



CK Connect

April 2020



**Comfort
Keepers®**

a *sodexo* brand



COMFORT KEEPERS®

*Hello
April*



Scheduling with Stephanie



WHOOOP WHOOP! March proved that we have an amazing strong team here at Comfort Keepers! With all the COVID-19 craziness going on, Comfort Keepers has maintained business and safe care to the community. YOUR JOB AND EFFORTS ARE NOT UNNOTICED! Our weekly hours are starting to slowly drop as clients who have family or can take care of themselves don't want anyone in their home. New business is continuing to come in daily. If adjustments need made to a specific client please contact me. Some clients have adjusted their schedules to get you ladies in and out with no unnecessary down time in the home. I can not express how grateful I am that all of you ladies have come together individually and make an unstoppable team! Keep up the good work and strong efforts. DO NOT TAKE CHANCES WITH CLIENTS! IF YOU DO NOT FEEL COMFORTABLE OR BELIEVE A CLIENT NEEDS TESTED, LET US KNOW! Make sure you are following all universal precautions while at work and at home! We all need to stay healthy and continue to prove that you are an essential part of this community! WASH YOUR HANDS!

6 principles of care

- Basic rules all caregivers must remember in making decisions about how to provide care.
 - 1. safety
 - 2. privacy
 - 3. dignity
 - 4. communication
 - 5. independence
 - 6. infection control



HELLO FROM TERRY!

To All our Heros

This is a month that will be hard to forget. Would you believe that April 1st is the Anniversary of Comfort Keepers ...20 Years. I want to think about it as a lucky day....Certainly Lucky for our community that you serve.... We have a good supply of Lovely Home-made masks that we started three weeks ago. Your health and safety is our **#1 concern**. We need to continue to serve our senior clients during this pandemic. Some people cannot go without our care. The elderly are the most stressed out about this virus. Your care and company during this time is especially important, **even more than ever**. Our service is essential. We do not have any infected clients at this time and we'll hope we can keep that record. Since most of our clients do not travel much beyond their homes, we will most likely stay healthy. Some clients have temporarily cancelled their care with us. It is only because of the virus scare. Continue to remain calm and be positive with the folks you care for. They need us to be their **ROCK** right now. If any of you need supplies and cannot get to the office let us know...we'll get them to you. If we can do Anything for you Please reach out...

Terry Guberman
Proud Owner of Comfort Keepers





From the desk of Kylie

I want to give a huge shout out to all our amazing Care-giver's during this time. You have all really stepped up and we will get through this TOGETHER! I know this is a scary time right now but just continue to do what you are doing, and we will come out the other side. Please practice good hand washing and using hand sanitizer when available. Reusable face masks are available at the office. In regards to your Relias training. I am working hard on trying to get the answers you are looking for as to why some of you cannot access courses or why they keep kicking you out. I have gotten no response yet but will continue to try and figure it out. There are still several things that I need from a lot of you that I have reached out many times for and I am not getting answers or getting what I need. These things MUST be given to me IMMEDIATELY. You are out of compliance and we do not want to have to take you off the schedule until I get what I need. When calling off you must speak to a live person. A voicemail or a text message is not an acceptable form of calling off and will result in a no call no show. We have to be more aware of our time schedule. Please be sure you are arriving to your clients house on time. Call on call only if after hours. Please be mindful if needing to call off and give us enough time to find coverage for you shift. Calls off in March were still excessive, hoping we can turn that around! Thank you again ladies for all of your hard work, for ALL you do to make your clients happy, safe and healthier. Tough times never last but tough people do!!

CK Star Award

Angela Schilb



When times get tough, Angela swoops in and saves the day! Being hired as a part-time employee in Aug of 2017 to get out of the house while her young children are in school, Angela has been anything but "part-time"! Angela does not do this job because she has a consistent schedule with the same client that provides her with all the hours she needs. Angela goes above and beyond to do what she can to help out on the schedule. Most of the time she does not work in her home town of Waynesboro. Angela is known in our office and our "CK Jumping Bean". She travels further distances then most and will work any hour or shift if she is able to. We are also very thankful for her family, the ones who make it possible for her to be such a flexible asset to our team!

CONGRATULATIONS ANGELA



Patti Saylor
Gettysburg
1 Year

There is a survey on the company portal. Please log on and complete by 4/20. Please contact Kylie if you have an questions.



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<https://www.facebook.com/comfortkeepersfayetteville>



Screaming Happy Birthday to These Ladies!

Hope your day is as awesome as you are!

Marcia Beltz (Cburg) 4/10

Samantha Black (Orrtanna) 4/12

Julie Heckman (Mercersburg) 4/30

