The Blossom Bulletin

November & December 2022

Favorite Holiday Movies

We asked the Blossom family what their favorite *holiday* movie is. Take a look for some great recommendations!

Kristina King

Kristina's all-time favorite Christmas movie is the 1951 black and white version of ***A Christmas Carol*** with Alastair Sim as Ebenezer Scrooge. The story of someone changing from a scrooge into a loving person is an inspiration and encourages Kristina to be a better person.

Megan Griffin-Adams

How the Grinch Stole Christmas (the 1966 movie) is Megan's favorite holiday movie. She grew up watching it as a kid and for Megan it's not Christmas time until she's watched the Grinch!

Rocio Colon

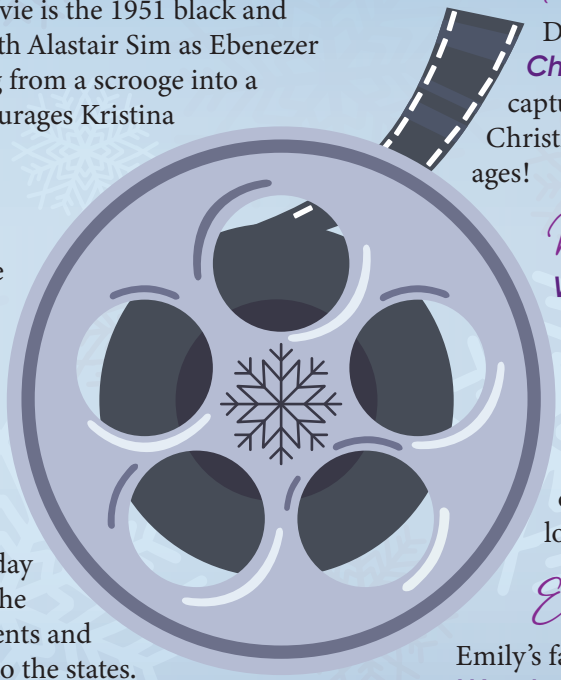
Rocio's favorite holiday movie is ***Scrooged***. Scrooged was the first Holiday movie she watched when she moved to the states. It brings her memories of her parents and the culture shock from Spain traditions to the states.

Cynthia O'Neill

While You Were Sleeping and ***It's a Wonderful Life*** are Cynthia's favorite holiday movies!

Carrie Dugan

Elf is Carrie's favorite holiday movie!



Dan Oonk

Dan's favorite holiday movie is ***A Christmas Story***! The film perfectly captures the joy of being a kid with Christmas approaching and is funny for all ages!

Molly Dillon

White Christmas is Molly's Favorite holiday movie. She has been watching this movie annually with her family since she was little, and she looks forward to the tradition each year. She loves musicals and this one is a timeless classic. Molly hopes her son grows up loving this tradition as much as she does!

Emily Briggs

Emily's favorite holiday movie is ***It's a Wonderful Life***. She and her partner watch it every Christmas Eve while they are wrapping presents for their kiddos.

Aurora Vega

Aurora's favorite Christmas movies are ***The Scrooge*** (1970 edition) and ***The Boy Called Christmas***.

Blossom Bulletin Board

Welcome to Blossom!

Sophia Ruddock, Health Homes Care Manager
Katy Robinson, HR Coordinator
Amber Moore, Health Homes Care Manager
Drew Willard, HR Compliance Coordinator
Debbie Candelora, Billing Specialist
Karol Mumby, Office Coordinator
Suzanne Russo, Clinical Director

Holiday Closures



Blossom offices will be closed:

Thursday, November 24 &
Friday November 25 for Thanksgiving.

Monday, December 26 for Christmas.

Have a safe and happy holiday season!

Welcome, New Blossom Field Staff!

Ebony O, Johnnie W, Raequel S, Thalia O, Charmaine T, Keasha Y, Robert S, Taisha B, Betty Jo F, Crystal R, Jason B, Joyce R, Kaidence B, Kathy R, Shakeimia D, Veronica T

Congratulations on your New Position!

Aurora Vega, Training Manager

Donate for Denim

Donate for Denim Recap:

In September we supported **Flower City Habitat for Humanity.** Through shelter, the organization empowers our region.

