

THE FUTURE NEVER LOOKED SO BRIGHT!

By Kevin R. Defayette, Regional Director
New York

The New York operations continue barreling down the road toward growth and prosperity! Recently, the Peru office completed its first Personal Care Aide (PCA) class cranking out 10 graduates with life-long certifications. The class, 40 hours instructional time plus hours of hands on competency testing, provides Direct Support Professionals with keen knowledge of the do's and don'ts of supporting individuals with a variety of diagnoses and challenges. The curriculum covers everything from the psychological effects of living with disabilities to properly assisting with personal care needs (a.k.a. Activities of Daily Living Skills).

How do you change and set the bed occupied by a bed-

ridden individual? Just ask any one of the successful graduates. We look forward to a working with our newly hired and re-hired highly skilled employees as we begin to welcome back former program participants as well as new referrals!

This is an exciting time for everyone as we embrace growth in programming as well as the personal satisfaction gleaned from assisting people from all walks of life work toward optimum independence.

Be sure to give a hearty "high five" to our esteemed Personal Care Aides as they hustle about the community spreading support and opportunity!



Top (L):
Our esteemed RN instructor
Barbara Douglas -
teaching us the right way!

Top (C):
Another safe transfer!



Top (R):
Let me help you up!

Bottom:
The graduates!

Emerald Street Celebrates the Holidays

By Dee Fedorowicz, Office Manager
Emerald St, Keene, NH

Once again the excellent Emerald Street management staff hosted another party! Not such a surprise if you know us. We do like to have parties!

We rang in the holidays by preparing a luscious turkey dinner with all the fixings. And we did it all—the shopping, the roasting, the chopping, the serving and the cleaning! Phew! Staff, consumers, families, and guests all joined us for dinner. After dinner Santa handed out some gifts. Everyone really enjoyed themselves and, as always, it was fun to have a chance to sit and visit. Thank you to all my Program Managers for all of your hard work.

We also want to welcome two new Program Managers. Jeff Cohen and Lori Lake are the newest members of our team. We hope they'll be joining us for many more parties to come!

Santa's helpers included:

Sharon Cleary	Kenda Howell
Linda Wilbur	Jeff Cohen
Lisa Rodriguez	Christie Yardley
Leona Carney	Lori Lake
Lisa Gordon	



Above: Cindy, Charlene & Joanne
Below: Christie & Chelly



Above: John & Shawn
Below: Kevin & Jason



Below: Lori & Leanne



What a camera shy bunch!

Kathy: An Outstanding Wheel!

By Bill Schulz, State Director
Scarborough, ME

We're all acquainted with the expression, "the squeaky wheel gets all the grease." Have you ever stopped to think what happens to the other three wheels – the wheels that just keep on rolling? No matter what the conditions, they just keep doing their job.

Kathy McIntyre, a Program Manager in our Scarborough office, is like one of those wheels.

Over the past several months, we've thrown a lot at Kathy – several very challenging programs, short staff, new staff, assisting with training and retraining staff, and picking up programs temporarily. Kathy keeps rolling along. She even found time to plan our Christmas party, do the shopping and make the sandwiches!

And with Kathy, the work doesn't just get done...it gets done well. When she is asked to step into a program, things improve! She is not content to maintain the status quo when it's clear that we could do more to improve our consumer's quality of life.

She is a consistently strong voice for the individuals who employ us. She is tireless in her efforts to provide them with opportunities to live rich and full lives – whether it's ensuring high-quality healthcare, providing a home that's comfortable and clean (she's never met a container of Clorox she doesn't like!), or getting folks out of the house for ice cream on those hot summer nights.

Thank you, Kathy, for your tireless effort. You model the excellence we strive for each and every day.

A Visit to the Theatre

By Darlene Longshore, Office Manager
Manchester, NH

We at the Manchester office were very pleased to have 20 tickets to the CIRQUE SHANGHAI-BAI XI donated to us (for those who could move after spending time with friends and families on Thanksgiving) from Angel Tickets and the performance was enjoyed by all who went.

This is a production of Chinese Acrobatics that dates back to the Han Dynasty and it is 100 amazing acts that dazzle the senses in a fusion of lighting and orchestration.

NY Acronyms, UGH!

By Stacey Lloyd, Residential Director
Ballston Lake, NY

Have you ever noticed that our job is full of acronyms?

Have you received those "looks" of confusion when you're talking to others about what you do? (I bet you're nodding your head in agreement!)

For those of you nodding your head...I have compiled a list of the most common ones we use!

HCSS: Home and Community Support Services

ILST: Independent Living Skills Trainer

CIC: Community Integration Counseling

PBIS: Positive Behavior Interventions and Support

EMODS: Environmental Modifications

CTS: Community Transitional Services

SC: Service Coordination

NHTD: Nursing Home Transition & Diversion Waiver

LHHCA: Licensed Home Health Care Agency

TBI: Traumatic Brain Injury

I hope that you find this list helpful!

Brain Injury Association of NH Receives Award

By Darlene Longshore, Office Manager
Manchester, NH

The Manchester office has volunteered many hours for many years to the BIANH Air Show and one of the greatest honors bestowed on the Air Show and the many volunteers who give their time and resources is the recognition of the pilots. Below are excerpts taken from an email to Manchester Director Scott Dow. It was wonderful to hear such great praise.

At the International Council of Air Shows Convention in Las Vegas this past weekend about 2,000 people attended from all over the world, representing most all of the hundreds of different air shows. The BIANH received one of the top awards given out at this event. The US Army Golden Knights presented to us their Air Show of the Year award from among the 40 or so air shows they performed at in 2011!

In 2011 RRI Manchester had 60 volunteers participate at the Air Show, which included staff, family and friends. This number greatly increased from the 45 volunteers we had in 2010.

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 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.



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