



For when you can't be there...

# Newsletter

February 2015

Our mission is to offer a system of services that recognizes the dignity of the person and enhances the quality of life for both older adults and those with special needs.

## In This Issue

Boundaries: Dos & Don'ts

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February is Women's Heart Health Month

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CCOR Needs YOUR Help Recruiting!

•

Shout-Outs and Welcomes!

## Upcoming In-Services

Rochester • 2/25

Batavia • 2/24

Geneva • 2/26

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

Fraud abuse **MUST** be reported!

Use our anonymous hotline:

**585-546-1219**

## Boundaries: Dos & Don'ts

by Suzanne Ciulla & Marie Candelora

### Do



Politely decline any offers of food, beverage, or stuff – including borrowing.

*Example: Your sock has a hole in it, and your client says, "You can wear a pair of my socks." Just say, "No Thank you!"*



Save your personal phone calls when you are not working a shift.

*Example: You are having a heated discussion with your mom, boyfriend or child as you are walking into your client's home. End the conversation, and continue it after your shift. Your clients don't need to know your personal business and drama.*



Remember: your client is NOT your friend. Please remember to maintain a professional work relationship.

*Example: Your client finds you on Facebook and sends you a friend request; please politely decline any requests from your clients on any and all social media venues. If they ask you why you won't accept the request, kindly tell them it's against company policy.*

### Don't



Take your clients on your personal appointments or errands.

*Example: You need to get your taxes filed and the office you usually go to is next to the store you take your client grocery shopping, and you think you could kill two birds with one stone. Make the appointment for when you are not working.*



Exchange personal information with your clients or their families. This includes: phone numbers, addresses, religious and political beliefs or opinions, personal problems, or work related problems.

*Example: You arrive at your client's home a few minutes late, and you explain that you had car trouble, but you can't afford to fix it. (Your client doesn't need to know your financial issues).*



Visit your clients when you are not on shift.

*Example: Please spend your time off with your family and friends, and remember... your clients are not your friends.*



Meet up with your family or friends when you are out in the community with your client

*Example: You and your client have plans to go to the mall for a walk and coffee, you may NOT arrange to meet up with friends at the same place and time. If you happen to run into someone you know, politely explain you can't visit now, and keep it movin'!!*

If you have difficulty with any of these boundaries, please just use this phrase: "It's against company Policy"

Follow us online:



## Recruit for CCOR!

As employees of CCOR you are best referral! If you have a friend or family 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 for: LeRoy, Henrietta, Batavia, Nunda, Mt. Morris, Avon, Geneva, Palmyra, Penn Yan, Waterloo, Canandaigua, Lockport, Penfield, Bushnells Basin, Lima, Perinton, Honeoye Falls, Greece, East Rochester

## 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
- CCOR administrative offices will be closed on February 16th for President's Day

## February is Heart Health Month! by Kathy A Benner, RN

Since 1984, more women than men have died from heart disease each year – 42% of women who have a heart attack die within one year, compared to 24% of men. Heart disease affects women of all ages, even those as young as 30 and 40. When you are sitting chatting with two of your female friends or two of your female family members, did you realize that one of you will develop heart disease in your lifetime? Heart Disease affects 1 in 3 American women. The numbers are quite alarming. Did you know that heart disease is preventable? I am sure you have heard that it runs in the family. Research has shown that even though there is a family history – it depends on what the history is. Did the family

### Risk Factors You Can Control

#### SMOKING

- STOP smoking

#### INCREASED CHOLESTEROL

- The risk for heart disease increases as your total amount of cholesterol increases
- Monitor your cholesterol
- Eat a balanced diet
- Get 30 minutes of exercise at least 5 times a week

#### UNCONTROLLED HIGH BLOOD PRESSURE

- Control your Blood Pressure
- If you are on medicine, take it as directed

#### OBESITY (more than 20% over your ideal body weight)

- LOSE weight
- Eat a heart-healthy diet low in salt, saturated fat, trans fat, cholesterol, and refined sugars.

#### UNCONTROLLED DIABETES

- If you are a diabetic, make sure it is monitored and controlled

#### STRESS

- Exercise
- Learn what your stressors are and then work to control them

#### INACTIVITY

- MOVE – too much of us lead a sedentary lifestyle
- MOVE – take the stairs when you can, take a walk when you can. Walking does not require anything more than a good pair of shoes. Take a walk every day. It is not only good for your heart, but it will help control your weight, your diabetes and keep your bones healthy.

#### GET PROPER REST

## Shout Out!

- ★ **Marie Candelora:** Driving an aide to a client's home on a bitter cold windy, snowy night
- ★ **Maritza Arrayo:** Arrived to shift early on New Year's Eve to relieve another aide so she could celebrate with her family
- ★ **WELCOME to NURSING:** Christian Burger & Latoya Stevenson!
- ★ **WELCOME to ILST:** Stephanie Scaccia!

member have a life style that contributed to the heart disease? Did the family have a physical defect that led to the heart disease? So much more needs to be evaluated rather than just "a family history."

Did you know that heart disease is the leading cause of death in women? It is responsible for

190,000 deaths (1 in 3) women annually. By comparison 41,000 women die



Women & Heart Disease

from breast cancer ever year. Is there anything you can do to STOP heart disease? YES – you can significantly reduce your risk if you have the information you need to control your risk factors.

Did you know that women can have different heart attack symptoms than men? These include:

- Shortness of breath
- Pain or pressure in the chest OR abdomen
- Dizziness or light-headedness
- Fainting
- Pressure in the upper back
- Fatigue
- Clammy skin

So take a look at the women in your life and help them be heart healthy !!!