In October we raised money for the **Breast Cancer Coalition of Rochester.** This organization is special to our company because Blossom began out of Al Gauvin's desire to help his sister who had breast cancer.

What's YOUR favorite charity?

Know of a charitable organization that resonates with the Blossom mission? We want to know about it! **Email your suggestions to bfindlay@blossommhcs.com.**

Denim Down the Line:

In November, we'll be raising money for **Blossom's Gifting Tree.** Every holiday season Blossom buys and wraps presents for our clients in need. These gifts bring joy to those who do not have a lot of support in their lives. Your donation will help make this the happiest time of the year for our clients and ensure this is a memorable holiday season!

In December we'll be supporting **Asbury First Community Outreach Center.** The Asbury First Community Outreach center provides valuable services and resources for those experiencing poverty.

2022 Third Quarter State of the Company

By Chris Gauvin

Several really big things happened in the third quarter of 2022! I would like to break down all the exciting matters that are taking place at Blossom by talking about **What's New, What's Now, and What's Next** for our company.

What's New: I think the biggest change is the increase in field staff wages. There have been some challenges in getting insurance companies to match those rates, but progress in that area has been moving along well. The Department of Health is on our side, insisting that insurance companies need to match their rates with the pay increase. On our HR side, we have brought in Proliant to replace ADP and the transition has been smooth overall. Additionally, we are switching to Gallagher Consulting for our health insurance and benefits package. Finance and QA continue to hold down the fort and stay on top of all the frequent changes we see in the industry. The QA department recently completed two large projects; they updated and reviewed our safety manual and switched our policy platform over to PolicyTech. With Molly Dillon's leadership, we have been able to address a significant amount of the company's needs through that program. Finance and I have reviewed and updated a budget for 2023, establishing a path forward for financial stability. In Marketing, we have been developing a Core Values video that we look forward to sharing with the company. We have had several new hires for this quarter. New to our team is billing specialist Debbie Candelora. Amber Moore and Sophia Ruddock both have come on board with us as Health Homes Care Managers. Karol Mumby has come in as our Geneva Office Coordinator. Katy Robinson comes on board as our HR Coordinator and Drew Willard as our HR Compliance Coordinator. On our nursing side, we welcome Suzanne Russo as our Clinical Director. Everyone has shown enthusiasm for joining the Blossom family and I am excited to be working with them!

What's Now: We have a couple of really important things on the near horizon. The scheduled conferences that took place in October have ended. We received a lot of information from the presenters and had the opportunity to meet with the Department of Health directly as well as some other governmental agencies. We got to interface and talk with several agencies in our industry. It was nice to commiserate and hear that we are not alone in the difficulties we are facing. Through shared experiences, we developed friendships and plan to work with these agencies in our region. I am also proud to announce we will be reopening our offices for our field staff! Through this positive change, we hope to reconnect with our field staff and feel more like a united family.

What's Next: What's up next for Blossom? We are celebrating our 25th anniversary of providing quality home care in the Western New York region! Regarding the overall industry, it is clear that the need for home care is not going to decrease. What we do here at Blossom is going to be necessary for people to live at home healthily and safely. Our mission for the next quarter, the next year, and forever is to find compassionate individuals who exemplify our core values to join our team, especially on the field staff side. The minimum wage increase should draw in a larger pool of candidates where we can find outstanding individuals who care for their clients like they would a family member. The climate in the industry over the past three years has been unprecedented. We are entering a period of some financial challenges over the next six to twelve months. However, we have positioned ourselves to handle it head-on and 2023 is looking to be a positive year here at Blossom.



EVERYTHING

YOU NEED TO KNOW ABOUT QA INVESTIGATIONS

Quality Assurance investigations are an important behind-the-scenes process needed for Blossom to operate. QA investigations are necessary for many reasons including but not limited to client safety, protecting employees, and compliance with rules and regulations. While participating in QA investigations may not sound like fun, it's an important part of everyone's job at Blossom. Remember, investigations are in place for fact finding only. QA is not involved in any sort of discipline or follow up related to the outcome of any investigation.

