

Community News

A Newsletter for Friends of Residential Resources, Inc.

January 2013

Davis' Journey to Find His Voice

By Mary Golding, Home Provider
Manchester, NH

Davis has always been a quiet guy. I have been his provider for 18 years and only saw his devilish personality a handful of times. Davis cannot speak but he can hear everything and he communicates with limited sign language. We have tried to give a Davis a voice. His vocal chords were so atrophied that it physically hurt him to use them. The next option was a device to assist him. We tried a Zygo with buttons, print outs and even had his friend do the voice over on one device. They all ended up at the bottom of his closet after an hour or so.

Davis began to open up thanks to the computer and Facebook. He was able to communicate with his friends through email and sometimes would set up events at our home and invite them all over....without ever telling us.

This year it was recommended by his team that he would be a great candidate for the iPad with communication applications. I did have doubts but remained positive. Davis seemed unusually excited about meeting with the people at ATECH. Our first visit was a lot of paperwork but then they showed Davis an iPad. It had different applications to communicate. Well, let me tell you Davis was immediately immersed in it. He tried a few programs and settled on Predictable. There was no question that he was very interested in it. He looked at me with a huge smile on his face and then pressed an emoticon and you



heard laughter. It was clear to everyone that Davis would benefit from the use of this device and that he genuinely seemed to like it.

The wait for a loaner iPad was just over a month. When we went back to ATECH, Davis was very excited. He kept smiling as we left the building. He held onto that iPad with both hands and as soon he got settled in the car we heard..."I would like an iced coffee please...(ah-hem)" I looked at him, and all I saw was his bright smile. It was a moment I will not soon forget. The moment Davis found his voice.

The month long trial was filled with beautiful surprises. Davis expressed his likes: "I like cherry pie" and "I would like cookies for dessert". I never knew that. All his friends were so

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John Castor Volunteers at Fast Friends

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

John Castor has volunteered at Fast Friends Greyhound Rescue and Adoption Center in Swanzey, NH for over one and a half years.

He washes dishes, does laundry, and other cleaning chores like washing windows, sweeping, and emptying trash containers.

The staff at Fast Friends really look forward to and depend on John to help them every Friday with very necessary tasks. John is a very reliable and responsible volunteer.

Thank you, John, for volunteering your time and making a difference in the lives of the many greyhounds at Fast Friends.



Happy Birthday, Wayne!

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

Wayne Vancor celebrated his 52nd birthday at the WKS office on Nov. 27, 2012. His parents, his brother, Kevin, friends from the Emerald St. and WKS offices all helped him celebrate his birthday. He enjoyed visiting with everyone and shared some facts about himself.

Wayne shared that he was born in Brattleboro, VT, and he has lived in Keene for many years. He has worked part time at the Keene State Dining commons washing dishes for over 15 years; he loves dogs; he loves pepperoni pizza; his favorite comic/cartoon character is Mickey Mouse; and that he would like to visit Canada someday.

Wayne also enjoyed going on the Bright Nights trip on Dec. 7, 2012 with his peers at Chesco. They went to Yankee Candle, Holyoke Mall, Golden Corral and Forest Park in Massachusetts to view the Bright Lights display.



Above: Wayne at work;

Below: Wayne & his Program Manager Jeff Cohen



My Visit to The Butterfly Place

By Sherrie Matarozzo, Participant
Manchester, NH



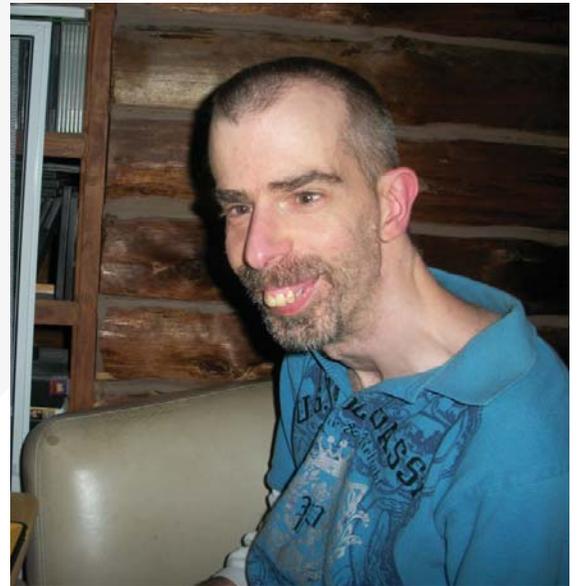
Earlier this month I visited The Butterfly Place, an indoor garden filled with hundreds of freely flying butterflies. Bethany and I ventured out on a warm and sunny fall day to enjoy the beautiful colors of various kinds of butterflies. My favorite butterflies were the orange and black ones, during my visit I learned that they are called the monarch butterfly. Throughout the visit I was surprised to see that the butterflies enjoyed sitting and resting on my chair. I think they enjoyed sitting on my chair because they were attracted to my colorful clothing I was wearing that day. When we went there were many children on a school field trip and I really enjoyed watching them laugh and play. I really enjoyed my visit to The Butterfly Place and would love to go back there this summer when the weather gets nice again. I would definitely recommend others to go and experience it at least once!

