

The Blossom Bulletin

November & December 2021

REASONS TO

Celebrate!



"My big news is that I became a Mom this year after years of trying."

Molly Dillon,
Compliance
Officer

"First, I celebrate my fourth year in remission!!! Blossom has been a blessing in my life. Once again, I'm happy and comfortable, and I've achieved something I've always wanted to do: I got a car and am working on my driving license. I am so grateful and thankful to Blossom for bringing *all* of this into my life without the company even knowing the impact it has had in my life. *Thank you, Blossom!*"

Margie Sepulveda,
CDPAP Enrollment
Coordinator

"We added Bryce to our family, and I was promoted to Director of CDPAP." **Emily Briggs,**
Director of CDPAP



"My personal good news: I got engaged to my best friend and set a date for 11/5/22!!! Thus far we have secured our venue, DJ, photographer, bridal party, and wedding dress! Our next step is engagement pictures! I have also started studying to take my licensing exam for social work."

My professional good news: Our Health Homes team and clientele is continuously growing which is absolutely great for our department! I have been able to secure housing for a client while assisting others with meeting basic needs. I continue to grow professionally and have expanded to learn a new clientele – those who meet health homes plus qualifications. Every day is different and every day I learn something new."

Liz Hoertz, Health Homes
Care Manager



More! →

"My husband, my kids, and I joined my sister and her family on a trip to Ocean City, MD over the summer. It was my kids' first real vacation and they loved it. My family rescued a kitten that we nursed back to health. Little Leo is growing, happy, healthy, and has brought us so much joy. I developed the Corporate Trainer position and hired a great candidate. Recruiting a bilingual educator has been a longtime goal. Having Aurora Vega, our new Corporate Trainer, being able to offer trainings in Spanish will help us provide the best possible educational experience for all staff. I participated in a community collaboration project with URM to develop curriculum for a course on systemic racism in healthcare with an overall goal to reduce health disparities and work toward a more equitable healthcare system and society for all. The five-week workshop, which I am helping to facilitate, is currently in progress and the response of attendees has been overwhelmingly positive."

Katie Reed, Education Manager

"This year I trained for and ran my first 10k! Training was hard work, but it was a fun thing to do with my sister and good friend. I look forward to doing more races in the future."



Brooke Findlay,
Marketing Manager



"I climbed 3 of the 46 high peaks in the Adirondack mountains this summer. Only 37 more to go!"
Dan Oonk, QA Specialist

"After years of planning I was finally able to travel Alaska by boat, train, and prop plane this past summer. Snowcapped mountains and glacier views were spectacular. Getting to see whales, bears, and bald eagles on rafting and hiking excursions is something I'll never forget."

Robert Weiser,
Home Health Aide



"I adopted Henry in April 2021, thanks to Operation Freedom Ride. He has already doubled in size since his trip to Rochester from a shelter in Tennessee! He is very loved and extremely spoiled."

Marie Candelora,
Chief Operating Officer



"This year my family and I started a new adventure/side hustle called The Yummmm Truck! A Sweets & Treats Snack mobile that brings smiles and WOWs! We imported a mini European VW stamped micro bus, stocked it with candies, snacks, treats, and ice cream novelties and travel to different events and private parties! It has been a whirlwind of fun and success! My husband, children (5 & 7 year olds) and I have all worked the truck summer weeknights and weekends; this has brought new experiences and memories!"

Melissa Mastantuono,
Marketing Outreach Coordinator



Blossom Bulletin Board

Welcome to Blossom!

Brittany Stein, Children's Health Homes Care Manager
Robin Shillington, Payroll Coordinator
Cynthia O'Neill, Health Homes Care Manager
Aurora Vega, Corporate Trainer

Holiday Closures

Blossom offices will be closed:

**Thursday, November 25 &
Friday November 26** for Thanksgiving.

Friday, December 24 for Christmas.

Have a safe and happy holiday season!

Congratulations on your New Position!

Emily Briggs, Director of CDPAP
Angela Gioia, Assistant Director of CDPAP

Want more great Blossom content?