HERE ARE SOME RESPONSES TO FREQUENTLY ASKED QUESTIONS ABOUT THE QA INVESTIGATION PROCESS.

What does it mean to receive a phone call from QA?

- QA requires a statement from you for an investigation. This could mean anything such as, you may have witnessed a fall or accident, you may have background information related to an investigation, or there may have been an allegation reported.
- Depending on the investigation and the requirements of NYS for QA investigations, QA may speak with you over the phone (when you are not working with a client) or QA may request for you to meet with them in person and will work around your schedule and location preference as much as possible.

Why was I pulled from a case or multiple cases?

• Some investigations/allegations require staff to be removed from a particular client, or multiple clients based on the information reported to QA. Aides are pulled so that the integrity of the investigation is able to be maintained, as well as for the safety of the aide and client(s). QA will work through the investigation as quickly as possible and report to the appropriate parties whether you are able to return to work based on the findings of the investigation.

What information is QA able to share during an investigation?

• The short answer is, not much. QA will share the reported allegations, however, will not be able to identify who reported the incident/allegation. QA will not be able to provide any information regarding the outcome or follow up related to an investigation. QA is able to explain the investigation process and an estimated timeframe for completion of the investigation, however, is not able to discuss the specifics of an ongoing investigation.

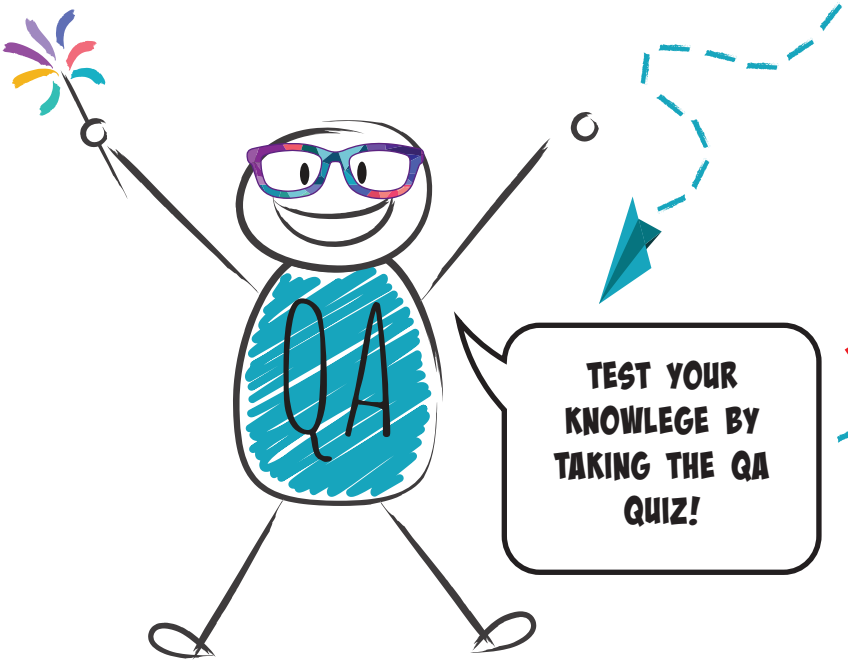
Does being involved in a QA investigation mean I am in trouble?

• No, the reason for a QA investigation is to gather information and determine whether any action should or can be taken to prevent potential incidents in the future. QA speaks with any and all parties involved in an incident in order to gather information to determine whether an allegation is substantiated, inconclusive, or disconfirmed based on the evidence gathered. A summary of the investigation is then reported to the appropriate supervisor and HR, who will determine the appropriate follow up with the staff. QA is not involved with discipline in any way and simply reports information.

When will I be able to return to the client/clients I was pulled from?

• Once the investigation is complete, QA will send a summary of the findings to the appropriate supervisor. The appropriate follow up will then be determined by HR and the supervisor. Depending on the findings, staff may be able to return to work immediately, or staff may be required to speak with Nursing, HR, or the appropriate supervisor before returning to work.

• Based on an investigation, it may be determined that a particular staff member should not return to a particular case. This may be due to client, family, or employee request, or due to the nature of the investigation or allegation.



