

# Community News

A Newsletter for Friends of Residential Resources, Inc.

February 2013

## Be Positive...

By Ellis P. Baum, Regional Director  
Scarborough, ME

Recently here in the Scarborough office we took some time to discuss the value of being positive, particularly in regard to the people we support. It's amazing how many "hoops" we must jump through and requirements we must meet when someone we support is struggling with some sort of issue: incident reports, HCS notes, ABC charts, calls to the emergency cell phone in addition to a laundry list of other required calls, IST meetings, behavior plan modifications, and so on... What is even more amazing is how those sorts of requirements disappear entirely when someone we support excels.

We spend so much time providing support around the challenges that people have and the associated follow up requirements that all too often we don't even provide a pat on the back to someone who started a new job, made dinner by themselves for the first time, or met all of their Person Centered Plan goals.

There are no forms that need to be filled out. There is no one that must be called. There are no meetings that must be held. This is a trap. It is critical that the people we support are recognized for their strengths and successes. I have seen far too many people over the years use challenging behavior to get attention from the people around them because that was the only way of getting attention. There is a solution.

Find the positive every day. Reward it. Acknowledge it. Show the people we support that you don't have to act out to get attention. Here in Scarborough we have rediscovered a tool that many forgot existed: the Positive Incident Report. This is a way to recognize the accomplishments of the people we support no matter how big or small. It's a way of showing people we are paying attention to the things that matter most. I challenge all regions within Residential Resources to rediscover this tool as well as this mindset. Success breeds success; of that I'm positive.

## Emerald Street parties at Keene Buffet

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

The Emerald Street crowd celebrated the holidays by dining at The Keene Buffet on December 18, 2012. Everyone enjoyed the endless buffet, good conversation and of course the infamous grab bag gifts. It was a time to share stories and visit with people you see a lot and some that you hardly see. We hope everyone had a wonderful holiday and wish that all enjoy peace, good health and happiness in 2013.



*More pictures from Emerald Street's Holiday Party. Continued from page 2...*



## Connie and Her Amaryllis Plant

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

Connie Loiselle enjoyed Christmas this December and one of her favorite gifts was an amaryllis plant. She received the plant from one of her home provider's family members. As you can see by the pictures, it started off with 2 long stalks, each about 19" tall. Each day a couple of buds would open until all 8 buds transformed into 8 beautiful, bright red flowers. The flowers each lasted only a couple of days. Thank you, Connie for sharing your plant with all of us at the office, it really was beautiful.



## A Fremont Friend Returns Home Just in Time for the Holidays!

By Tina Cox, Program Manager  
Manchester, NH

I would like to share with you our holiday miracle. My friend Mike had some significant medical challenges right before the holidays. He had to stay at two different facilities for an extended time before we got the phone call that he was finally able to return home to his friends and family. It was great that he was home right before the holiday! He was able to join us all in a Holiday Party with a Yankee swap.

It was great to see all the friends and we all enjoyed a wonderful bounty of

special delights from everyone's kitchen.

I would like to take this opportunity to send a big "THANK YOU" to all of the Fremont Road family and friends for all the dedication and hard work at a crazy time of the year to ease Mike's transition back home.

A happy and healthy New Year to all and I can't wait to see what this year holds for all of us!

## Manchester DSPs Attend the 2012 DSP Conference

By Tiffany Caudle, Office Manager  
Manchester, NH

This past fall, just as autumn was getting into full swing, three Direct Support Professionals were chosen from the Manchester Office to attend the annual DSP Conference at the stunning Grand Summit Hotel in Bartlett, NH. I recently had the pleasure of speaking with Donna Rourke, Lead DSP and one of our attendees, about her experiences at the conference.

Donna said more than once that it was a great experience to be surrounded by so many people who are all doing the same type of work, as well as by so many who are so appreciative of it. Several individuals who receive services were there to share their stories about how DSPs have had a positive impact on their lives through support, compassion, and advocacy. The stories were unbelievably touching, and more than once through the two days Donna admitted tears were shed.

While it was difficult for her to choose a favorite moment, speaker, or class, she shared that she greatly enjoyed listening to and speaking with a poet who had written a book of poetry all related to his own experiences as a DSP. She was fortunate to be able to sit with him and speak further during a shared meal, and enjoyed his work so much that she purchased the book and read it cover to cover that very night!

When asked if she would suggest others attend or if she'd attend again, there was no hesitation and no doubt in her mind; it's an experience Donna would love to be a part of time and again, and would suggest that if anyone else have the opportunity, they go for it!

Thank you for taking the time to speak with me, Donna, and I look forward to reading that book!

## Welcome Heather!

By Theresa Guynup,  
Service Coordinator Supervisor  
Peru, NY

The Peru office would like to extend a warm welcome and introduction to our newest Service Coordinator, Heather Cothran-Morrison. Heather has been employed here about 3 months. She has been a very welcome and wonderful addition to our office staff.

Heather has a background working with individuals and families with mental health and emotional disabilities. Work for RRI has been a bit of a learning curve which she has handled with much aplomb and grace. She has brought a strong working ethic, warm personality and calmness to our office and to the individuals she supports.

Heather grew up as an 'Air Force brat'. She has resided in many areas of the world, including Europe and the Middle East. This allows her a very global sense of perspective. She is able to provide us with a very grateful appreciation for our own country and the services we are able to provide those we serve.

Please join me in warmly welcoming Heather to our team.



Meowing for Marjorie  
12.13.2012

*Anthony Connors, program participant via the Ballston Lake office, shares a piece of his many works of art with his Service Coordinator, Marjorie Perfetti.*

**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](http://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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**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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