soon be upon us all. CCOR's safety committee wants to remind you to....

Walk like a Penguin.

Keep your arms out and take small, slow shuffling steps...

Kind of like a waddle...

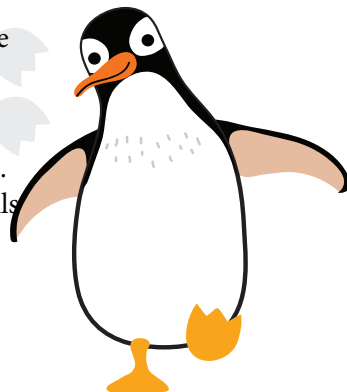
Penguins walk easily on slippery ground!

To help our fantastic employees, the Safety Committee has begun preparing new bottles this year filled with kitty litter to sprinkle on your walkways for extra traction.

Please stop by your local office beginning in November and get your bottle. Feel free to use it any time you need. You can bring back your bottle to the office and refill it all season.

Our goal is to keep all of us safe during the slippery season.

Did you know...we started this program last year. It works. We had 25% fewer slips and falls from the previous year. Please, please, *please* use your kitty litter and walk like a penguin. Stay safe this year.



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.

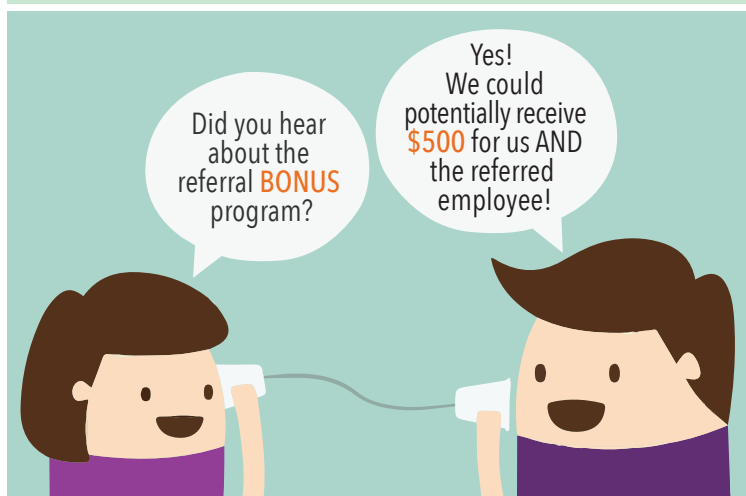
Stay up to date on all of our latest news, events, and more!
Go to CCORhome.com or visit our Facebook page!

CCOR - Companion Care of Rochester



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.