

Community News

A Newsletter for Friends of Residential Resources, Inc.

March 2014

Living Life To Its Fullest

Bethany Dow, Program Manager
Manchester, NH

A woman never reveals her true age but you can always tell how young they are at heart by how much fun they are having! Michelle celebrated her birthday on January 22nd with her housemate and a few other friends from RRI. First she came into her house unaware of what was going on and then she was suddenly covered in silly string. Michelle got a kick out of this and laughed hysterically and couldn't wipe the smile off of her face. She was thrilled with the decorations and enjoyed her homemade cake as well as red velvet cake flavored ice cream, which is Michelle's favorite. If you haven't tried it she highly suggests it!



John's Exciting News

John Nascimento
Scarborough, ME

I started thinking about doing my own meds in 2004. Thanks to the people who help me get through what I needed to get done with meds, 10 years later I achieved self medication certification. I can carry certain meds with me all the time, and my Epi-Pen if I need it. Once a week, usually on Saturday night, I sit down at the table with a staff that is CRMA certified and they observe me pour my meds for the week into my pill planner. I feel really awesome about it, and am very proud that after all of these years I continued to ask and advocate for myself to the nurse until he made me a plan for studying. I studied really hard for a long time to learn all about my meds and how to keep myself healthy, and passed my test with the nurse. I am very proud of myself and really want to keep being very independent and in charge of myself. Our nurse Wayne really helped me to get to be self-medication certified, and he is really an awesome teacher!

Sincerely, John Nascimento



Thank you, John

Sharon Cleary, QA Specialist
Emerald Street, Keene, NH

John Flynn has worked for RRI for seven years. He is quite the handyman and he loves to help with projects. As this picture shows, he is wiring a picture frame. He helps deliver mail to MDS and WKS on a daily basis, he helps with chores around our office and always is willing to offer a helping hand when needed. Thank you, John for your many years of service.

Visiting Day

Chelly Leger
Emerald Street, Keene, NH

Every Friday I go and deliver menus to the residents of the Genesis nursing home in Keene. I have fun doing this because I have four friends there now that I visit with. I like to bring my friends pictures and cards to cheer them up and I know they like it too when I visit. This is my friend, Pearl.



Reaching for the stars.....

Jennifer E. LaValley, Service Coordinator
Plattsburgh, NY

Jasmine Olsen is an ambitious young lady who is very proud and excited about her work accomplishments. Currently, Jasmine participates in a Prevocational Program which has offered her the opportunity to expand her skills in the areas of assembly work, operating machinery, and doing quality checks on products.

Primarily, Jasmine works on wood products and particularly enjoys assembling parts for pizza peels (pans) and also assembling curve seats for canoes. Also, Jasmine works in a business office which is operated by her service provider and she is very skilled at doing a variety of clerical tasks. She utilizes Supported Employment services and recently had an increase in hours and would like to expand upon her skills to include answering phones.

When asked about what she values most about her jobs, Jasmine noted that she likes helping others and being a reliable employee. She credits her involvement in a Self-Advocacy Group with enhancing her communication skills at the workplace. Jasmine is very enthusiastic about her future and the goals that she has set for herself. This includes becoming competitively employed and her preference is to work at a store. Also, she is considering taking college courses to pursue a counseling degree.

Jasmine has the tenacity to achieve her goals and she credits her work supervisors and other support team members with inspiring her to reach for the stars!



Keeping Strong: Body and Mind

Christine Townsend, RN, BS Nurse Trainer
Manchester, NH

The importance of using good body mechanics as a regular habit cannot be overstated. Health-care workers suffer from back injuries at a rate even higher than that of construction workers. The big difference, of course, is that while a construction worker may be able to just drop his load of building supplies to protect himself from injury, the health-care worker is handling another person, who could also be injured in the process.

Although our bodies are, in fact, miracles of science, we do have our weaker areas. Unless treated properly our backs, especially our lower backs, can easily suffer injury. And this type of injury can range from a short term twinge to a full-blown, life-time, debilitating problem.

As Nurse Trainer for the Manchester office, I will be conducting retraining classes in various venues and programs this month. We will review basic body mechanic safety tips, which include (but may not be limited to) exercise, stress reduction, weight control, good nutrition, lifting techniques, and teamwork. I will be putting out a schedule of these events via e-mail for anyone who is interested in a review.

As I am writing this, it is Valentine's Day, and I would like to express how much what you all do everyday is so important and valued by all of us, staff and consumers, families and friends. Please take good care of you, as we need you all to be healthy and happy.

Thank You

Connie Loiselle
Emerald Street, Keene, NH

I want to thank Matt, Tiffany, Lori, Sharon and Scott because they all speak very nicely to me and I appreciate all that they do for me. Sometimes I need a little bit of help getting back on track when I am at the RRI office and they all help me.

Open Mind

Valerie Lawton, Direct Support Professional
Ballston Lake, NY

As I sit here and try to think about what to write I come back to the same thought, how we as service providers are trained to assess what the needs of our participants are and how can we help them to live better in the community. I chose to do a short story to show how not keeping an open mind could go wrong.

