



# Caring Matters

Spring/Summer 2008



Members of the Richmond Community Health Festival organizing committee pose proudly outside the Richmond Recreation Center. Pictured above are Dennis Isner, Lily Zhang, Stephanie Tucker, Kitty Ha, Julie Fresta, Les Hilger, Rick Hong and Leah Rowell.

## Come One, Come All to the 2008 Richmond Community Health Festival

It's that time of year again, with the weather warming up and the days getting longer. Once again, Compassionate Community Care, along with Senator Leland Yee, Supervisor Jake McGoldrick, Kaiser Permanente, On Lok Lifeways, and Richmond Area Multi-Services, Inc. (RAMS) will be co-sponsoring the Richmond Community Health Festival.

The program will include health information and advice from community organizations; you can receive free clinical services and consultations, including bone density testing, TB testing, medication reviews, BP checks, eye testing and acupuncture. There will be children's arts and crafts, lion dancers, Hawaiian

band, jazz music, Russian dancers, break dancers and more.

CCC's Executive Director, Cho Quanhong, Client Services Coordinator, Julie Fresta and Administration Officer, Dennis Isner have all been involved as members of the organizing committee which meets regularly to ensure that all goes well on the day.

This year's festivities will take place at the Richmond Recreational Center at 251 18th Avenue (between California & Clement). The festival will be held on Saturday, May 31, 2008 from 10am to 2pm, so mark the date in your calendar, and look for us at the CCC stall.

### What's Inside?

#### In this edition of the Spring/Summer 2008 CCC Newsletter:

- ♥ We honor our wonderful care giving staff at the Annual Caregivers Award Ceremony
- ♥ We tell you more about our Best Practice series of in-service training for CCC caregivers
- ♥ We celebrate diversity
- ♥ We wish every one a happy and safe Pride month for 2008



The Gee Yung Lion Dancers open the 2007 Richmond Community Health Festival (left); and CCC Executive Director, Cho Quanhong, does a wonderful job as MC (right); pictured at last year's health festival at Kaiser Permanente French Campus.



# CCC Honor Their Workers at the 2007 Annual Caregiver Awards

Compassionate Community Care said a big **THANK YOU** to all our fabulous caregivers at our Annual Caregiver Awards Ceremony for 2007



CCC Caregivers, Lisa Cheung and Vicki Randall (pictured left) were all smiles when they received their Certificates of Recognition.



Program Director, Gary Szlachetka, presents CCC caregiver, Julia Pa with her award for Caregiver of the Year for 2007.



CCC Caregivers Ying Zhou, Thomas Jackson, and Della Gremillion proudly display their Employee of Excellence awards.

While care giving can be very rewarding work, it can also be extremely challenging.

At Compassionate Community Care, we appreciate all the hard work that our caregivers do, often addressing not just the needs of clients, but also balancing the concerns of loved ones.

On January 25, 2008, we honored our caregivers at the Annual Caregiver Awards for 2007, giving out 25 certificates in all.

Julia Pa received the Caregiver of the Year award, while six caregivers received Employee of Excellence awards, and eighteen others received Certificates of Recognition.

# Diversity Matters

They say that variety is the spice of life, and at CCC we are very proud of our diversity.

We believe that this brings a great wealth of knowledge and insight into the work we do, helping us to understand and appreciate differences, and to respect the individuality of our clients.

On December 7, 2007, we celebrated this diversity in an International Pot Luck Luncheon. We provided lots of goodies to eat and drink, and presents for all those who attended.

We also invited our staff to each bring along a dish that celebrated their own cultural heritage. What a fantastic



CCC Caregivers, Yin King Fung, Richard Cutler and Lisa Cheung, with CCC Executive Director, Cho Quanhong (pictured second from right) at last year's International Pot Luck Luncheon.



Pictured above is our fabulous Christmas display; and below, staff and clients enjoy our International Pot Luck Luncheon.



## Cynthia is now our Office Manager!



Cynthia Dominguez began working for Compassionate Community Care as our Administrative Assistant since February 2007.

In March of this year, in appreciation for all of her dedication and hard work, and having identified the need for someone to lead our fabulous office team, Cynthia was promoted to Office Manager.

Cynthia now leads an office team consisting of three other office workers: Dennis Isner, our part time Administration Officer; Ying Zhou, our part time Office Assistant; and Rachelle Lau, who has been working as a temporary Office Assistant since April this year.

We would like to say a big congratulations and thank you to Cynthia for all her great work!



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♥ CCC have proudly joined the Golden Gate Business Association. For more than 30 years, the GGBA have been working to create, enrich and empower a strong and vibrant LGBT and LGBT friendly business community in the Bay Area. Look for our listing on their website [www.ggba.org](http://www.ggba.org) and in this year's Pride Pages.



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## CCC continues to promote "Best Practice" through their Caregivers' In-services



CCC have continued to promote quality services to clients through their Best Practice Series of Quality In-service for CCC Caregivers.

So far this year, we have conducted workshops in **Assisting with Nutrition, You are a Professional: Understanding Boundary Issues**, and **You Cannot Get AIDS from Tears: Caring for People Living with HIV/AIDS**.

In March, we also conducted a workshop in **CPR Training**, delivered by Inspector Micki Jones of the S.F. Fire Department.

Our topic for our next in-service workshop, to take place in May, will be **Infection Control**, with a particular focus on the home care setting.



Guest presenter, Francis Gallego, from Tenderloin Health, and Julie Fresta, look on as Office Assistant, Ying Zhou (not pictured) translates their words into Mandarin for our Chinese speaking caregivers at the workshop on Caring for People with HIV/AIDS.

## Providing Good Care to LGBT Clients

June is Pride month in San Francisco, so this June we will once again be running our **Cultural Awareness: Working with LGBT Clients** workshop. Here are some tips for providing good care to Lesbian, Gay, Bisexual & Transgender clients. Interesting enough, these tips could be applied to all of our clients.

- ♥ Don't make assumptions
- ♥ Remember that identity does not equal behavior
- ♥ Examine your own biases
- ♥ Involve your clients' loved ones in decision making
- ♥ How you ask questions may be just as important as the questions themselves
- ♥ Don't contradict your clients when they make statements about themselves
- ♥ Educate yourself about issues relevant to good health care of LGBT people
- ♥ Don't make assumptions

*Adapted from "Not all your patients are straight  
by Ruth J Simkin, MD*