

# C&H News Fall 2018



## Earn a Caregiver Referral Bonus

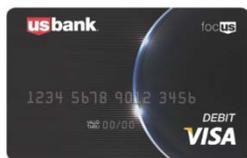
We're always looking for caring individuals to join us in supporting our mission of making home possible for seniors. We have recently implemented some changes to our Caregiver Referral Program to make it easier for caregivers to earn even more money than before for referring new caregivers to C&H. As our mascot Alpie says, "It takes a great caregiver to know a great caregiver."



Caregivers who have been with C&H for at least 60 days can earn a **\$100** referral bonus for referring a new hourly caregiver after the new caregiver has worked for 60 days, and can earn up to **\$250** for referring a live-in caregiver after the live-in has been with us for 60 days. Call your branch office for details.

## New Pay Method for Caregivers

We are proud to introduce a new way for caregivers to be paid each week – a prepaid Visa® debit card from U.S. Bank that includes a complimentary savings account. You can receive your weekly pay without worrying about waiting for a check in the mail – funds are deposited each pay day and available immediately. You can add your own funds any time, and the card is good anywhere Visa® is accepted and can be used for cash withdraw cash at ATMs with no fee. Your money is protected if the card is lost or stolen. For more information and enrollment forms, contact the Payroll department.



## Safety Committee Membership



Each of our 11 branch offices holds quarterly safety committee meetings. We're looking for caregivers to join these committees on an ongoing basis. Meetings take place in the office four times per year and last one hour. You'll be paid \$25 for attending. The meetings are interactive, and cover topics like

lifting and transferring, safe driving, navigating the snow and ice during the winter to avoid falls and much more... anything to keep our caregivers and clients safe at all times. If you're interested, contact your branch office for more information.



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## Walk to End Alzheimer's Update

C&H has supported the annual Walk to End Alzheimer's for many years. This year, we fielded teams for six different walks across the state. Our Walk chairperson Dana Nobert shared that 71 caregivers, clients, office staff members and their familiars participated, raising a total of \$ 5,005 that will be used for Alzheimer's research and support. C&H matched that amount, so our total company contribution this year was \$ 10,010. Special kudos to chairperson Dana and Enfield team leader Erin Madigan – they were both recognized as "Grand Champions" by the Connecticut Alzheimer's Association for their efforts. Erin was the highest fundraiser among our walkers, and Dana was recognized for organizing all six of our walks. Ask any one of the folks who walked and they'll tell you it's an amazing experience. Here are just a few photos from our various walk teams. **Video coming soon to Facebook!**



## Are You “Winter-Ready?”



Winter is just around the corner, and we're expecting to see the usual snow and ice this season. As we have done in past years, we will be making complimentary

snow cleats and sand bottles available to our caregivers starting December 1<sup>st</sup>. The snow cleats are designed to quickly attach to almost any winter-appropriate shoe, and the sand bottles provide a quick way to scatter sand across an icy path to provide better traction. If you're interested, please visit any of our branch offices Monday through Friday from 8:30 a.m. to 5:00 p.m. after December 1<sup>st</sup> to pick yours up.

## Caregiver Spotlight: “A.J.”

We have some awesome caregivers working for C&H, and periodically we'd like to introduce you to some of them. This quarter, we would like to introduce you to Ayako J., pictured on



the left above with office staff member Debbie G.. Ayako, who goes by “A.J.,” joined C&H just over five years ago, and has served a number of the clients over the years with dedication and distinction. At 88, she is living proof that, as she puts it, “Age is just a number”. A.J. maintains a full client schedule, has completed 15 different self-directed training courses to improve her caregiving skills, and just recently participated for the first time in the Walk to End Alzheimer's. Directly after the Walk, she provided scheduled care for one of her ongoing clients. A.J. embodies the true spirit of caregiving, and actively supports our belief that **Home is Possible**.

## A Familiar “Voice”: Monique B.



If you've ever called our Payroll department, chances are you've spoken with Monique B. Monique is responsible for ensuring our caregivers who utilize EVV timekeeping are punching in and out correctly for each service visit, which includes training new caregivers (in English and in Spanish!) how to use the EVV

system. Monique was born in Singapore but has lived in the U.S. her entire life. She and her husband of 16 years love to travel, cook, watch all the cooking shows, and spend time with family. Monique loves the outdoors and all the beauty it holds. Monique joined the C&H team in January, and loves what she does. About her work, Monique said, “I am proud to work for a company that gives older adults independence; because of this, I want to be a support person to the staff and to our clients.” So the next time you call Payroll, you can put a face with a name!

## From the Mailbag

*We LOVE hearing from our valued clients and their families. Here are just a few comments we received from letters and surveys over the past few months.*

“I am so satisfied with our caregiver Jack S. He has been wonderful for my husband and they are a great match for each other. Thank you again for sending someone so nice and helpful as Jack.” – Patricia G.

“I would recommend C&H to anyone because of the outstanding services they

have provided my daughter and me over the past 10 years, but most importantly because of Sharon C., our caregiver, who is such a warm and compassionate person.” - Steven K.

“They are all positive, cheerful, helpful delights! I would recommend them to any and all who need their helpful, cheerful presence and help! Excellent work one and all and thank you very much for giving me care and smiles when I really needed it. Bless you!” - Cheryl B.

“Excellent communications! Elizabeth and others call me regularly about my schedule and care, and are always kind and professional. Sarah, our companion, is a perfect fit!” – Anonymous

“You sent me Veronica. She does everything I ask and is a fine companion. Her smile is continuously on her face, her manner and personality are a blessing. Thank you for her again and again.” - Violet V.

“Nadine is thoughtful, pleasant, extremely capable, hard-working and interesting. I am quite happy in our working together.” – Helen S.

“I am very pleased with your services. I have not required a caregiver on a steady basis, but when needed, you have always provided me with a competent and personable caregiver. For that I continue to be grateful.” – Tanya S.

“We are very grateful for the care my aunt received from Laura R. as well as other caregivers who filled in along the way. Laura was especially diligent in staying alert and awake for her whole overnight shift and staying busy while she was there with my aunt. My aunt enjoyed her company and our family could relax when Laura was there, knowing that our aunt was in capable, caring hands.” - Catherine L.

“I had a wonderful experience with all of the people you sent to help me during my recovery. All of the ladies were friendly, helpful and were so dedicated towards assisting me. Each and every one of them cared. Kudos to them, and to the person who recruited them.” - Cary K.

“I really appreciated the time you spent listening to all my needs and them matching me with someone so compatible. I'm truly grateful and look forward to every visit.” – Carolyn A.

