

# Community News

A Newsletter for Friends of Residential Resources, Inc. March 2017

## Heather's Awesome Life Adventures

Jennifer E. LaValley, Service Coordinator  
Plattsburgh, NY



Heather Annis is having the time of her life and has taken advantage of the wonderful opportunities that have come her way. She recently moved into a new apartment which truly feels like a comfy and cozy home. An extra bonus about her new place is that it comes with some nice conveniences such as a dishwasher and laundry room. With her outgoing and friendly personality, Heather has made some new friends at her apartment complex and continues to enjoy meeting new people.

Heather participates in a person-centered program. The premise of this program is to let Heather be in charge of her life, and to make her own decisions about the services and supports she wants in order to achieve the goals that she has set for herself. She is a spokeswoman for this program and has spoken publically about how it has changed her life which she hopes will inspire others.

Heather has chosen a dedicated support team to assist her to obtain what she needs to achieve her goals. Heather's good friend Amy is a very important part of her support team and has been very instrumental with helping Heather in all aspects of her life. Heather feels that Amy is like a "mother figure" to her and also describes her as being like a "sister." Their relationship could be described as very heart-warming as Heather has not experienced this family-like connection in many years.

Heather enjoys doing a variety of activities and the sky really is the limit. She is always willing to try new things and go to new places. When asked what her favorite activity is, Heather noted that she likes art projects such as coloring and painting and also doing crafts. She loves animals and enjoys going to local pet stores or animal museums. She has many fond memories of the things she has done but really gets a big smile on her face when talking about going camping.

Heather would like to encourage others to "be brave and try new things" and to "get out there and look for adventures." Heather is a true inspiration to others to live life to the fullest. She is having the time of her life!!

## **Sherrie's New Wheelchair**

Sherrie Matazozzo, Participant & Francesca Kenney, Program Manager  
Manchester, NH

To start out the new year Sherrie from the Manchester office got herself a new wheelchair. She had been waiting quite some time for this exciting day to come. Since this was such an exciting change for Sherrie she answered a couple of questions for us to tell us about her experience and all about her new chair.

Sherrie's previous wheelchair only had one control panel for the staff to assist her with navigating her chair. Now she has two panels and has the ability to move herself again whenever and wherever she'd like. This has been something that Sherrie has been looking forward to for quite some time. There are some other things that she has been excited to share with everyone about her chair.

### ***What is the best part about having your new wheelchair?***

**Sherrie:** It's still brand new. I like it but driving outside makes me a little nervous. It's comfortable for the most part, it's just taking some time for me to get used to it.

### ***Was it an easy process to get your chair?***

**Sherrie:** No, it took months before I got it. Started in March and it took so long because of insurance but it was made just for me!

### ***What are you most excited to do now that you have your new chair?***

**Sherrie:** I like that I get around. I'm excited for the summer - it will be easier to get around outside hopefully.

### ***Have you done anything new and exciting now that you have your new chair?***

**Sherrie:** I went out once to the doctors in it. And I can get myself around in my old chair I couldn't.

### ***Are you enjoying being able to drive yourself in your chair again?***

**Sherrie:** Yes, but not when I have to drive it outside. It makes me nervous. I'm excited for the most part. I like driving it inside.

### ***What do you think is going to be the most exciting thing about having a new chair that you can control?***

**Sherrie:** I like the way I sit in the chair. It's comfortable for the most part. It's different being able to move myself around and not having to wait for someone to help me.

## The Meaning .. Life

Jennifer Boisvert, RN, Health Services Director

I wonder what word you inserted in my incomplete title. I have been thinking about life and changes and meaning and words – what they mean – to the person sharing them and to the person receiving them. Perhaps the first word that came to mind was “of” – the meaning of life...or maybe it was “in” or perhaps “through” (if you moved past the literal replacement of two dots with a word of more than 2 letters) or another word altogether. Whichever word came to your mind first, as you think about the completed phrase, it probably takes on different meanings or concepts or ideas.

The meaning of life – why are we here? – is a common question. There can be a spiritual basis to that question and thinking. And there can be a simple questioning basis – what is my purpose here in this life? (Or even do I have a purpose.)

Wherever you are at in your life's journey, whether you have consciously thought in terms of this question or phrase or not, you will ascribe some meaning to the phrase/question upon reading this.

I think about this concept/question often. And my thinking ranges from the basic – why am I here (wherever that is) today – to a more systemic – am I on the right path for my life's purpose?

I think about this as I participate in meetings (with individual staff or providers, with the local management team, with the state-wide NH nursing group). I also think about this with conversations in the hallway, parking lot, or on the phone – particularly as these relate to our work at Residential Resources.