Davis continued from front page...

excited to find out more about him beyond the "Yes"/"No" answers they were all used to. He even used a "whistle" emoticon when ordering breakfast at Joey's diner. The waitress knows us well, and he ordered his breakfast from her using the iPad rather than pointing at the menu. She told Davis it was awesome and he whistled at her.

We watched him really come to life over the month long trial and we all knew it would be hard to give it back but once again we went up to ATECH to return the loaner iPad and start the long wait for his own. Davis was visibly unhappy to leave without the device. We submitted the paperwork immediately then waited. Each week that passed took a little more out of Davis until eventually, he was back in his silent world. We kept him occupied with end of summer fun and fall football parties but he just wasn't the same.

We began to prepare for Thanksgiving when we got the call that his iPad was in! He was truly thankful and we went back to ATECH a few days later to get Davis his iPad and give him back his voice. Almost immediately, we saw him engaged in the iPad and he began to speak and has not stopped! He changed his desktop backgrounds, set up categories on the



Predictable, took pictures and video and even downloaded some music. He is a big P!nk and PitBull fan... who knew! When we sat down to write this article, I asked Davis if he would like to write it on his iPad and he responded with a "Yawn" and "No Thank you, you can do it"...devilish personality is in full effect and we could not be happier.

Connecting the Regions!

By Kevin R. Defayette, State Director
Peru & Ballston Lake Offices

Recently, staff from the Ballston Lake and Peru offices as well as the Corporate Team met and participated in team building activities ~ holiday style!

Activities included Pictionary Wars (who won that anyway??), Yankee Gift Exchange (a.k.a. everybody gang up on Kevin so he doesn't get to bring home what he really wanted) and a meal flanked with great conversation, smiles and laughter.

New York is gearing up and planning for continued growth in 2013! We'd like to wish everyone success and wellness in the coming year.



Holiday Celebrations

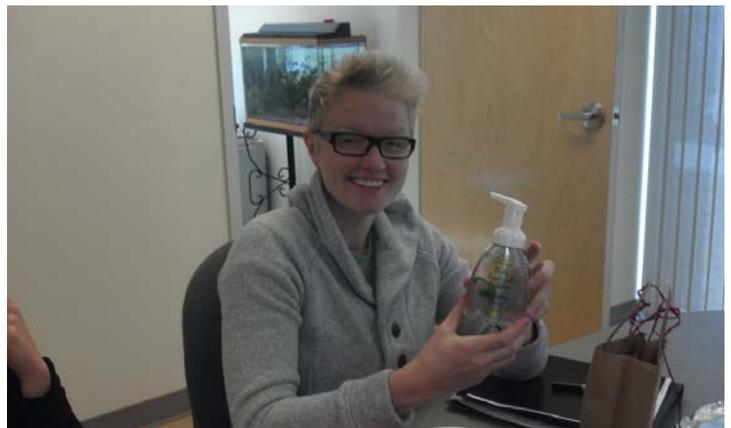
By Ashli Campbell, Office Manager
Scarborough, ME

Another winter has slowly approached, and the holiday festivities have been in full swing at Residential Resources in Maine.

The Scarborough office staff began their Christmas celebrations with a cozy gathering at Ellis' house. If you hadn't already heard, the pizza was to die for! Not too long after that, our small group assembled once more after an office meeting to exchange gifts for Secret Santa (some gifts were tough to guess, while others were not a secret at all).

This year, we decided to host the BIG Christmas party right at home in the Scarborough office. The whole place was buzzing with good cheer and excitement the day before the party as some of our individuals and their supporting staff came to help us decorate. With lots of creativity, plenty of laughs and an abundance of masking tape, our office was transformed into a red and green wonderland. People came together the next day to enjoy food, Christmas music, conversation, and the joy of old friends.

We are reminded of the importance of our work when we see the smiling faces of our friends, all coming together to celebrate another season of joy, togetherness and care.



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.

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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