

Community News

A Newsletter for Friends of Residential Resources, Inc.

November 2019

Chef Mike

Brittany Germain, Program Manager
Londonderry, NH

As the days get shorter and the nights get colder, it is only typical for the kitchen to get hotter! Comfort food becomes the go-to for a lot of people, including myself. On one chilly Saturday night, Chef Mike was cooking up a storm at the Fremont Road home.

He first prepared a low-sugar pumpkin pie from a recipe he found in one of his cookbooks. His Co-Chef, Sharon, helped guide him with each step of the recipe. While the pie was in the oven, Mike and Sharon began dinner. First, the chicken was cut and cooked in a frying pan, then came the veggies, and lastly, the sauce! All together this created our dinner of chicken and vegetables stir-fry which was a savory meal if I do say myself. Once finished, it was time for the best part, to eat! With our stomachs full, we relaxed for a bit, but not that long as we could not wait to try Mike's pumpkin pie. The results speak for themselves; Lorieann, Sharon, and I could not stop raving about the pie Mike so graciously shared with us.



Act of Kindness; "Just being me"

Charlee Tyndall
Fiscal Intermediary Coordinator
Plattsburgh, NY

This is Jesse, he works at Market 32 in Plattsburgh. Recently, a man left his iPad in a shopping cart and, thinking it was stolen, was devastated. When the man called the store, he discovered that Jesse turned in the tablet as soon as he found it. The man was so moved by Jesse doing the kind thing, he submitted the story to the local newspaper thanking Jesse for doing the right thing. Jesse says "I was following protocol to always turn in valuable items. My parents raised me to never steal and always be a good person."

When I asked Jesse if he would be okay with me sharing his act of kindness, he humbly said that he was "just being me and doing my job." Jesse could have easily taken the iPad for his own benefit, but instead did the right thing and returned it.



Emerald Street Celebrates Halloween

Sharon Cleary
QA Specialist
Emerald St., Keene, NH

The Emerald Street crowd celebrated Halloween, on the actual day of.

There were people dressed as witches, a bunch of grapes, a cat, a scarecrow, pirates, Josie the pup was dressed as a taco, and one of our participants had a witch ventriloquist.

All enjoyed a game of Halloween bingo and some people colored Halloween pictures under the direction of Gene Arlen. We all enjoyed healthy treats and some traditional Halloween treats.

See more pictures on page 6...



Fall in the Seacoast

Angela Marshall, Participant &
Katie Epstein, DSP

Angela has had a busy season with her friends at the Institute of Professional Practice, Inc. and Lifeshare. Both groups have included us in some of their seasonal activities. Angela had her very first hayride at DeMeritt Hill Farm in Lee and was able to enjoy their homemade apple pie and cider. The pie with ice cream was her favorite part. After the snacks each person had the opportunity to pick out a pumpkin that they decorated later.

Thanks to her friends Angela was able to experience Halloween twice! Along with the RRI party, she also went to IPPI's party. She chose not to dress up for this one, but had fun playing bingo and watching the donut eating contest. Her friends from Lifeshare also invited her to their Thanksgiving dinner.

Along with spending time with her friends, Angela continues to work at Geppettos in Newmarket. Her boss says that she is the longest-running employee that he has at 16 years!! She also volunteers at a soup kitchen in Portsmouth, where she helps with the cleanup after lunch. During her down time, she enjoys going to the YMCA for walking and Zumba, beading, and reading at the library. Angela really has fun being social and looks forward to the holiday season.



Spooky Times in Westbrook!

Ellis Baum, Regional Director
Westbrook, ME

What better way to get settled into a new office than to have a party! Having a Halloween party has now become an annual tradition here in the Westbrook Region and this year was an absolute blast! With the help of our own Halloween party coordinator extraordinaire, Mallory Hoffman, our new office transformed into a frightful scene. Mallory has quite a talent for Halloween decorating, with the ability to turn an ordinary conference room haunted being particularly impressive.

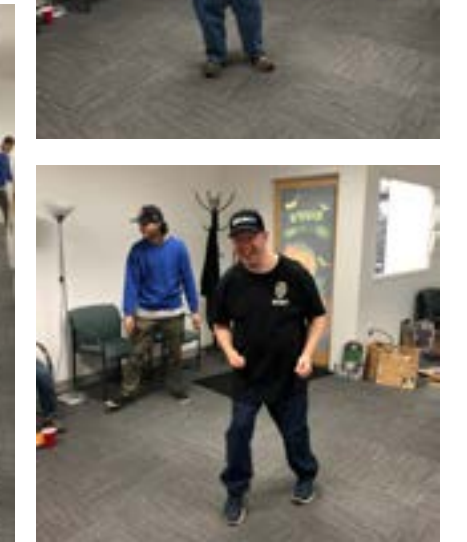
We had an absolutely fantastic turnout, with everyone getting into the spirit of Halloween with some very creative costumes! Again, thanks to Mallory there were exciting games and fun activities happening throughout the party and of course what Maine party would be complete without Sam Scola the Guitar Rock N' Rolla who added a few special Halloween songs to his list of hits. Also, a Maine party norm, no one left hungry!! Thank you to everyone who brought a dish to share, they were all excellent.