Life, by its very nature, is challenging. These challenges can be easy all the way up the spectrum to hard – and what is easy today can be hard tomorrow.

This year I am choosing to be more present in today. What can I do today that makes a difference in someone's life with whom I cross paths? Offer a smile, a caring touch, a listening ear, a sincere compliment, hold the door open, share ideas to help someone be more included, share ideas to try something new, be aware of opportunities to be helpful and act on them, let go of the knee jerk reaction to negative circumstances sooner, do/be/give my best – and that includes to myself.

I invite you to join me in being present – participating in this challenging life.

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## Visit to Stonewall Farm

Judy Lazzaro, DSP  
Emerald St., Keene



Mary Jo and Shawn went to Stonewall Farm in Keene on Monday, February 6th. They looked at the horses and then went into one of the barns. They had four baby calves in two pens. Mary Jo enjoyed patting one of the baby calves. Shawn was happy looking at the calves. Maybe next time he will feel like patting them.



## The Winds of Change Have Been Blowing...

Ellis Baum, Regional Director  
Scarborough, ME

Change. In some circles this is considered to be a four letter word. Yet in others, change is considered exciting and necessary. One thing I have learned is that you never have to look very far to find change. True to form, the Scarborough office has undergone several exciting changes that I'd like to share. Additionally, I'd like to take a shot at convincing those who were nodding their heads after reading my first sentence, that perhaps change isn't all that bad. But first, let me bring you up to speed with our exciting changes!

First, I'd like to recognize Kathy McIntyre in her new role as Program Scheduler. This is a tough job, but we have realized that someone truly has to do it! All kidding aside, having one person managing all of our schedules has improved consistency and predictability for our consumers, fairness for usage of paid leave for employees, and more consistency in managing our billable hours.

Second, I'd like to recognize Desiree Williams in being promoted to Program Manager. Desiree was formally a Lead DSP in one of our group homes and her hard work and dedication to the people we support has enabled her to take another step forward. Desiree is overseeing four group homes and has hit the ground running.

Third, I would like to recognize Anne Conley in expanding her role as Office Manager. Hard to believe that Anne has been with the company for almost two years! Anne is now overseeing our Authorization for Service procedure. This is a critical

process that determines the hours of support that we bill for which directly impact our revenue.

Fourth, I'd like to recognize Claude Elliott in expanding his role as Program Manager by taking on some vital orientation training that he will provide to all of our new hire employees. This is an area that has been lacking in our region for quite some time and Claude was more than willing to step in and take charge of this need.

Fifth and finally, I'd like to recognize Chloë Scott in her new role as Case Management Supervisor. Chloë now oversees our entire case management department and has set her sights on growing it as large as possible!

As you can see there has been a significant amount of change here in Scarborough! I would like to thank everyone who has been part of making these changes a success. I would also like to recognize how impactful some of these changes have been for some people, knowing that change is rarely easy regardless of the outcome.

So here is my pitch on embracing change: I like to compare change to the ocean tides. Change comes and goes just like the tide. Change will happen just like the tides, whether you resist or embrace it. However, if you embrace change you're able to plan and make the most of it. At the very least, next time you're in the middle of something changing, picture yourself at the beach and it will be better.

## Ballston Lake Welcomes Michelle Longe

Joely Miller, Office Manager  
Ballston Lake, NY

Ballston Lake is happy to announce that we have another new member joining our family! Help us to welcome Michelle Longe, Service Coordinator Supervisor.

Michelle has recently relocated from the warm and sunny state of North Carolina. Other than this she appears to be completely sane and extremely intelligent. Having grown up in Buffalo and lived in NY most of her life, she must have felt the calling of the Great Northeast! Michelle loves to fish and says ANY size fish is fun for her to catch so you won't be hearing any tall tales! She and her husband use the time at their cabin in the Western Adirondacks to relax and connect with nature. She also likes to quilt and craft so if you are a crafty quilter, talk some shop with her when you meet her.

Michelle has worked in the helping field since 1982. She started out working in day services for about 6 years. After that, she moved on to be a Service Coordinator, Intake Supervisor, and Assistant Director of Service Coordination. She loves working with people and says she has been privileged to have gotten to know so many dear people throughout the course of her career. Michelle reflects that "many people have lots to struggle with but keep on with smiles, good humor, and never ending love". She also says that helping people get the services they want and need in their lives has been her biggest reward.

Michelle's combination of experience and heart are going to add great things to our team and we are thrilled to have her on board!

**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](http://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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### **Residential Resources, Inc.**

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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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