

Community News

A Newsletter for Friends of Residential Resources, Inc.

October 2020

DSP Appreciation Week!

Sarah Kelley, Program Manager
Westbrook, ME

Every year agencies come up with new and creative ways to celebrate DSPs and the incredible work they do. It is no surprise that in 2020 finding a way to celebrate our hard-working staff would be more important than ever, and trickier than ever before, considering the safety guidelines we now live with.

Administration at the Westbrook office spent lots of time trying to think of just the right thing to do and settled on a caravan of doughnut and gift bag delivery to each and every one of our fifteen programs! Not only were we able to show our immense appreciation for our DSPs, but the team was finally able to reunite (distantly) with the staff and consumers we have been missing so much!

We hope our DSPs felt especially appreciated on this day. The challenges they face are massive, but they overcome each one with their endless passion and creativity. And in the typical fashion of the tenacious admin staff at the Westbrook office, we will never let life's hurdles get in the way of showing the DSPs how awesome they are. Can't wait for next year!



Pictured above getting ready to leave for the great doughnut delivery!
Left to Right: Dan McAllister, Ellis Baum, Sarah Kelley, Mallory Hoffman, Jamie Allen.

John C. "Ozzy" Osborne, Jr. **AUGUST 9, 1967 – SEPTEMBER 23, 2020**

Tony Wagnitz, Program Manager
Londonderry, NH



John C. "Ozzy" Osborne, Jr. passed away Wednesday, September 23, 2020. John was born and raised in Lynn, Massachusetts, and he later moved to New Hampshire with his family. He was an avid dirt biker, mechanic, and gifted artist. He was passionate about rock and roll, loved his Camaro, motorcycles, snow mobiles, and anything that was fast. He loved his family and friends, and was always there to help anyone that needed him. He was always the life of the party and had no fear; he lived his life to the fullest. John will be missed by his family, friends, the many staff who worked with him over the years, along with several roommates, while living at Fremont Rd.

We'd like to share some photos from his birthday in early August. He visited with family and friends and enjoyed some live music. Rest in Peace, Ozzy. We will see you on the other side.



Moving On Out

Natashia Pochopin,
Agency Support Broker,
Plattsburgh, NY

Jill is a wonderful lady who likes to make the best out of life. She tells it how it is and is always making everyone around her laugh and smile. She has a son and 3 amazing grandkids that she lives for! When I met Jill, she was miserably living in a nursing home. She had moved there after a surgery she went through many years before that and was never able to leave. It was very trying for her as all she wanted was to be her own person again, to be able to spend time with family, and to be able to see her grandkids!

It was suggested to Jill to try self-directed services, so she began the journey of self-direction and living independently in September 2019. She developed a team of about 6 different entities that were determined to assist her in getting over the hurdles to make her dream a reality. She found an accessible apartment available for April 1st and she was so excited and ready to go that she was very committed to moving out that day. Unfortunately, it took time to ensure everything she needed would be there, the apartment fit her needs, and to ensure she would have the assistance she needed throughout the day.

After many months of Jill saying this was the last time, she would agree to changing the move date she successfully moved into her apartment June 1st! Although she has still had her trials since, she is still living in her apartment to this day. She gets to see her family and grandkids when she wants! She has come leaps in bounds in her abilities since moving out. She is a thousand times happier!

Larry Johnson Learning the Smart TV and Painting His Room

Gina Ocasio, Program Manager
Londonderry, NH

This month Larry has helped with picking a light green paint color for his room and painting the walls with staff. He enjoyed it very much.

He also went shopping for new bedding, new curtains, and a new 32-inch smart TV. We set it up and programmed it. Larry picked up on how to use it like it was riding a bike for the first time.

He knows how to run it and get to all his music videos on YouTube. He really enjoys watching the musicians playing and singing. He also sings along with them. Larry is a big Elvis fan as we all know, but lately he has been into the Rolling Stones. He cannot seem to get enough of them. Larry is very happy with his new TV and says every day, "Thank you for helping me set up my TV". He says he is blessed. He loves to spend time in his newly painted room with his new TV. Let us give Larry a hand for putting in hard work and learning the TV. Great job, Larry!



Kevin is 63 Years Young

Sharon Cleary, QA Specialist
Emerald St., Keene, NH

On October 4, 2020 Kevin turned 63. This year, due to the social distance requirements, he celebrated his birthday a little bit differently. People stopped by the Emerald St. office to wish him a happy birthday and enjoy a piece of cake along with some of his favorite chocolate ice cream. He was thrilled to see his brother, Dale; a friend from Southwestern Community Services, and a few of his RRI staff. He enjoyed question-



ing people about what they were going to be doing after work; what people were having for supper and the normal questions about what our dogs are doing during the day when we are at work. After opening his presents, we went back to his apartment where he tried on his new sneakers, quickly grabbing his broom and outside he went to sweep the leaves off of the sidewalks at his apartment complex. Now he starts counting down the days until October 4, 2021. He will be reminding all of us each time we see him when his next birthday is.

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.

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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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