Check out the "What's New?" page of our website for more great content from Blossom!

Donate for Denim

Hard times ahead. No one could have predicted the COVID-19 emergency and how it impacted the sick, elderly, and disadvantaged in our communities. That's why donating to charities like the ones we support every month is so important. Making sure these organizations are well-funded is one way we can help our communities, no matter what difficult times may lie ahead. So, go ahead and give. Every dollar helps.

Donate for Denim Recap:

In September, we raised **\$100** for **The Living Well Mission**, an organization dedicated to helping disadvantaged families in Penn Yan, NY.

In October, we raised **\$130** to assist the **Breast Cancer Coalition** in their mission to provide education, research, and support to people touched by breast or gynecological cancer.

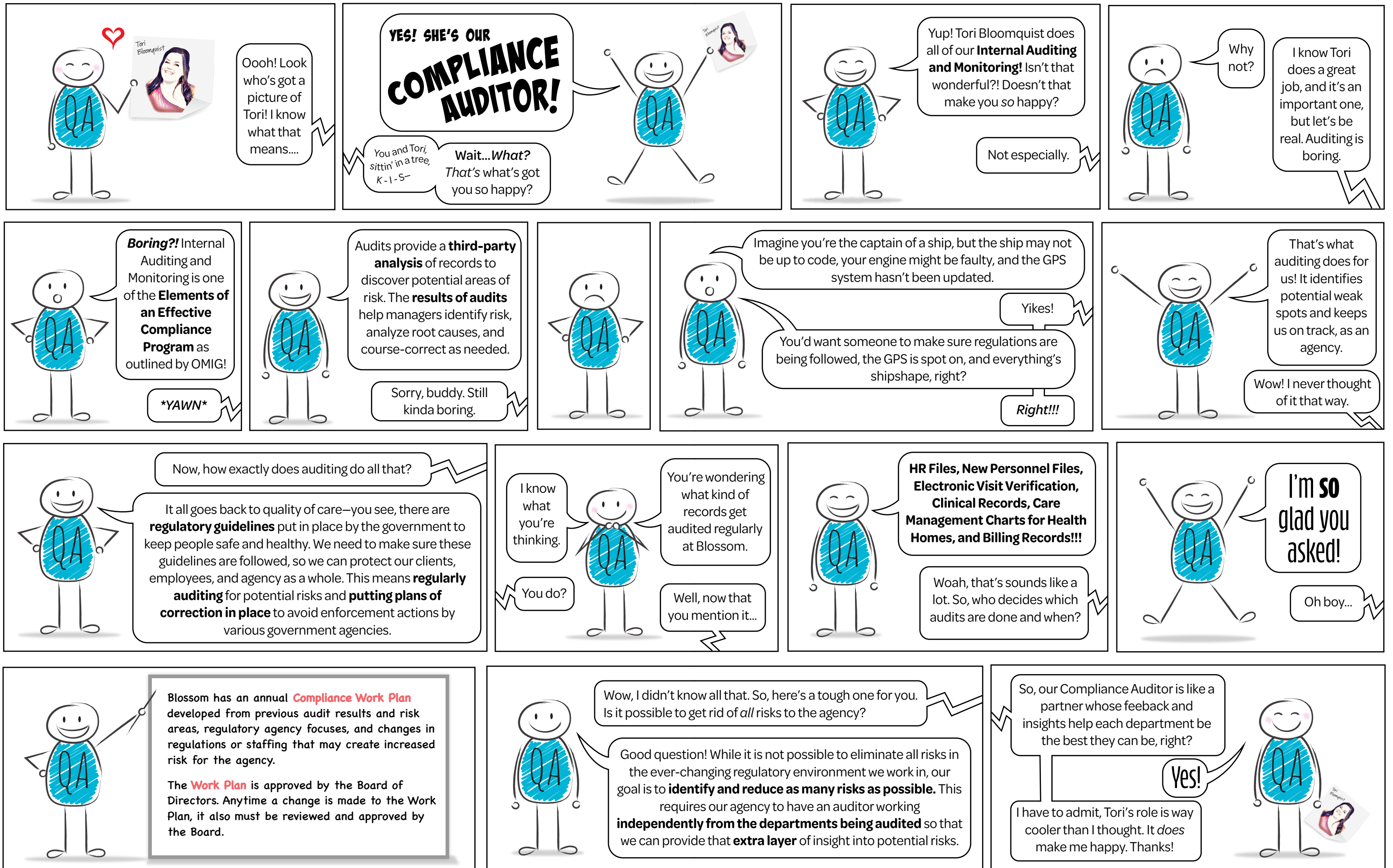
What's YOUR favorite charity?

