



For when you can't be there...

# Newsletter

January 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

Winter is Coming...  
Be Prepared!

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Focus Group

•

Welcome!

•

Recipe Corner: Hawaiian  
Crock Pot Pork

•

Reminders

## Upcoming In-Services

Rochester • 1/28

Batavia • 1/27

Geneva • 1/29

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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**

## Winter is Coming...Be Prepared!

by Sandy Lyons-Jackson As winter approaches and bad weather and roads are sure to come, it is important that CCOR staff work diligently to protect our clients.

Weather changes quickly during this time of year. Please help your clients to ensure they have water, food, and warmth. Hats, gloves, scarfs, boots, and a warm coat are so important. If you are working with a client and the weather is calm please consider taking them shopping with you to ensure they have several days, worth of food (milk, bread, eggs, meat, and veggies, snack foods, lunch meat) and water in their home. Flashlights with batteries are important as well. Blankets and warm clothes, medications ready and in the home for several days.

### Emergency Kit

- Rock salt to melt ice on walkways
- Sand to improve traction
- Snow shovels and other snow removal equipment
- Sufficient heating fuel
- Adequate clothing and blankets to keep you warm

### Before Winter Storms & Extreme Cold

- Make a family communication plan: your family may not be together when disaster strikes, so it is important to know how to contact one another
- A NOAA Weather Radio broadcasts alerts and warnings directly from the National Weather Service for all hazards
- Download FEMA's Be Smart Know Your Alerts and Warnings for a summary of notifications at: [www.ready.gov/prepare](http://www.ready.gov/prepare)
- Free apps from FEMA, American Red Cross, and others provide information about shelters, providing first aid, and assistance for recovery
- Minimize travel. If necessary keep a disaster supplies kit in your vehicle
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water

Keep in mind we do not want clients feeling they have to leave their homes during bad weather to go and get items we (CCOR employees) can help them get before the storm.

Help ensure that important phone numbers are posted and easy to read. Notify scheduling or nursing with any concerns you might have about the safety of your clients. Client safety is always important, but

during our bad weather months we must be extra vigilant. Please help CCOR keep our clients safe this winter season.

### During Winter Storms & Extreme Cold

- Stay indoors during the storm.
- Walk carefully on snowy, icy walkways.
- Avoid over exertion when shoveling snow. Over exertion can bring on a heart attack — a major cause of death in the winter. Take breaks, push snow instead of lifting, lift lighter loads.

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## Focus Group

### Focus Group Held 1st Meeting!

The CCOR Focus Group held its first meeting on December 5th! The conversation centered on communication – as a growing business with a number of field employees it can be difficult to maintain strong and thorough communication to all employees. The group discussed a variety of options including using text messaging.

Stay tuned for more to come from this group!

If you are interested in joining the focus group, please email Kathy Benner at [kbenner@ccorhome.com](mailto:kbenner@ccorhome.com).

## 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 January 1st for the Holiday

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- Keep dry. Change wet clothing frequently to prevent loss of body heat. Wet clothing loses all of its insulation value and transmits heat rapidly.
- Signs of frostbite: Occurs when the skin and body tissue just beneath it freezes. Loss of feeling and white or pale appearance in extremities, such as fingers, toes, earlobes, face, and the tip of the nose. Cover exposed skin, but do not rub the affected area in an attempt to warm it up. Seek medical help immediately.
- Signs of hypothermia: Dangerously low body temperatures, uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion. If symptoms of hypothermia are noticed, take a person’s temperature. If it is below 95°, seek medical attention immediately. Get to a warm location, remove wet clothing, warm the center of the body first by wrapping the person in blankets or putting on dry clothing. Give warm, non-alcoholic beverages.
- Drive only if it is absolutely necessary. If you must drive: travel in the day; don’t travel alone; keep others informed of your schedule; stay on main roads and avoid back road shortcuts.
- Let someone know your destination, your route, and when you expect to arrive. If your car gets stuck along the way, help can be sent along your predetermined route.
- If the pipes freeze, remove any insulation or layers of newspapers and wrap pipes in rags. Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate).
- Maintain ventilation when using kerosene heaters to avoid build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects.
- Conserve fuel, if necessary, by keeping your residence cooler than normal. Temporarily close off heat to some rooms.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.
- For clients using Oxygen please ensure the client has spare tanks in case of power outage. Emergency phone numbers posted for Oxygen delivery and need. Remember never to smoke or be near open flames (such as Kerosene heaters, or propane/gas stove when wearing oxygen). Turn Oxygen off prior to use. If you have questions about your client’s oxygen speak with a CCOR nurse or their oxygen company.

## Welcome!

- ★ **Ruth Thompson** — RN/  
Rochester
- ★ **LaShannod Rooks** — Assistant  
to the Director of Patient Services  
(Suzanne Ciulla)/Rochester
- ★ **Heather Deuel** — LPN/  
Rochester

## Recipe Corner

### Hawaiian Crock Pot Pork Chops

#### Ingredients

- 8 pork chops
- 1 can pineapple slices
- 1 onion — sliced
- Barbecue sauce



#### Directions

1. Pour the canned pineapple juice into the bottom of the crock pot.
2. Layer pork chops, onion slices, barbecue sauce, pineapple slices. Repeat until out of ingredients.
3. Cook on low for 6-8 hours
4. Serve over rice.