



## Our Responsive Maintenance Team

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It is a priority of Cazenovia Recovery Systems that our residential facilities and clinical and administrative offices are safe, clean, and pleasant environments for clients and staff members.



Left to right: Bernard Quintero, Wayne Hurt, John Gleason, James Kegelmeyer, Jessica Teresi, and Clarke Reed

As our program participants pursue their journeys toward recovery, we want to do all we can to create settings in which they are best able to achieve success.

The Cazenovia Compass is focusing a spotlight on our agency's maintenance team. In addition to ensuring that our properties are functioning properly and are in good working order daily, this department is on call 24/7 to respond to emergencies that might arise.

Jessica Teresi, our property manager, oversees the maintenance department, which is headed by maintenance coordinator

Clarke Reed. Maintenance assistants are John Gleason, Wayne Hurt, Jevon Love and Bernard Quintero. Former Fellowship House employee James Kegelmeyer is welcomed as the new maintenance assistant who primarily focuses on Cazenovia Recovery's programs in Niagara County.

This team handles painting, flooring, plumbing, window replacements, waterline leaks, installing hot water heaters, office moves, emergency response calls for heating and septic issues, and much more. They also coordinate with outside contractors for major structural or renovation projects.



Clarke Reed, Maintenance Coordinator

Clarke is a dedicated six-year employee who is known and respected throughout the organization for his attitude that just about every problem is solvable. "I never look at maintenance as an insurmountable problem," he said. "If I can't handle something myself, I know where to get help."

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## Staffing Info

Let's Welcome:

Jeremy Wheeler, Intern at Cazenovia Manor

Erika Martin, Counselor at Madonna House

Farrell Johnson, Case Manager at Somerset House

Jennifer Jarvis, Residence Monitor at Sundram Manor

Jonathan Puma, Intern at Supportive Living

Cazenovia Creators & Catchers:

Bonnie Goodrich nominated Ryan Zwan and Robert Hall III for their kindness in ensuring their coworkers were able to get home safely in the recent snowstorm.

Alyssa Rockey nominated Dominique Johnson for creating a new collaborative meeting between case managers and counselors.

Ed Cichon nominated Falonia LaMar for being so open and receptive to the Unity House intake process.

Alison Whou nominated Greg Fulgham for his great attitude and for being a huge help with organizing tax documentation.

Our next quarterly drawing will be held in March. Be sure to nominate your fellow employees to enter them to win a \$25 gift card!

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He continued: “The safety of our residents is extremely important. We have staff available for emergencies and we handle emergencies very well. We respond immediately.” As an example, he pointed out that when lock changes are needed at Supportive Living apartments that service is completed right away.

Although he is very busy, Clarke enjoys his work and being part of Cazenovia Recovery. “It’s a great place to work and the staff is trained very well,” he said. Clarke noted the organization’s growth. “This agency is always evolving,” he said. “I’ve learned you have to always be ready and ‘on your toes’.”



A recently-remodeled floor in a Supportive Living apartment

## Housing Program Transitions

On February 1, Cazenovia Recovery transitioned over 60 homeless housing beds from our Housing program to other agencies in the area that provide similar services. The transition required significant planning to ensure that the individuals received the services and care they needed as the agencies began to collaborate. John Grieco, Assistant Commissioner of Planning and Analysis with the Erie County Department of Mental Health, praised Cazenovia Recovery’s “professional and diligent efforts.” He said that the process “was done in the most professional and collaborative way, always with the consumers’ best interest.”



## Community Services Board Award

The Niagara County Department of Mental Health, on behalf of the Niagara County Community Services Board, recently presented Cazenovia Recovery with a certificate of recognition. It was awarded for our agency’s management of the recent transition of the programs we acquired in Niagara County. Both were impressed with Cazenovia Recovery’s experience and our ability to ensure such a smooth transition. Cazenovia Recovery is proud to now be a major partner in recovery in Niagara County.



Left to right: Laura Kelemen, Cazenovia’s Sue Bissonette, and Christyn Newlin

## Peer Support Is Important

In order to heal from trauma, an individual must be able to regain a sense of control over their life and environment. This should happen while maintaining a sense of safety, developing the ability to trust, and reconnecting with others. Peer support and self-help are important for establishing safety, building trust, and enhancing collaboration. Peer support allows individuals to utilize their stories and lived experience to promote recovery and healing.

