

C&H News

A Newsletter for the Employees and Friends of Companions & Homemakers, Inc. | Winter 2017 Edition

A New Year with New Possibilities



We truly hope the new year has started in a positive way for you, and that you're looking forward to the many amazing adventures 2017 will bring us all.

Giving Back to the Community

As we mentioned in the fall newsletter, the Better Business Bureau awarded C&H with the "Community Cares Award" based on our charitable contributions and community service throughout 2016. Along with this award, we received \$1,000 from the BBB to donate to the local charity of our choice. We chose to honor the ongoing work of the Connecticut Food Bank, which will use the money to provide 2,000 meals to our neighbors in need this winter. *Photo (L to R): Jackie MacKnight, Better Business Bureau; Sarah Pandoursky, Connecticut Food Bank; and Jonathan Hunt, C&H Director of Communications.*



Caregiver Scholarship Program



Scholarship Program

The Annual C&H Caregiver Scholarship Program was founded in 2015, and is open to caregivers, their children and grandchildren. The program awards funds that can be used towards tuition, books and expenses. For an application, more information or program contact information, please visit our website. Click on "Employment" in the upper right corner, and select "Scholarships" from the new menu. Applications will be accepted between January 31st and April 30th, and awards will be announced in mid-June.

www.CompanionsandHomemakers.com

Caregiver Training Opportunities

If you're a caregiver looking to brush up on your caregiving skills or develop new caregiving skills, two new training opportunities are now available to you at no cost:

Training

developing the skills, experience, and employees need to perform better, improve their performance, skills, and abilities, specific

Self-Directed Online Training. We have partnered with **In the Know**, a nationally accredited provider of online training to provide our caregivers with access to a wealth of self-directed training courses in general knowledge, food preparation and safety, personal care, and dementia/Alzheimer's care. Courses can be completed at your own pace, and include a printable certificate for successfully completed courses. If you're interested, flyers are available in all our offices, or you can send an email including your name and the office you work out of to caregiver.training@elderly-care.com and we'll email you all the information you need.

New Hands-On Training Lab. In late January, we'll be opening a new hands-on training lab located in our Farmington office. We'll be offering scheduled, instructor-led hands-on training in various homemaking, personal care and lifting/transferring skills. Watch your email for details.

Visit from CT Senator Tony Hwang

State Senator Tony Hwang, who was reelected to represent Connecticut's 28th Senate District (Easton, Fairfield, Newtown, Weston and Westport), visited our Westport office on December 21st. With the goal of learning about our industry, Senator Hwang commented, "I wanted to meet with and learn from these professional caregivers who work in Fairfield, Westport and throughout Connecticut. C&H provides affordable care to our seniors, allowing our loved ones to enjoy their independence at home. At the same time, this is a growing and successful business that is creating quality jobs across the state. I commend C&H on their efforts to date, and look forward to working together to ensure their continued growth and success." C&H Director of Communications Jonathan Hunt stated, "It's encouraging for local businesses such as ours to have the support and advocacy of the legislature, and we were truly honored by Senator Hwang's visit." *Pictured are Senator Hwang (center), C&H Director of Communications Jonathan Hunt (right) and the staff of the C&H Westport office.*



Behind the Scenes: Meet Sophia V.

Companions & Homemakers has been providing health insurance for its employees for many years... long before it was required by federal law. Insurance is just one of the employee benefits that are managed by our Benefits Coordinator, Sophia V.



Sophia, who originally hails from northwest Ireland, joined the C&H staff in August 2015. She is responsible for maintaining all the details of our employee health, dental and life insurance programs, which includes keeping up with all the changing laws and new reporting requirements.

She also manages enrollments for our 401(k) employee retirement plan, and she is responsible for our employee wellness program.

Sophia and her husband just celebrated their tenth wedding anniversary and along with their six-year old daughter enjoy camping, biking and the beach during the summer months, and skiing in the winter months.

New Caregiver Hotline

We have a special "hotline" if a caregiver ever wants to anonymously share a suggestion, a concern, or even a complaint.



To access the hotline, call our main number, (888) 844-4442, and select extension 7227 at the prompt. You'll be able to leave a detailed voicemail message that will be reviewed by our staff.

New Caregiver Recruiting Van

We are truly excited to introduce our new mobile recruiting van, which had its maiden voyage late December.

The van will travel regularly around the state and provides a



one-stop, totally comfortable mobile office from which we can recruit new caregivers. The van allows us the freedom to go literally anywhere, so applicants are no longer tied to having to visit one of our 11 regional offices to apply for work. Be on the lookout for the new van, and stop and say hello if you see it in your travels!

In the picture: Recruiting staff member Terri P. gets ready to meet with prospective caregiver applicants.

From the Mailbag



We LOVE hearing from our valued clients and their families. Here are some amazing comments from letters and surveys we have received over the past few months.

"I had an excellent caregiver – Dan N. out of the Enfield Office. He went above and beyond to make sure my needs

were met." – Anonymous.

"There comes a time for help and C&H was there to help. If another time comes, it will be C&H again. Thank you for all you've done." – Angela, Farmington

"Your companions are kind, thoughtful and well-trained. We are more than satisfied with your services, and we've told our friends." – Anonymous

"We all feel extremely fortunate with the match of the caregiver to my mother. She has made a tremendous difference in my mother's quality of life." - Anonymous

"We had a woman from C&H take care of my grandmother in 2014. By 2015, we needed C&H for my in-laws – that same woman was available. We were able to get her back – she was absolutely wonderful. C&H is a GREAT organization with GREAT people." – Anonymous

"I am new to this kind of service and was a little hesitant. I think it's going very well. I would recommend your services to my friends. – Lorraine S."

"We were very lucky 2 years ago to find such a good place with qualified aides to take care of my mother when she lived with us after her stroke. Thank you...for everything." - Patti S.

"Like the way people are matched with companions and the service provided to my husband. I like that most of the companions have been upbeat and chatty with him. The companions have been willing to exercise with my husband and engage him in activities such as cards and puzzles, along with encouraging him to play the guitar and sing. The follow-up when companions are changed is also valuable – it's very pleasant to work with all of you!" – Anonymous

"You were very patient with our family as we navigated this new realm of care for our mother. She quickly understood its value, and is very happy with her caregivers." – Anonymous



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