Brian is a 40 year old man, who lives in his family's home and has their support to help with bills and money matters. He is lucky to have long-term staff that he has built closeness with. Concerns about safety and the way he lives were ongoing, and an outburst with staff about these concerns brought up the question of behavioral problems. I was asked to come in and work with him.

I did an assessment and found he has a morning and evening system that works for him, and some changes that might help were added. Brian and I formed a plan to work on them in the hope he would not need twenty-four hour support anymore. We opened communication with HCSS staff to share progress, shared things we had concerns on, and get their input. As we moved forward I found that the system he crafted for himself throughout the years was what staff was not comfortable with. For example, staff felt he could not go into the community by himself because he might fall, or wasn't safe walking alone. Brian and I went out several times together, and I found that I questioned my own safety more than his. He stopped and looked both ways before crossing the street, crossed when traffic came to full stop, and knew where the stores he like to go to were, and took his time going to watch streets for conditions. Weather conditions were a concern, but I found that Brian watched the news nightly to find out what the weather would be, and he dressed for that.

We moved on to home safety and concerns of Brian keeping everything in his bedroom, like snacks and personal care item, gifts, and photos. After trying to get him to move some of the items out into the rest of the apartment (like personal care items into the bathroom) we found out that Brian

felt he shared the apartment with staff, due to being a twenty-four hour case. In the past when he had roommates, Brian kept all of his belongings in his bedroom, so this was how he preferred to keep things. Case closed.

We then moved to kitchen safety, where I found he could cook, but did not like to. We worked with him on keeping a few TV dinners in the freezer in case staff was not there in time for dinner. He would be able to microwave them on his own. Concerns were raised by staff as they had been following a special diet for his heart problem for several years, and they wanted to be sure they wouldn't be counteracting the positive effects of the diet. So we checked with his doctor, and found the recommendation was not a special diet, but to watch salt intake. Quick fix: low salt dinners.

The last concern was about apartment safety - what if he falls or the power goes out when no one is working? Is he able to take his medications when no one is working? I found all of these were covered or needed only a quick fix. Lifeline was brought in for assistance if he falls, and Brian knows how to call 911. If there is a power outage he can go downstairs and ask his neighbors for assistance. He has had the same neighbors for a while, and they are friends of his family, too. We changed his medications to a package system, which he is able to follow and take the correct medications at the correct times. We also set up a safety plan in case staff is not at his home when he arrives back from his program.

Brian and I parted with the understanding that he can speak up to explain his system to staff, without fighting. He can help them to learn to work with him in his systems. We need to spend time getting to know who we are working with, what they have taught themselves to adjust to their disability, and understand that what works for us may not work for someone else. Most participants have a system, and would love for it to work better, and we as providers need to be willing to try new thing to assist them. Keeping a open mind!

Movies by Jeremy

Jeremy Stevens
Scarborough, ME

Lone Survivor 4 Stars

This movie was based on the New York Times best-selling true story. Mark Wahlberg stars in this action packed story of four Navy SEALs on a covert mission to neutralize a high level Al Qaeda cell in Afghanistan. This incredible tale highlights heroism, courage, and the will to survive. This movie had lots of action and suspense and will keep you riveted to the screen throughout, all working up to an unexpected ending. I would recommend this movie to teens and adults. I would certainly enjoy seeing this movie again and look forward to purchasing it when it comes out on DVD.

See you at the movies!!

Thank you to everyone who contributes articles and pictures to the newsletter.

Articles are due by the second Friday of each month for the following month's newsletter. The newsletter will be posted at www.resresources.com on the first business day of each month.

If you do not have access to the internet and would like a copy of the newsletter mailed to you, please contact your local Residential Resources office to make arrangements.

Community News

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William K. Schofield, Ph.D.
Founder and Owner

Our Guiding Principles

Creativity We foster creativity by exploring and learning, embracing change, and pursuing best practice. We always ask ourselves, 'Is there a better way?'

Truth / Honesty We foster an environment where open and honest feedback and sharing are expected, encouraged, and supported. We honor commitments; and we share feelings, opinions, experiences, ideas, and information in order to optimize each individual's personal and professional growth and development.

Empowerment We empower people through a process which includes giving them the opportunities, the authority, the information, and the examples necessary to become successful decision makers.

Diversity We welcome and value different perspectives, contributions, and capabilities. We promote growth, opportunity, and experience.

Quality We continually improve our services by: Promoting positive change; Increasing knowledge and skills; Encouraging personal growth; Valuing individual differences; Learning from our experiences.

Respect We believe that respect is a right, and we conduct ourselves accordingly. Our standards include the exercise of human dignity; the honoring and valuing of self and others; and communication that is clear, direct, and honest.

Trust We create trust by being consistent, stable, honest, and reliable. Trust also requires sincerity, knowledge, and capability.



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