

# Community News

A Newsletter for Friends of Residential Resources, Inc.

December 2021

## Elf on a Shelf...No Way! Vikki White, Program Manager Emerald St., Keene, NH

Elf on a Shelf...No way! John Levasseur, one of our merriest Direct Support Professionals, was a busy elf helping 3 individuals with decorating their trees! David, Chelly, and Donald's homes are beaming with beautifully lit and decorated trees for the holidays. They live in two different locations, but John found the time for each of them. David and Chelly have moved to a new location and have room for a bigger tree this year, so donations have been given to them to help fill it up. Donald has lived in his home for many years and enjoys the tree with all its sparkle.

John has been with RRI for 5 years and is dedicated to the individuals he serves, above and beyond the call of duty. John is caring, kind, reliable, and respectful and deserves a shout out for all his hard work.

We wish them all a Happy Holiday Season.



## IT'S THE MOST WONDERFUL TIME OF THE YEAR STATE INSPECTION 2021

Barbara Blanchette, Home Provider  
Londonderry, NH

Why does it always seem as if we just got through our State Inspection when you hear: "It's that time again, Certification time!". This year marks my 31st state inspection.

When I found out that Jay K. was going to oversee our certification inspection this year, I was determined to make this inspection like no other, by showing off the wonderful things the ladies have been working on. Over the past couple years, Covid has taken away so much of the day program activities. I thought that perhaps Jay would enjoy learning of the activities Julie, Rolita, and Evelyn have been involved in.

I sat with Cheryl, the DSP for the ladies, to discuss how to showcase the activities that they have been able to work on despite the pandemic.

Cheryl and I asked if they would like to be included in the inspection? That one question opened the door to so many questions and ideas from all three of them. It was decided that each of them would display completed crafts as well as personally demonstrate the steps involved in the craft they were working on. Over the next few weeks, Cheryl worked with the ladies preparing for the inspection day.

The day before the inspection, Cheryl helped Evelyn, Rolita, and Julie set up an area where each

of them could display their completed crafts. We discussed the need to be patient. It was important for them to keep in mind that the home inspection needed to be completed first.

In the morning, they each set up the craft they were working on. They were all so excited when Jay arrived with Sean, they went right to work. I was so impressed with the three ladies' ability to ignore the background chatter and continue working on their craft.

When it came time for Jay to check the fire alarms, both Jay and Sean got a firsthand look at how quickly the ladies responded!

Finally, our home inspection was completed. I introduced Jay to Cheryl. Cheryl introduced Julie, Rolita, and Evelyn to Jay on an individual basis. She ensured each of them had personal time to talk with Jay and show him crafts they had already completed.

Jay expressed how thankful he was that they gave him the opportunity to see firsthand how creative they are. Although they were all proud of sharing their accomplishments, being part of our home inspection gave them the greatest joy. And for that, I'm sending a big "Thank You Shout-Out" to Sean, Cheryl, and of course, Jay K.



## Gregg Uses a Penny Crushing Machine

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

Gregg has been collecting crushed pennies for 20 years or more. Whenever someone goes on vacation, he always asks them to bring him back a crushed penny.

November 10th was a very special day. Gregg was invited to go to American House, an Assisted Living community in Keene, and have a private demonstration on how to use the penny machine. Jack, a maintenance worker at AH, also owns and maintains penny machines. He brought one of his machines into AH and did a demonstration for all the residents.

Gregg crushed multiple pennies with multiple designs, and Jack put holes in them with a special tool so he could hang them up easily. Gregg had the time of his life and went home with a pocket full of crushed pennies. He wrote a thank you note to Jack for his generosity.



## Self-Directed Services Q & A

Sue Gordon – Self Advocate  
Kelly Shadrick, Agency Broker – Interviewer

### **How would you describe Self-Directed Services (SDS) to someone new?**

Staff come assist with tasks that you can't do on your own like cooking, cleaning, shopping, errands, and banking if you need help.