WIN A PRIZE!

THE QUIZ IS OPEN NOV 1 - NOV 10

Aide of the Month



September 2022

Voncile Seawright

Care and Experience

Originally from Florida, our September Aide of the month, Voncile Seawright moved to upstate New York as a child. As a caring and loving individual, family is a crucial part of Voncile's life: she has a son and four beautiful grandchildren. Voncile has worked in the health care industry her whole life and has dedicated herself to caring for others. Voncile started working at Blossom almost two years ago and was nominated this month because of her hard work and living up to our core value, "Solve the Problem."

Voncile appreciates that Blossom recognizes their employee's commitment and dedication. As someone who is experienced in the field, Voncile finds the resources that Blossom provides unlike any agency she has worked for previously, "They care about not just the people we take care of, but they care about us too and so that's really what I like about Blossom." Here at Blossom, Voncile feels supported and is able to pursue her passion for helping others.

> "They *care* about not just the people we take care of, but they *care* about us too."

Providing services for people can be difficult at times, however, Voncile's kindhearted nature is always present no matter the challenge, "There's nothing hard about me caring for somebody." Voncile finds the motivation to Lead with Heart (another core value) from life experiences and from her family. When she first began her career, she worked at nursing homes. She found that most people preferred to be at home. "… I don't care if they're young, middle-aged, or old, they want to be at home around their own surroundings, and if I can help them do that in their last days or 20 years down the line …that motivates me." Voncile has also learned the importance of being in your surroundings from her mother, who is in her 90s and enjoys being cared for in her own home.

At Blossom, Voncile has built connections with her clients as she usually works with just one client at a time. With her current client, Voncile has enjoyed going on walks in the summer, and encouraging her client to be physically active by getting her to kick a soccer ball or throw a football. As the weather gets cooler, Voncile and her client (a trivia whiz) enjoy playing alongside gameshows on TV!

> "… if you don't have the *heart* for this then this is not the job for you."

With her years of experience, Voncile has sage advice to give to prospective Blossom employees. She stresses the significance of being confident in your desire to help others and being able to become the person that somebody needs you to be, "… if you don't have the heart for this then this is not the job for you." Here at Blossom, we are grateful for your compassion and wisdom. ■



Aide of the Month

October 2022

Aysia Freeman

Love to Listen

Our October Aide of the Month, Aysia Freeman was born in New Orleans. Before finding her way to New York and Blossom, Aysia lived in North Carolina and Florida. Her time in Florida was instrumental because she realized her passion for helping others, "When I moved to Florida that's when I realized that I like working around older people because my neighbor she watched me, and it was like we were taking care of each other basically because she was older." Aysia's inner desire to help others is also connected to her dedication to family. When she was younger, Aysia lived with her grandfather who had diabetes and she helped take care of him.

> "...that's when I realized that I like working around *older people*..."

Aysia enjoys being able to pursue her love of helping others at Blossom. She admires how Blossom is there for their Aides, "You guys are always like working with us… if we have questions ourselves, you guys are pretty fast about getting back to us and helping us out with our situation." Before Blossom, Aysia worked in a group home for people with disabilities. She also worked in the food industry and was a part of the Air Force Junior ROTC program in high school.

One of Aysia's favorite things to do with clients is to listen to their stories and the wisdom that they share. "I like listening to their stories. I'm a big listener and so I just let them talk, share stories, I'll share my stories with them." With one client, Aysia loves listening to her share stories of faith and religion. Aysia also loves playing cards. The game Rummy 500 is one of her favorites and it has a special place in her heart because her grandfather taught her how to play.

Outside of work, Aysia enjoys spending time with her fiancé and stepdaughter. Aysia is an incredibly hardworking and creative individual and even has her own t-shirt business, Melanated Millennials. The business began around the time of the pandemic and started as memorial shirts. The business later expanded, and she began making shirts with a social justice focus, such as Black Lives Matter designs, as well as making t-shirts for her fiancé's R&B group.

> "...you should just want to help them the *best way* that you can..."

