



**JULY 2020
COMFORT
KEEPERS
BEND
NEWSLETTER**

Summer is Here!

REVIEW TIME-OFF REQUESTS AND OFFICE APPOINTMENT POLICY

We can all agree that summer has hit Central Oregon - the sun is out , temps are rising and people are planning vacations to see family and friends . It's important to remember our time-off policies as we head into this summer season:

- *Time off requests must be made in person in the office with Deanna. It's important that you request this time as far in advance as possible so that we can be sure our clients are covered.
- *You must put your date request on the wall calendar in Deanna's office. We can only grant time off to a limited number of caregivers at a time, depending on the clients' needs, so please be aware that time off is granted first-come / first-served.
- *We ask that you maintain all necessary safety precautions as best practice. Wearing your mask will protect you and protect our clients.
- *Remember that July 4th is paid at holiday rate, so those of you working will get paid time-and-a-half for this day.

IMPORTANT NOTE - GIVEN THE RECENT STATEWIDE MANDATE TO WEAR MASKS INSIDE ALL PUBLIC SPACES - YOU MUST MAKE AN APPOINTMENT BEFORE COMING TO OUR OFFICE AS WE NEED TO LIMIT THE NUMBER OF PEOPLE WE HAVE IN THE OFFICE AT ANY GIVEN TIME. NO FRIENDS OR KIDS CAN ACCOMPANY YOU TO YOUR APPOINTMENT. PLEASE BE RESPECTFUL OF OUR OFFICE POLICY -- THE STAFF, CLIENTS AND YOUR FELLOW CAREGIVERS WILL APPRECIATE YOU FOR IT-- THANK YOU!

If you have any questions about time-off requests, please call the Bend office at 541-241-3225.

Thank you!

YOUR FEEDBACK

In every team meeting, we ask our group to write down what you like about working at Comfort Keepers, what you don't like, what training you'd like to have and anything else you'd like to comment on.

In this last round of team meetings, there were quite a few comments on general housekeeping for our clients -- caregivers are noticing that these basic tasks are not getting done on a regular basis and have asked us to review the policy around housework.

* Housework is ALWAYS part of the the caregivers' responsibilities. Unless the client specifically asks that the caregiver not do any housework), the caregiver must complete general house keeping duties.

*Be sure the bathrooms and kitchen is clean. Never leave the bathroom dirty - clean the toilet and wipe down the tubs, counters and floors as best as possible.

*Be sure that any dirty dishes in the kitchen sink are cleaned -- either by loading in the dishwasher or hand washing. Follow instructions on the Care Plan or ask the office if you are unsure about how the client prefers their dishes washed.

*Never leave the trash full. Empty garbage in the bathrooms and kitchens and take to outside garbage and recycling containers if possible.

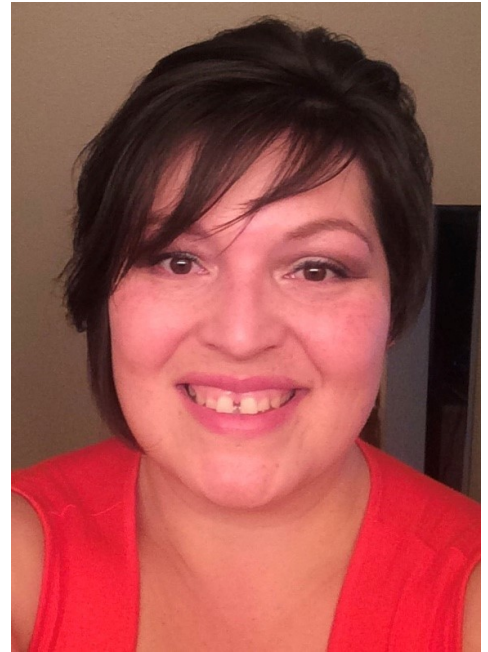
Remember that you may not be required to do heavy housecleaning, but you should always keep your client's house neat and tidy!

CAREGIVER OF THE QUARTER SHANNON MCCONNELL

We are so happy to announce Shannon McConnell as Caregiver of the Quarter! Shannon has proven herself invaluable to this team -- she is always responsive, takes last minute shifts, highly promotes the company and stays active with our community outreach. Comfort Keepers is incredibly fortunate to have her on our team and we are honored to name her as

CAREGIVER OF THE QUARTER

Thank you Shannon!



MOST IMPROVED CAREGIVER

Jennifer Allen



Jennifer joined our team with very little experience, but was working with a family that wanted to keep her as their in-home caregiver as they needed more help. She joined our team in June of 2019 and has worked really hard to refine her skills, attend workshops, participate in online training and work with Deanna for more hands-on training. Jennifer is not shy about asking questions and trying to better understand how best to take care of her client to keep him safe and secure.

Thank you Jennifer for all that you do!

Is it a requirement of your job to complete documented daily reports of what you did while with your client?