

## Food, Folks and Fun!

Diana VanAlstyne, Human Resources

Food, folks and fun were the order of the day when Emerald Street hosted their annual summer picnic. We gathered at the lovely Otter Brook Lake to enjoy the bountiful barbeque goodies on one of the most beautiful days we had all summer!

There were many participants, staff and family in attendance to enjoy the afternoon. Some even joined in throwing the giant frisbee around! We had a surprise appearance by Chris Brown, spouse of Patrice Aguda-Brown who is one of our Shared Living Providers. He brought his guitar and led a sing-along of some great folk and pop songs.

Many thanks to the Emerald Street staff for the all of your hard work in planning and presenting such a relaxing and fun picnic – it was a treat!

For more pictures of the fun check out page 5.



## Boston-Portsmouth Air Show

By Toni Pulli, Program Manager  
*Manchester, NH*

The Manchester Team volunteered the weekend of August 12-14 to support the Brain Injury Association of NH at the Boston-Portsmouth Air show. Proceeds from the Air Show help support the Brain Injury Association of NH and The Boy Scouts of America.

On Friday we had the honor of assisting the children affiliated with the Make-A-Wish Foundation and survivors of a brain injury. The children enjoyed getting rides in the golf carts. They expressed lots of excitement to view the show and meet the pilots. One little boy told me he was having the best day of the summer, and he had not been to the gate yet! Toward the end of the day Friday we were able to watch a bit of the show while we waited to transport everyone back to their cars.

Saturday was a beautiful, clear day. We kept busy parking cars and coordinating services for patrons with handicaps. We were able to utilize golf carts to drive people who needed it to the main gate. Everyone seemed to appreciate the service and we received lots of positive feedback as a result. Sunday was not as busy but still just as much fun with just as much positive feedback.

*Air Show continued on page 4...*



L to R: Suzanne Touhey, Darlene Longshore, Toni Pulli



*Chercher une bonne femme  
ou bon homme...*

By Kenda Howell, President



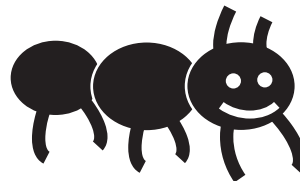
Connie Loiselle of Gilsum, NH is looking to make a new acquaintance qui parle du francais. She grew up in a French speaking community in Leominster, MA and only spoke French in her home while growing up. While her French is a bit rusty after many years of only speaking English, she knows that getting back to it will be like riding a bike. Elle ne peut pas l'oublier!

If you are interested in making a new friend and perhaps have a cup of coffee together, please consider contacting Connie. She can receive a message through the Emerald Street office in Keene. Vous voir bientôt!



## ANNUAL PICNIC EXTRAVAGANZA

By Tiffany Caudle, Program Manager  
Manchester, NH



Hurricane Irene may have been wreaking havoc along the east coast and was certainly headed our way, but she held off for us on August 26<sup>th</sup>, when the Manchester office had our annual picnic at Kingston State Park in New Hampshire.

Participants, family members, and colleagues spent the afternoon enjoying each other's company, making new friends and reacquainting with the old. In the great tradition of RRI cookouts, there was no shortage of delicious food, including hotdogs, hamburgers (even vegetarian burgers: yum!), grilled chicken, and a variety of side salads, soda, and desserts.

Some folks decided to take advantage of the warm day and headed out for a dip in the water, while others played games with balloons and a massive beach ball. There was plenty of laughter, smiles, and all-around fun.

People are clearly looking forward to next year's picnic; but before we get ready for that, we move on to preparing for our Halloween Party!

*Continued on page 3...*





**MANCHESTERS ANNUAL PICNIC EXTRAVAGANZA** continued from page 2



### *Air Show continued from front...*

The show was full of very talented acts including the U. S. Army Golden Knights, Northeast Raiders, Team Heavy Metal, Michael Goulian, and of course the much anticipated Thunderbirds. All of the acts performed breathtaking and awe inspiring maneuvers, keeping the crowds entertained throughout the day.

This year we had the benefit of a much more organized air show team with more feedback and information. In short, when we got there we knew what to do. This made the experience a lot more fun and fulfilling. Thank you to all of the volunteers from the Manchester office. Our volunteers included Darlene and Chuck Longshore, Chris and Tina Cox, Suzanne and David Touhey, Tiffany Caudle, Aaron Beineke, and Scott Dow. Several people from the team recruited friends and loved ones to lend a hand. Some friends and loved ones may not be listed but they were very much appreciated and worked incredibly hard to do their part during the weekend.

Thank you, Scott, for coordinating the volunteer opportunity, keeping us well-informed, well-fed, hydrated, and caffeinated. We all look forward to lending a hand in June when the Blue Angels are back in town.