Know of a charitable organization that resonates with the Blossom mission? We want to know about it! Email your suggestions to bfindlay@blossomhcs.com.

Denim Down the Line:

In November, we'll be raising money for our very own **Gifting Tree**. Every holiday season, our employees buy gifts for clients who may not have a support system of their own. Your donations make it possible for all of our clients to have a happy holiday.

In December, we'll be supporting **The Magdalene Project**, an outreach mission ministering to homeless women and women involved in prostitution in Niagara Falls, NY. The Magdalene Project is a part of Lighthouse International Ministries and brings hope directly to disenfranchised women.





September 2021
LIU-YEN OLUGBILE

LIKE FAMILY



WHEN our
SEPTEMBER
AIDE OF THE
MONTH, Liu-

Yen Olugbile, takes care of her clients, it's with the same heartfelt compassion she would give to her own family. "For me, I really like working with senior people. The way I work, the clients are like my family. They are part of my life."

Liu-Yen has been working in home care for ten years. She was previously working as a nanny when, at a friend's urging, she began a career in home care. She started with Blossom (then CCOR) three years ago and says this is the best company she has ever worked for.

"THE WAY I WORK, THE CLIENTS
ARE LIKE MY FAMILY. THEY
ARE PART OF *my life.*"

The reason Liu-Yen's family remains her inspiration is because she has been unable to take care of them herself. Liu-Yen is from Taiwan. In 1997, when she was visiting a friend in Rochester, she met her future husband. They married in Taiwan and moved to the United States. Caring for her clients the way she does is her way of honoring the mother and grandmother she hasn't been able to care for.

This past June, her beloved mother became severely ill from heart complications. Liu-Yen flew to Taiwan,

praying
fervently
that her
mother would live
long enough for her to see her. After arriving,
however, Liu-Yen had to quarantine for an agonizing
two weeks. Mercifully, she was able to see her mother,
who passed away only two days after Liu-Yen's quarantine
came to an end.

"THEY SHARE WITH ME THE
STORIES OF *their life.*"

Liu-Yen treats her clients like family by learning from them, caring for them, and listening to them. "I love my job because I am helping people, and that makes me happy. For me, I love to talk with the senior people. They are like a book. They share with me the stories of their life." Over the years, she has found that most of her clients remain in her care for long periods of time, at least two years. "The more days I work with them," she explains, "the more they are like friends, like family." The one drawback to becoming so close is the inevitable pain when they pass away. Last year, when a client died, Liu-Yen felt deep grief for several weeks.

Liu-Yen's career has taken her into the hearts and homes of many people, each of whom has a place in her own heart. At Blossom, our hearts are filled with gratitude for such **a VALUED MEMBER OF OUR BLOSSOM FAMILY.** ■



October 2021
LAKIESCHA HILL

THE BUSINESS OF COMPASSION

**“We
ONLY Have
ONE LIFE,”**

says Lakiescha Hill, our October Aide of the Month. “I lead my life like, ‘How do I want to be remembered?’ And my life is work. I’m at work more than I’m at home.” Lakiescha takes on extra shifts, works two jobs as a caregiver, and always goes the extra mile with her clients. She does all this because compassion is her business and her life.