With the 2019 Halloween party in the books, there is already buzz and excitement around next year's party and questions whether anyone can top a certain Regional Director's costume... seems like a scary proposition indeed! Until next year!

See more pictures on the next page!



Spooky Times in Westbrook continued from previous page...



Advocacy

Ken Lee, Advocate
Londonderry, NH

After a 24 year working relationship with RRI, my mission and thus title has changed on a few occasions. I have immeasurably enjoyed every step (and learned from a few missteps) along the way over these two plus decades. Recently I've been giving some thought to my newest mission and title, that of "Advocate". I have to say it's my favorite assignment to date. It occurs to me that no matter what role we play in Human Services, we are all advocates in one way or another. Often it's about having documents arrive at their destination on time, with proper content, and with kind regard. I often respectfully refer to them as "Valentines to the taxpayers", or other various funding sources. Sometimes it's about providing thoughtful supervision, or stirring the pot of good ideas with other team members, sometimes we are building teams, facilitating meetings, enhancing communications, and/or engaged other critical processes that have positive impact on the folks being served. Yes, even our IT director... Everyone's role here is a valuable form of advocacy.

Here are just a few things I have found myself reflecting on and attempting to refine as I strive to improve in the area of participant advocacy.

Independence. Exploring choices and options. Often most important when the activity or choice runs counter to the most popular, convenient, or comfortable choice. Assisting in this without inserting one's own personal bias can perhaps be challenging, but highly valuable and perhaps the most appreciated gift of quality advocacy. Keep a close eye/ear on what someone values, especially what makes someone smile, laugh, or open their eyes in joyful wonder. Make the effort to gently help other team members get on board when/where possible. Communicate those positive incidents as much as

Advocacy continued on page 7...

Emerald Street Celebrates Halloween
continued from page 2...



Advocacy continued from page 5...

possible. We are directed to communicate tougher moments by mandatory written incident reports, we should also strive to communicate the best moments with just as much attention to getting the word out.

Confidentiality. Keeping certain PHI information protected is of utmost importance. Legally, ethically, and for the sake of building trust. This does not end on just legal matters. If someone wishes even their more benign choices, thoughts, preferences to be held confidential (political leanings, least favorite family member, most favorite staff member, or the fact that they don't particularly care for Mrs. McGillucuddy's Irish stew recipe...) a good advocate signs on and keeps a tight lip. If you are not supporting, or acting in a therapeutic assist or in adherence to your formal rights trainings reflect on if you just may be gossiping. You might be surprised how easy this threshold is to walk past. It's worthy of reflection and using cautious restraint, as you would for a loved one. Keep in mind that within clinical support teams it's important to share critical health and safety in "need to know" circles, you are required to do as you are trained regarding such subject matter.

Empowerment. Helping someone genuinely have their voice heard on issues that you know are important to them, and they have expressly indicated a WISH for others to be aware of. Help them get their message out!

Accessibility. If YOU can attend, or be a part of or engage in activities, and you discover the individual you are supporting also has expressed in interest for such experiences, but says they can't... it's time to get very curious, and see what's up with

that. You just might find a new way. Sometimes just getting the word out to the team produces the pot stirring that ends up with success. There are countless stories of our teams finding a way that have brought many of us to believe that we truly have as many or more solutions than we have challenges.

Raising Awareness. If one has never TRIED goat cheese one many never know just how good it is. (OK, you can substitute chocolate, tutti frutti ice cream, blueberry pie, baklava, for my "goat cheese" example.) Help someone try new things, new tastes, new places, new gatherings etc. You may find one out of ten that clicks, and it gives some variety to life, even when you find that your trip to the opera may not bear repeating. Also providing gentle feedback to your participant about what works and what doesn't in terms of behaviors, routines, personal habits, colorful language, volume of one's voice in public places, etc. This can require being quite diplomatic at times. Work on those diplomacy muscles!

Rights Support. Defending, supporting, promoting and safeguarding rights, as well as on occasion gently reminding others of our shared responsibilities, is always good advocacy.

These were a few recent thoughts and observations of mine. If you have additional thoughts on the topic of advocacy, or if you think I may have missed the boat on a topic or two, I would love to hear from you! You can send your thoughts to Klee@resresources.com.

Brandon's Butterfly Experience

Chris Hanley, DSP
Emerald St.

Brandon and I went to Dunkin Donuts for coffee with his friends. While I was sitting next to him I thought I saw a bug fly by me, but to my surprise when I lifted my hand up the butterfly was hanging out on my hand. Brandon looked at it, to his surprise he tried to get it to go on to his hand but was not able to. Brandon asked all about the butterfly and what it was doing and I answered to the best of my knowledge.



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

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