

C&H News

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

Caregiver Appreciation Day 2017



At Companions & Homemakers, every day is Caregiver Appreciation Day. We celebrate the dedicated men and women who, for over 27 years, have provided empathetic care and support to our valued clients day in and day out, rain, snow or shine.

Once a year, we hold a company-wide celebration to honor our caregivers. Each of our eleven branch offices holds an open house, and welcomes caregivers and their clients for an afternoon of food, fun, door prizes, raffle prizes, and the presentation of the “Caregiver of the Year” award – one for each of our offices.

Visit our website and our Facebook page to view a short video of the day's events.

This year's event was held on April 26th, and had the highest turnout on record. Collectively, hundreds of caregivers attended our 11 simultaneous celebrations across the state, and we were truly honored to welcome nearly 100 of our valued clients as guests of their respective caregivers. Director of Care Management Mike MacDonald described it best. “We all look forward to this event... we *know* our caregivers are the best in the business... but when nearly 100 of our elderly clients make the journey to join us for the celebration, we're deeply touched and honored.”

Caregiver of the Year Awards

Each year, the staff of each of our branch offices nominates a caregiver for the coveted “Caregiver of the Year” award. This year, we honored eleven caregivers, one from each office, for their longstanding commitment and dedication to their craft and to our clients. Pictured to the right are our eleven Caregivers of the Year for 2017. Each was awarded a bouquet of flowers, a check for \$250, a certificate, a special “Caregiver of the Year 2017” tote bag, and a copy of a book written by the son of a former C&H client about his experiences managing the care his mother received in her later years. [See Right](#) →



“We make a living by what we get, but we make a life by what we give.”

-Winston Churchill

Pictured left to right, top to bottom: Althea J. (Avon), Jacinta D. (Berlin), Holly J. (Clinton), Anna O. (Enfield), Lucy B. (Farmington), Susan C. (Glastonbury), Pamela H. (Litchfield), Ann C. (Middlebury), Sean D. (New Haven), Winsome P. (Norwich), and Zenice T. (Westport).



Visit our Facebook Page at www.facebook.com/CompanionsandHomemakers

Visit Us on the Web at

www.CompanionsandHomemakers.com

Caregivers and Our Service Culture

Every company defines itself in part by its culture. "Culture" refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business with others.

InteGrity
Respect
Empathy
Accountability
Tenacity

As a service-based organization, Companions & Homemakers has defined its desire to be a GREAT company to work for and a GREAT company to do business with based on five key values shown in the graphic above: Integrity, Respect, Empathy, Accountability, and Tenacity. During Caregiver Appreciation Day, we asked our caregivers to choose the culture value that means the most to them and explain why. Here are just a few of the responses we received:



*Through my fortunate years in which I've had the pleasure of serving as a caregiver, I reflect most upon the relationships that I have formed over the years. Through **empathy** and compassion, my clients are more than clients – they are friends, and some become family. They give to me as much or more as I give to*

them. It is easy to be empathetic, compassionate and caring to those I've been given the opportunity to do so with. –Holly J.

*I was brought up to **respect** and care for others. I enjoy working with the elderly – I always keep in mind that everyone will become an elderly person and deserves **empathy**, compassion and **respect**. – Gale W.*

*As a dedicated caregiver for C&H, I believe **integrity** in dealing with our valued clients is vital since it involves being honest, reliable, and having strong moral principles. I believe **integrity** is important because we always strive to help our clients maintain independence at home – therefore, making sure we are always there to assist is important. – Pamela D.*

***Accountability** is a way of life for me. Companions & Homemakers is a family to thousands of loving people. To be truly accountable, there are no "down days" when it comes to caring for others. If I say I'll be there, I'll be there. – Ralph T.*

*I am committed to carry through with my clients through thick and thin, no matter what comes their way during the aging process. My **tenacity** helps me find great opportunities to guide my clients through that journey. – Elizabeth M.*



Caregiver Training Opportunities

We offer ongoing training and professional development opportunities for our caregivers to ensure they have access to the latest industry information and training to provide the best possible care for our clients. Because people learn in different ways, we offer training in a variety of formats and settings.

In-Person Classroom Learning is available at our dedicated *Caregiver Training Center* located within our Farmington office. The training center offers one-on-one and group hands-on training in homemaking, personal care, lifting and transferring, and using assistive devices. For a schedule of upcoming classes, contact your branch office.

Online E-Learning & Mailed Correspondence Courses are available to any active caregiver. We have partnered with *In the Know*, a nationally-recognized provider of homecare-specific training. We currently offer 18 different courses in general knowledge, food preparation and safety, personal care, and Alzheimer's and dementia care. Courses may be taken online or by mail.

To receive more information about the self-directed training program, please send an email to caregiver.training@elderly-care.com, (make sure to include your name and which office you work out of) and we'll send you a copy of the training flyer with all the course information and enrollment instructions. You can also call toll-free: (888) 844-4442 and ask for or select extension 8888.

Electronic Visit Verification Update

Companions and Homemakers has been working over the past few months to implement the DSS mandated Electronic Visit Verification (EVV) time keeping system. As of April 2nd, more than 1,300 caregivers are now using the system on a daily basis to record their time worked and tasks performed. Caregivers servicing these Medicaid-funded clients need to use the EVV system, as well as submit paper timesheets each week to support the work performed. A special thank you to the finance and technology teams for implementing the system on time and with no real negative impact to the day to day operations. Caregivers should continue to call 888-844-4442, extension 4000 with any questions they may have.