## STAFF CHANGES

By Bill Schulz, State Director  
Scarborough, ME

Best of luck to Karen Stone, HR Generalist, as she leaves RRM to begin a new adventure. Karen started here nearly four years ago as manager of North Richland and Leisure 1. She managed shared living programs before moving to HR in October of 2009.

For many RRM staff members, Karen was the first contact with RRM. She has been a consistently professional and knowledgeable presence in our office. Her last day was September 16<sup>th</sup>. Karen's new position is Emergency Preparedness Coordinator for the Maine Primary Care Association. Maine Primary Care Association (MPCA) is a membership organization representing the collective voices of Maine's community, tribal, migrant and homeless health centers - referred to as Maine's health care safety net.

Ashli Campbell, another familiar face in the Scarborough office for the past year and a half, has been named Office Manager. Ashli will coordinate the many activities of the office. During her time here, she has demonstrated her commitment to the mission of Residential Resources.

Congratulations, Ashli!



### *Fishing on Black Lake*

By Rose Boutin, Participant  
Manchester, NH

My camp is on Black Lake. It has a lot of fish in it. It has walleye, northern pike, crappies, big catfish and sturgeon, but no shrimp. I was trying to catch a sunfish but I couldn't catch it. I don't want to catch a northern pike, they have sharp teeth. Jake caught a 26 pound catfish, but we didn't eat it, it wasn't good. I like driving the boat on the lake. I drive really fast!

## Emerald Street's Picnic Fun *continued from front page*



## Communication Strategies Following a Brain Injury

By Stacey Lloyd, Residential Director  
Ballston Lake, NY

Communication is everywhere. It is all around us and it is within us. It is impossible to avoid communicating with other people. Our body language and facial expressions can either invite or dissuade communication with those around us. Because there are so many different aspects to communication, there are many ways in which communication problems can occur as a result of brain injury. The good news is there are tools available to improve communication skills after an injury.

**Communication is traditionally defined as**  
an exchange of information between (at least)  
two people using a common code, which may  
involve words, gestures, behaviors..

### Communicating with Others

Communicating with other people serves two purposes. The first is to share ideas and information. The second is to develop and maintain relationships. There are certain rules in the use of language that are applied for exchanging information. These rules include speaking concisely, taking turns in conversation and providing new information, that is, not repeating information that is already known to your listener. A brain injury can sometimes make it difficult to use these rules.

### LANGUAGE FOR EXCHANGING INFORMATION

Speak concisely: Word finding problems and the possibility of “losing the train of thought” can result in an individual needing to pause in order to find a particular word or describe the target word. Losing the train of thought may bring an unexpected topic shift that results in the listener becoming confused or uncertain as to the point the speaker is making.

#### Strategies for the speaker:

Mentally review what you have said and/or restate the last thing you said. Ask your listener to restate the last thing you said.

#### Strategies for communication partner:

Give the person time to mentally review what was said. Ask if you should restate the last thing said.

### PROVIDE NEW INFORMATION

Memory problems may result in repeating information that has already been given or leaving out important information that needs to be given.

#### Strategies for speaker:

If you tend to repeat yourself, let your listener know: “Stop me if I have told you this.” And always asks others: “How are you?”

#### Strategies for communication partner:

Consider cueing the person, for example: “Do you want to know how my interview went?”

### TAKE TURNS IN CONVERSATION

Because word-finding problems may result in increased pause time between words, communication partners may attempt to help the conversation along by finishing the sentence for the person with brain injury. Conversely, this person may be fearful of forgetting a point he or she wants to make and will interrupt another speaker to make that point. It is important for individuals with brain injury to develop diplomatic ways of letting a listener know he or she needs additional time to talk and/or give the listener permission to help in the word finding processes. It is also important for those with a brain injury to learn to make judgments about when it may be necessary to forego interrupting or how to acknowledge the need to interrupt another speaker.

#### Strategies for speaker:

Focus on the idea, not the words. Try to create an image in your mind and describe it.

#### Strategies for communication partner:

Encourage the person with brain injury to focus on the idea not the words. Give the person time to talk.

## New York Home & Community Support Rally Cry!!

By Kevin Defayette, Regional Director  
Peru, NY

Recently, the Corporate Team and key New York Administrative Team members met to discuss and develop a multi-pronged approach to re-implement the long awaited Home and Community Support Services (a.k.a. HCSS).

Together, the group agreed upon the goal of achieving 1500 hours of HCSS per week by December 31, 2011. Some might say that's an awfully ambitious target! However, it is that kind of drive and energy that moves mountains and changes landscapes, which is exactly what we aim to do!

