

Community News

A Newsletter for Friends of Residential Resources, Inc.

July 2018

Donald Celebrates his Birthday

Sharon Cleary, QA Specialist,
Emerald St. Keene

Donald celebrated his 67th birthday with his staff, John, Tiffany, Sharon, and Service Coordinator, Chris. He hosted a delicious barbeque at his home. We shared lots of old and new stories and lots of laughs. A great time was had by all. Happy Birthday, Donald.



Gregg at the MDS Run~Walk~Smile

Patrice Aguda-Brown, ISO Provider
Emerald St., Keene, NH

Gregg participated in the 1 mile walk/run sponsored by MDS on Saturday, May 19th in Keene. The race benefits the MDS Dental Fund. This program promotes dental care for people unable to have all the funds to do so. Gregg is seen here with Chris Aguda-Brown crossing the finish line. The weather was great. He enjoys being out with all of his peers, having a snack, and maybe winning a prize or medal! Gregg always looks forward to joining friends for this event. He is looking forward to next year's race already. Good job, Gregg.



Nice Move!

Ellis Baum, Regional Director
Scarborough, ME

I'd like to introduce you to Creed Ray. He joined Residential Resources a little over a year ago and has spent the majority of that time living in Westbrook. Creed was recently on the move and now has a new home and couldn't be happier about it! Back on April 13 (yes, for those keeping track, it was Friday the 13th...eek!!) Creed moved to Scarborough. Creed joined two other residents living there, Joe and Jim, and has found himself fitting like a glove in his new home. Creed is a super busy guy! When he is not hanging out with his new housemates at home, he could be at Bomb Diggity Arts working on an awesome media project, or he may be at one of his friend's house in the community, or visiting with his family... I can hardly keep track! When I do happen to run into Creed, he greets me with a big smile and a loud "hey Ellis!!" Needless to say, it has been a lot of fun getting to know Creed over the last year. I am thrilled that he is now in the perfect spot. Nice move, Creed!!



Pictured is Kristen Petersen, Associate Director, and Creed at the Special Olympics.

Gateways Recognizes Excellence in Service

Sean Gatcomb, Program Manager
Londonderry, NH

Gateways is an area agency (funding source) for the greater Nashua, NH region. In April they put a request out for nominations for excellence in service provision.

If I could have nominated all of the providers and direct support professionals I would have. There is a standout, though, Mary Golding. Gateways agreed and presented her with an "Excellence in Service" award on May 14, 2018 at a breakfast held in Nashua.

My nomination submission included this statement:

"Mary Golding is a person who has provided services in her home to the same two individuals for about 26 years. Mary's initial and continued success is based on the fact that she treats everyone with dignity and respect.

Mary will tell anyone that asks that she does not provide a service, but takes care of her family. The two gentlemen are as much her family as her mother, husband, or son. Mary had the fortune of being able to find a husband in Dennis who shares her passion and both were able to instill the values of dignity and respect with the rest of the family and friends.

Mary is a civic leader. Over the past few years, Mary has been able to assist in "giving back" by real-

izing that her community has unmet needs and has championed many successful collections and fundraisers. The unofficial group "friends helping friends" started as collecting cans of food for the people of Market Basket who were out of work and needed support to care for their families.

Mary did it for the people and not the cause. She enlisted her family to help and has since been able to organize coat drives, food drives, and filling back packs with school supplies. Mary will be the first person to say she could not do any of it on her own and downplay her part. The reason for the group's success is that Mary is able to form strong positive relationships with anyone. These relationships allow a climate that makes people want to help and accept help. The most recent event was a "Prom Night". Prom dresses were collected and distributed, and funds were donated to a local family in need.

Mary is an influencer who has made opportunity for the two adult men in her home to be accepted in the community the same as anyone else. She does this because she feels that everyone deserves to have a certain quality of life.

The people in her home feel a connection with the "outside world" and have a purpose that allows for healthy self-esteem and pride.

Every day Mary Golding makes a difference."



Left (L to R)
Sandra Pelletier
President/CEO, Mary
Golding Home Care
Provider, Sean Gat-
comb Residential
Resources



Right (L to R)
Dennis, Davis, Mary,
Chris

Change

Beth Votraw, Associate Director
Plattsburgh, NY

“Everything stinks till it’s finished.” Dr. Suess

All of us experience change in our lives, it is the one constant thing that will occur. There are changes that we look forward to and changes that we fear. However, one thing is for sure, things will not stay the same no matter how much we would like them to.

When a life change occurs, we have two choices in how to respond. We can despair that a change has come and assume that things will be worse, or we can look with excitement at the new possibilities for personal growth and change in self that the change presents.

Over the past few months there have been many changes in Plattsburgh. Instead of despair, we opted for excitement. Were we frightened? Absolutely, but that hasn't stopped us from working to better the services we provide.

A long-time employee left the company to pursue her passion. With this change brought many fears, but it also brought new opportunities, a new way of doing things, and a new way to look at the function of the office. As frightening as it was, this change has become very positive. We have welcomed Laurie King to the team as our administrative assistant. She comes with a lot of experience and has already asserted herself as a valuable member of the Plattsburgh team. Laurie's ideas to change and improve the running of the office are being well received and we are very excited about her putting these into action.

Service coordination could not escape our ever evolving field. As of July 1, 2018, our MSCs will embark on their journey into case coordination in an effort to completely separate services. This will insure conflict free case management and offer great opportunities to the individuals we support. With this transition comes a lot of paperwork which our MSCs have taken on and completed beautifully. They worked together as a team with their positive attitude and support of each other which has been very effective. As with any change, this did not come without some loss of sleep, but rest assured the increase in chocolate, donuts, and other comfort food has helped.

As a result of the shift of MSCs to case coordination, we have added a new service coordinator to oversee the services in our DOH programs. Angela Ruck has moved back to the North Country to be closer to her family and reestablish community relationships. We are excited that she has taken this opportunity to enrich the lives of individuals in our TBI and NHTD programs.

The staff in Plattsburgh can definitely relate to this quote by Robin Sharma: “Change is hard at first, messy in the middle and gorgeous at the end.” Although we are still a little messy around the edges and there are more changes up and coming, with a little more hard work, it will be beautiful in the end.

Thankful

Pam Timmins, Program Manager
Londonderry, NH

I am very happy to say I have come to my first anniversary with Residential Resources. I couldn't be happier!

If you don't know me, I am Pam Timmins, the Program Manager for Hampshire Drive in Derry. I have done this type of work for a while with a little break for about a year out of social services. I liked my job, but didn't LOVE it. They say this type of work is in your blood and your soul. I do believe it is true. I am now back where I belong, back where I love coming to work every day. That being said, there are stressful days but not wanting to come back the next day is never in my mind.

I have 3 wonderful gentlemen in the group home that make every single day fun and exciting. I have learned so very much from them. I have learned that Elvis IS the king! Patience is a virtue. Sometimes slowing down to smell the roses is OK! I have learned what wood smells like and feels like. I have learned so much about kindness and caring. My life is forever changed from these folks.

I have staff that go out of their way to make every day count for the gentlemen. They treat them with respect, dignity, and kindness. My staff help each other out by filling in a shift even if they are dog tired. They work together and when they do disagree with each other they discuss their differences. I cannot ask for a better group of men and women.

"There's no place like home" – Dorothy from the Wizard of Oz

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

Edited by Diana VanAlstyne
Layout by Mary Lynch

Residential Resources, Inc.

39 Summer Street
Keene, NH 03431
P: 800-287-2911
F: 844-281-0423
www.resresources.com

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.



www.resresources.com/facebook



www.resresources.com



www.resresources.com/twitter