



Newsletter



December 2014

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.

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Changes in the Scheduling Department

We'd like to take a moment to catch everyone up on some of the exciting changes occurring in our Scheduling Department. In an effort to increase our customer service – to our clients and family members as well as our aides – a few changes have been made to help make the scheduling department more efficient and effective.

Liza Torres has taken on the role of Director of Scheduling. With her fresh eyes to our agency she is discovering new solutions. If you haven't met Liza, please take a moment to stop in and see her at work in our Rochester office or give her a call to introduce yourself.

Our main scheduling team includes Loretta Russell, Soleida Flores, Denise Ester, Jen Hart (On-Call), and Kathy Steffen (Batavia Office). The department is in the process of regionalizing our clients, so that each scheduler will have their own area of focus – our Batavia office is already regionalized this way, Kathy S. handles all the scheduling for our Batavia area clients.

New to Scheduling is Jackie Carey. Jackie has worked as a Customer Service representative in the Human Resources Department. Starting December 1st, she will continue her role in the Scheduling Department. Jackie is here to help with any concerns you or your clients may have about scheduling or CCOR in general.

We are also excited to announce that starting in January the Scheduling Department will host monthly in-office Meet & Greets. This will be a great time for aides to stop in and meet schedulers, other office staff, and have time to mingle with the office staff that are here to support them. Stay tuned for our first Meet & Greet in January!

Upcoming In-Services

Rochester • 12/17/14

Batavia • 12/12/14

Geneva • 12/19/14

—

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

Congratulation Home Health Aide Graduates!

Congratulations to our recent class of Home Health Aide Graduates!

Pictured Left to Right: Kim Milne, Manager of Education; Jalyssa Tucker; Mery Kryk; Jillian Carnes; Leslie Maxwell; Lois Reddick, RN, Instructor; (seated) Carmen Gilbert.

Next time you see one of these aides, be sure to Congratulate them on their achievement!



Fraud abuse MUST be reported!

Use our anonymous hotline:

585-546-1219

Safety Committee

Join CCOR's Safety Committee!

We are looking for individuals dedicated to the health, safety, and well-being of our employees and clients!

Join us for open discussions about how we can improve the overall health and safety of all our employees and clients. Meetings will be held quarterly (4 times a year).

If you are interested, please contact Lisa Johnson at the Clinton office (585-546-1600 or ljohnson@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 at 12:30pm on 12/24, and full days 12/25 & 12/26 for Christmas Holiday

Open Door Mission Collection

Throughout the month of December, CCOR will be collecting items for donation to Open Door Mission. Open Door Mission was founded to provide for the "spiritual and physical needs of the impoverished and homeless men, women, and children in Rochester, NY, by restoring hope and changing lives."

We will be collecting:

- All sizes of men's, women's and children's clothing are collected and distributed.
- Seasonal clothing is best due to our limited amount of storage space (i.e. winter clothes in the winter, summer clothes in the summer).
- Business attire for men and women is often helpful.
- Shoes and boots of all sizes and styles.
- New undergarments are always needed.
- Twin bed sheets, pillow cases and blankets.
- Bed, bath and kitchen linens.

All items should be clean and in good working order, something you might give to a friend. Please pack all small items in boxes or bags and pack fragile items carefully. Collections will be at our Rochester office on Clinton Avenue until Monday, December 29. Please contact your Office Manager with any questions.

Thank you in advance for your kind and thoughtful donations!



Announcements & Kudos!

- ★ **Katie Dukes** — for no corrections to service plans!
- ★ **Jennifer Mayers** — From Service Coordinator: Jennifer is thoughtful and kind to her client. She really appears to care about her clients well-being. She is always advocating and helping her client be the best she can be, she encourages her with kind words and support.
- ★ **Soly Flores** — Scheduling with Soly has been mentioned due to her fast response as well as she always has a friendly approach to each issue/ concern.
- ★ **Marlana Thomas** — for doing an amazing job with our clients!

Second Annual Benefits Day at CCOR

On **December 12, 2014**, CCOR will be hosting our 2nd Annual Benefits Day. Representatives regarding our health insurance program and 401k program will be at the Corporate Headquarters on Clinton Avenue to answer your questions.

The CCOR 401k plan is available for all eligible employees — you must complete one year of service with the company and have worked 1000 hours. The plan also provides a matching contribution by the company. If you contribute up to 3% of your gross pay, CCOR will match the contribution at 100%. If you contribute more than 3%, CCOR will match an additional 50% (up to 5% of your contribution).

Our 401k plan representative will be present to assist you on deciding which funds are best to contribute to for your future retirement needs. It is never too early or too late to start planning for retirement.

If you would like more information regarding the 401k plan, there is a summary description plan available at the corporate office.