While the intense collaborative thinking, sleeve rolling and sweat provoking conversations cannot be successfully illustrated in print, the outcome of this team's two day think tank certainly can. The following is a breakdown of the areas that are being concentrated on specifically to bring the many and final steps of HCSS implementation to fruition:

- Staff Recruitment (capitalizing on our various perks and outreach efforts)
- Staff Training (fine tuning training assignments,

securing training supplies, preparing new Personal Care Aide training spaces, determining cross training needs, additional finance training for Program Management staff)

- Quality Assurance (looking at existing QA systems and fine tuning to ensure optimum efficiency and effectiveness)
- Rally Cry (efforts to globally publicize our ability to provide HCSS...to other providers, funding sources and former staff & participants)
- Marketing Needs (determine unique marketing needs in order to ensure we're reaching people in the most cost effective and productive manner)
- General Areas (expanding our knowledge & ability to process private insurance and establishing county PCA reimbursement rates)

Tasks were identified and assignments were given. The support received from throughout our organization has been inspirational and highly valued! Hang on as we continue to break the ceiling!

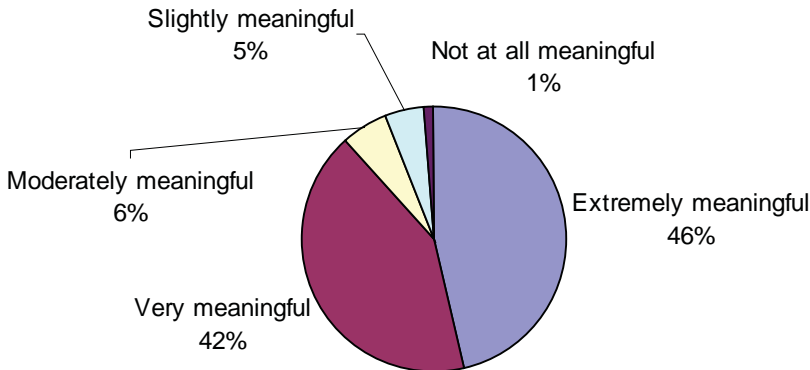


# maine employee survey

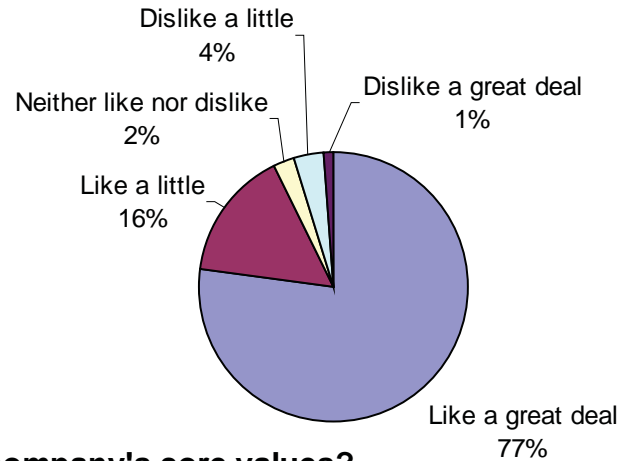
By Bill Schulz, State Director  
Scarborough, ME

Several weeks ago, RRM asked its employees to complete a survey and the response was overwhelming! We distributed approximately 100 surveys and received 86...that's right...86 in return! Everyone took the time to respond openly and thoroughly so there was a lot of information to digest. Here's a sample from the responses.

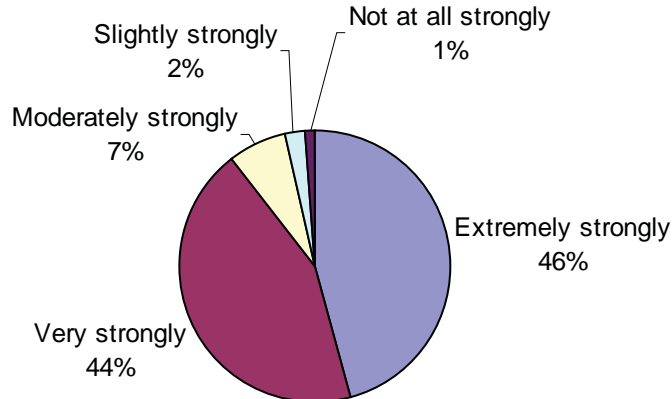
## How meaningful is your work?



## How do you like your job?



## How strongly do you believe in the company's core values?



**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 fourth Friday 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.



**WKS Incorporated**

*William K. Schofield, Ph.D.*  
**Founder**

**WKS Community News**  
Editor: Diana VanAlstynne  
Layout: Mary Lynch