



For when you can't be there...

Newsletter

July 2015

— We enrich lives, providing peace of mind through trusted, family care —

In This Issue

Earn Extra Money for Referring Employees to CCOR!

•

Spring Survey Results: What Our Clients Think About CCOR

•

Shout-Outs and Welcomes!

•

Recipe Corner

Upcoming In-Services

Batavia • 7/27

Geneva • 7/28

Rochester • 7/29

—

In-services start at 8:30 AM and you may ONLY attend by signing up with Kelly in HR BEFORE the class.

Compliance Issues MUST be reported!

Use our anonymous hotline:

585-546-1219

Earn Extra Money for Referring Employees!

by Devra Bevona - CFO

The company has a Bonus Program available to **all employees** who refer potential employees to our company.

If you refer someone who gets hired by CCOR and works 400 hours for us over their first 4 months of employment, both you and that individual will each receive a

\$500 thank you bonus!

We believe that our employees can provide some of the best references to help us in our ongoing recruiting efforts. So if you would like more information on this program, just contact our Human Resources department to get your questions answered.

Spring Survey Results: Hear What Our Clients Think About CCOR!

by Zak Wallace - Quality Assurance Manager

We've recently completed another set of Client Satisfaction surveys. These were sent to every one of our clients to gauge how they feel about the services they've received.

When we compared the surveys from the spring of this year, to the winter of last year, we found that our customers have graded us almost **8% higher** overall this time around!

The areas we've improved the most include:

- Our clients feeling they can recommend CCOR to a friend or family (+16.2%)
- Our clients feeling they can reach someone when they need to (+14.1%)
- Office staff are always friendly and helpful (+12.0%)
- Staff follow up with their concerns (+11.3%)
- Clients are satisfied with the care they receive (+8.9%)

When it came to specific comments about our staff, we found more positive responses from our clients. We asked them to recall a specific time they felt their care team or the office staff went above and beyond:

- "Lorretta is very pleasant. Kristina always returns calls promptly and is willing to listen."
- "A couple of months ago, over 18" of snow fell on Sunday, the next morning, instead of taking the day off, Bob borrowed his wife's car, picked me up, and drove me to a medical appointment. It was a 'must have' trip to the doctor's. I sure appreciate what Bob did."

Follow us online:



Recruit for CCOR!

As employees of CCOR you are our best referral! If you have a friend or family member looking to start their career in homecare, tell them about the great benefits of working at CCOR!

We offer tuition-free certification classes for PCAs. Applications are accepted Monday-Friday at any of our offices or apply online 24 hours a day!

Our current need is: Penn Yan, Honeoye Falls, and Brockport

Reminders!

- **Timesheets are due SATURDAY @ 12PM**
- Call-offs must be at least 6 hours before the shift
- Make sure you speak to a person when you call off a shift
- Call weekly to verify your schedule
- All requests for changes must be called in to scheduling
- The on-call line is for EMERGENCIES only
- Time-off requests for any "holiday" are required one month before and are first come/first served
- DOH has announced flu is no longer prevalent, anyone required to wear a mask while in the clients home due to lack of vaccination can discontinue this practice.
- Administrative offices will be closed on Friday July 3rd.
- Paycheck pick up is on July 2nd!

- "My aides take me out to the community or store or duck pond, means a lot to me."
- "Tony Barone is excellent. He's on time and is always helpful and respectful. He is an excellent representative of CCOR."
- "Rosemary [Phillips] went way above and beyond in helping to unpack all my stuff after I changed apartments."
- "Marcie Martinez has only been the aide cleaning my house, taking care of me, and keeps me in line."
- "Nurse Kris K — filling in when aide not available."
- "The following staff members go above and beyond their job description: Rina Miller, Tawarna Bean, Sally Mora, Amelia Cruz, Yareska Rivera. They deserve a raise for all the kindness, care, and compassion that they give my mother. They are exceptional."
- "Shelly and Kristina always made sure that I was at my appointments on time."

This tells us we're heading in the right direction and we wanted to thank you for that. Keep up the good work, everyone!

Shout Out!

★ WELCOME:

- ★ **Rose Hammonds:** Rose always does an incredible job with her clients. Her consumers love her!
- ★ **Bonnie Detman:** Bonnie's work with a client has drastically improved his well being. Bonnie goes above and beyond and is very important to his improvements.
- ★ **Carrie Desjardins:** She is absolutely phenomenal with a client. Client's family members have thanked Carrie countless times. Through Carrie, this client has seen drastic improvements in her mental health.

Recipe Corner

Summer Fruit Salad with Lemon & Honey Syrup
by Shelly Larkins - Director of Waiver Services

Ingredients

Honey Syrup:

- 1 Cup Water
- 1/3 Cup Honey
- 2 Tbsp Fresh lemon juice
- 1/2 tsp Vanilla extract

Fruit Salad:

- 3 Cups Cantaloupe (chopped & peeled)
- 2 Cups Grapes (seedless)
- 1 1/2 Cups Sweet cherries (pitted & halved)
- 1 1/2 Cups Peaches (chopped & peeled)
- 6 Fresh figs (quartered)
- 4 Apricots (quartered & pitted)
- 1/2 Cup Fresh mint

Directions

1. To prepare the honey syrup, combine first 4 ingredients in a small saucepan. Bring to a boil; reduce heat to medium, and cook until mixture is reduced to 1/4 cup (about 15 minutes).
2. To prepare the fruit salad, place cantaloupe and the next 5 ingredients (cantaloupe through apricots) in a large bowl. Pour syrup over fruit; toss gently to coat. Cover and chill 1 hour, stirring occasionally. Toss with mint just before serving.



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