### **What does SDS mean for you?**

It means I can live as independently as I can with as little help as possible.

### **How long have you been using SDS?**

I have been using Self Directed for 7 years.

### **What are your favorite parts?**

I like the freedom it allows me to do more than I could have at assisted living or at home with family.

### **What would you change?**

I would go back to paper mileage and timesheets. Some staff have issues with the new program and glitches.

### **What goals have you reached?**

Living in my own apartment for 7 years. I am doing more on my own that I used to do.

### **What goals are you working on?**

I'm working on being more independent with certain tasks.

### **Are you happy with your SDS?**

I am.

### **What should someone know before they choose to SD?**

Staff are not maids, they are aides. They are not there to do it for them, but to help with it.

### **What advice do you have for individuals thinking Self Directing their services?**

I would definitely encourage them to look into it. It's a great program. I think it's well worth getting involved in.

## 2021 in Total

Ellis Baum, Regional Director  
Westbrook, ME

Now this will come as no surprise to anyone reading this article, but 2021 has been a most eventful year in the Westbrook Region of RRI. To kick things off, there again will be no surprise that a dominant aspect of 2021 continued to be all things COVID-19. While I don't want to overshadow the hardship experienced by literally everyone connected to the Westbrook Region, I will instead highlight the amazing work that occurred holding the line against COVID-19.

First and foremost, the Westbrook office coordinated and hosted a series of three COVID vaccine clinics during February and March. This marked a turning point in the number of positive cases and exposures and how to address those that did occur. I am so grateful and proud of everyone that played a role in coordinating and attending these clinics which made them so successful.

Did somebody say "move?" If COVID was option 1 for themes in 2021, the moving would have to be considered option 1A! Over the course of the year, we have had to relocate 5 different homes. This required a herculean effort to make these moves happen and again I want to thank every person that helped pack, move, coordinate, file paperwork, etc. that made these moves happen. Did you think I was done with the move discussion? No way! In addition to moving 5 homes in 2021, we also had two new people join the RRI "family" in April and July moving into Kennebago Drive and Blue Spruce I. While I'm thrilled to be supporting new people, I am hoping that 2022 brings a halt to moving any more homes!

Yet another major hurdle in the Westbrook Region in 2021 was vaccine mandates. Governor Mills announce in late summer/early fall that all employees working in healthcare would need to be vaccinated against COVID-19 by November 1 (after getting a one-month extension). While I don't want to dwell on the polarizing and divisive aspect of this topic, I do want to highlight the hard work and fortitude that all employees in the Westbrook Region displayed in managing this mandate. On the heels of this mandate, the Westbrook Region also faced a flu-shot requirement and hosted yet another clinic at the office to provide the shot to the people we support and employees. I couldn't be prouder of the effort that went into meeting these mandates head on and getting on the other side of them.

Lastly, I would be remiss if I did not acknowledge the issue that seemingly almost every organization in the state and country is facing, which is of course the workforce shortage. While it is incredibly sobering to face hundreds of open hours each week throughout homes, I am humbled and ever so thankful for the amazing dedication and beyond hard work from all employees who help cover these hours, but also provide outstanding support to the people we serve.

2021 has indeed been a wild ride and has brought more than its fair share of challenges. However, the people who make up the Westbrook Region have stood tall, staring down each challenge, and finding the path forward. Undoubtedly, 2022 will bring its own set of unique challenges as well, but if there is one thing I am certain of, it is that the Westbrook Region will remain standing tall and will do whatever is needed to stare down those challenges as well. Thank you all so very much.

## A Night at Haunted Overload!

Arthur Abbott  
Jean Williams, Home Provider

On Thursday night October 28<sup>th</sup>, I had the opportunity to go to the Haunted Overload in Epping with two of my friends. We started the night off by having dinner out before we even got to the fun.

They were having a special evening of fun for people who otherwise don't like to go when they are having all the scary stuff and flashing lights. I had a blast and can't wait to go next year.



*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](http://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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