



WE MADE IT!!!

Well team, we made it through another tough year...

It's hard to believe that another year has passed and you have all done such an amazing job of taking care of our clients, easing stress on family members and helping each other out when needed the most.

We truly believe we have the best caregiving team in Central Oregon — all thanks to your dedication and unwavering compassion.

In a job like this, it's important to remember a few things:

- **It's OK to ask for help** — the office staff is here for you!
- **Communication is key**—let us know in advance (3-weeks notice) if you need some time off.
- **Schedule one-on-one time**—if you need to speak with office staff, schedule an appointment so that we can chat with you one-on-one... we love to visit with you in person!
- **Teamwork**—remember that we act as a team; your actions affect others — caregivers, clients and office staff.
- **Be kind to yourself**—self care is important, so do something kind for yourself every day. You can only be your best self if you allow yourself a little kindness.

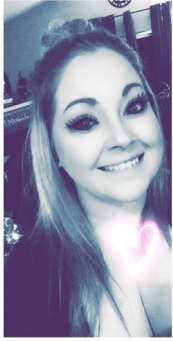
Thank you all so much for the work that you do!



Employee Reviews

Bend Team: In January we will start the process of Employee Reviews. If you are due for a review, please expect to be contacted by Christina & Liane for a job performance review (in office or by phone pending your schedule). This is also a great time to talk with the office staff about clients, your schedule and review questions/concerns. Sessions should last about 30-60 minutes and you will be paid the training rate for your time.

Thank you and we look forward to meeting with you!



Who's On the Phone?

Hear a new phone voice when calling the office? Introducing Amy Wilcox, answering the phones for both Bend and Portland! Amy has always had a passion for helping others and has worked in caregiving for over 9 years, including with developmentally disabled seniors and adults. Amy also took care of her grandmother and great grandmother, so she really understands the job and what it takes to be a compassionate caregiver.

Amy grew up on a farm and loves to ride horses — and dirt bikes with her husband, Adam. She also loves gardening (has an amazing green thumb), camping, fishing and going to the coast. Amy has a 16-year-old son named Jeremiah, a Boxer named Colt and a rabbit named Thumper! Amy earned her Associates Degree from Portland Community College and even helped her husband start his own construction business focusing on home remodels. Amy has a joyful heart, loves to see people smile and believes in spreading kindness — we are super fortunate to have her on our team!



PATTY — FIVE FUN FACTS!

Patricia Delarios (Patty) started with us this summer and came to us with quite the background, living all over the world, a flight attendant and lawyer! She's an amazing, smart, caring human being and we are so grateful that her ambition brought her to Comfort Keepers!!!

See below for her 5 Fun Facts...

- Patty is an army brat and has lived all over the world.
- After college, she was a flight attendant for American Airlines based in Dallas, TX and continued traveling.
- A few years after getting married, she went to law school and practiced in Texas for many years.
- When her husband died, Patty was a writer and then a corporate attorney for a 3D Printing Company.
- Wanting a change of scenery for retirement, Google pointed her to Bend, OR—where she didn't know anyone! She met Bev Jackson (another fellow caregiver) at COCC and they became Board Certified Patient Advocates.

COVID

I think we all hoped that we'd end last year and start the New Year with better news about the COVID situation. We are in a new "wave" with the Omicron variant and have a lot more to learn over the coming weeks and months. What we do know is this:

-Most of our clients prefer a vaccinated (including booster) caregiver.

-There are no plans for COVID relief pay—so if you miss work due to COVID-like symptoms, you will have to use your PTO.

-Vaccine/booster mandates may become the norm for any and all healthcare workers, including for in-home care.

We will continue to keep you updated and informed. Please reach out to the office if you have questions or concerns.

Thank you all so much for the amazing work that you do!

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