Lakiescha’s compassion was sparked as a child by early exposure to people with disabilities. One of her favorite tv shows featured people in wheelchairs, and her elementary school integrated kids with various physical disabilities into the classroom. These experiences inspired her to become a certified nursing assistant working in nursing homes until she was introduced to home care in 1994. Home care was an immediate fit, and she was even awarded “Home Health Aide of the Year” by Mayor Bill Johnson in 1996. She also attended college, focusing on human studies, with the aim of getting into administration. Although her intelligence and charisma make her a natural leader, Lakiescha soon discovered she was better suited for hands-on care.

Today, Lakiescha has been in the business of compassion for 28 years, working for numerous agencies, and has a highly professional approach to her work. She remembers the detailed needs and preferences of each of her clients, always does more than is expected, and tries to keep her clients motivated. “Our job is to keep their spirits

up,” she says. While offering tireless service to her clients when they need it, she also encourages an independent state of mind, reminding them what they can do for themselves. Lakiescha works hard because she knows the importance of caregiving. “We’re all an accident away from being disabled,” says Lakiescha. So, everyday, she strives to be the type of caregiver she

herself would want.

Throughout her career, Lakiescha has seen that many people are not comfortable interacting with people with disabilities. “Some people equate being in a wheelchair with not being able to speak,” she says. “When I take my client to a restaurant, [the waiter] will start talking to me first. And I say, ‘She can talk. Why do you assume because

she’s in a wheelchair, she can’t talk? She talks more than I do.”

Lakiescha has seen this time and time again. “And doctors do it, too! I’m like, ‘This has been your patient before you ever saw me. Why are you directing all the questions to me? Ask them.

They can talk.” Lakiescha’s advice is: When interacting with a person with disabilities who is accompanied by an aide, always speak directly to the person with disabilities first. If they can’t speak or have trouble communicating, the aide will let you know.

Lakiescha is ideally suited to the business of compassion and has been a gift to countless people along the way. But the greatest gift is the one her career has given her: where to find joy. “What gives me joy? Being able to get up every morning and do for myself what I get paid to do for other people. **IT’S SUCH A GIFT.**” ■

**“WE ONLY HAVE ONE LIFE. I
LEAD MY LIFE LIKE, ‘HOW DO I
WANT TO BE *remembered?*’”**

SAFETY CORNER



Safe Snow Removal

By Molly Dillon

The chilly season is approaching which means it's time to brush up on some winter safety knowledge! It is important to take extra safety measures during our long Western New York winters. There are many factors impacting potential risks to our safety in the winter such as cold temperatures, snow and ice, snow removal and more. Keep in mind the following tips and tricks:

Dress for the Weather

If you are planning to be outside, dress in layers! Wear a hat or a hood, as 40% of body heat can be lost when the head is left exposed. Wear insulated boots to keep your feet warm and keep a change of dry clothing available in case your clothes become wet.

Safe Snow Removal

Remember that when preparing to leave your home, you should allow yourself extra time for snow removal and travel. Leave yourself plenty of time to clear snow from your parking spot or driveway before leaving.



Note to our Staff: When working your shifts, remember snow removal is **not** within the scope of practice for PCAs! If you are working with a client and there is snow or ice requiring removal, please contact the Blossom office or On-Call (during non-business hours).

The National Safety Council recommends the following tips to shovel safely:

- Do not shovel after eating or while smoking
- Take it slow and stretch out before you begin
- Push the snow rather than lifting it
- If you do lift it, use a small shovel or only partially fill the shovel
- Lift with your legs, not your back
- Do not work to the point of exhaustion; take frequent breaks to rest

Snowblower Safety Tips:

- Wear footwear with good traction
- Avoid loose clothing
- Wear ear protection
- Start the machine outside
- Take your time



Hey! Did you hear about the **Employee Referral Bonus Program?**

YEAH! We could get **\$500** for ourselves **and** the referred employee!!!

ka-ching! \$\$\$

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

Stay up to date on all of our latest news, events, and more! Visit BlossomMHCS.com, and follow us on social media!



BlossomMHCS



BlossomMHCS



HIPAA violations & **fraud** must be reported.

Our Compliance Officer is Molly Dillon:
844.546.1600 x1143



Anonymous Hotline: 585.546.1219