For those interested in a career at Blossom, Aysia advises one to be prepared for anything because you work with clients from a wide spectrum of backgrounds. To be successful as an Aide, Aysia believes empathy and compassion are of utmost importance. "You just have to have a caring heart and… put your foot in their shoes and just be mindful that whatever the situation that got them there, that you're not going through that situation so you should just want to help them the best way that you can…" Thank you, Aysia, for all your hard work and for sharing your story! ■



SAFETY CORNER



Safe Holiday Shopping By Megan Griffin-Adams

The holiday season is upon us, and with that comes the hustle and bustle of holiday shopping! Picking out just the right gift for each person on your list can be a challenge in itself- but even more important is keeping yourself safe during the holidays. Don't let the Grinch steal your holiday spirit- utilize the tips below and make sure the season is one to celebrate.

In Person Shopping



- Parking lots can be a zoo! Be patient and watch carefully for other drivers (everyone is trying to get that coveted close parking space). When backing out, go slowly and watch carefully for pedestrians
- Park your vehicle in a well-lit area and be sure it is locked when you leave it. While walking, be aware of icy parking lots, especially black ice
- If you're headed to more than one store, hide your shopping bags from previous stops in an out of sight area, like the trunk or under a seat. If you're purchasing a large/expensive item, try to make that your last stop and head straight home after purchasing
- While you're in the store, keep your purse or wallet close. If possible, try to pay with a credit/debit card. If you do decide to use cash, don't carry more than is necessary; only take it out at the register, and ensure your change is secured in your purse/wallet before leaving the store
- If possible, try to shop at nonpeak hours, when crowds will be smaller

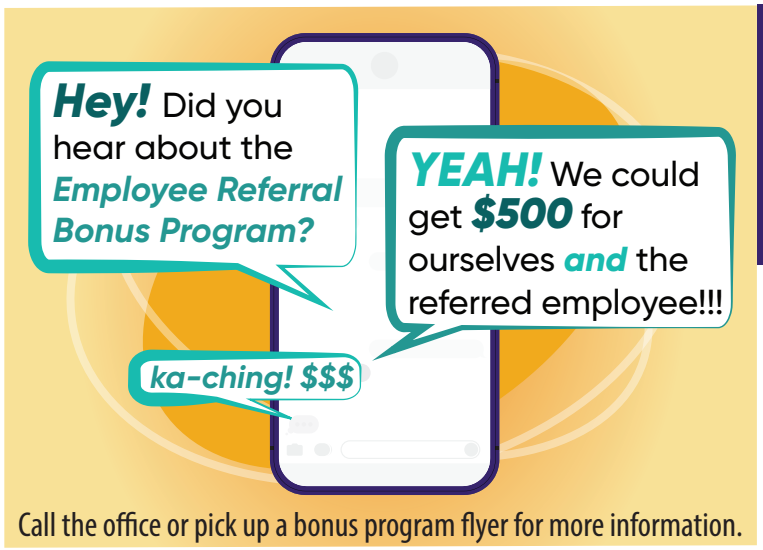
Online Shopping



If you want to avoid the crowds entirely, online shopping can be a great alternative; and with days like Cyber Monday, there are great deals to be had. However, online shopping has its own risks associated with it. If you choose to shop online, the following tips can help to ensure a positive experience:

- If possible, stick to online shopping with large, well-known retailers, or ones that you have shopped with before. If you aren't familiar with a particular retailer, a quick Google search can help to confirm their legitimacy
- Use a credit card instead of your debit card. Generally speaking, credit card disputes are easier to handle than debit
- Don't make purchases over public Wi-Fi
- Check a websites security by looking for the lock icon in the URL, making sure the URL starts with "https"

Holidays are a time for joy and celebration. Make sure you follow these tips to avoid a negative shopping experience that could hinder your festivities. **Here at Blossom, we want to ensure that you have a cheerful and safe holiday!**



Call the office or pick up a bonus program flyer for more information.

Stay up to date on all of our latest news, events, and more! Visit BlossomMHCS.com, and follow us on social media!



BlossomMHCS BlossomMHCS

HIPAA violations & *fraud* must be reported.



Our Compliance Officer is Molly Dillon: 844.546.1600 x1143

Anonymous Hotline: 585.546.1219