

# Community News

A Newsletter for Friends of Residential Resources, Inc.

March 2013

## My Birthday

By Robin Flaherty  
Scarborough, ME

My name is Robin Flaherty and I turned 34 on February 16th. I had fun. My friends came over, including Sean C. I have not seen him in a long time. Staff came too. Chloe did a great job getting the Angry Birds stuff. She is a great manager to work here. Kelly, Johnny, Doria, Monica, and Shirley came. I liked the plates, cups, and balloons and the toy that they put on the cake. My best buddy Nicole came too. I liked the gift cards that I got from Bull Moose, and McDonalds. We had pizza, ice cream, chips, fruit punch and cake. Alice came too, I like her now.



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## Arthur, a Happy Camper!

By Barbara Williams, Home Provider  
Manchester, NH

Arthur recently began receiving day service supports from RRI in the wake of his former support organization closing their doors in the Concord area. Arthur, along with his respite support Jean and his Home Provider Barbara, recently discovered the Community Bingo Center in Manchester, NH and have been meeting and playing the game there on Tuesdays for a few months now. Arthur says he has been enjoying this experience greatly and always looks forward to going. He has shared his hope to someday "win the pot".

Well.... On February 26, Arthur was able to yell "BINGO" for the first time since he started playing the game in November. This was an excellent time for Arthur to win the pot all by himself. Yep, he did not to have to share it with another player as he was the only winner! It was perfect timing! Arthur had just been mulling over his finances and was concerned as to how he was going to be able to finance his excursion to summer camp at Camp Fatima in Gilmanton, NH this summer; a place he truly looks forward to visiting any summer that he has the means. It was looking like it was going to be quite a challenge this year due to his personal budget crunch. Something most of us can probably relate to!

With this Bingo win behind him, he now has the money to go!

## The Workout

By Chelly Leger  
Emerald St., Keene, NH

Every Wednesday I work out. In the morning, I work out with friends and staff in the RRI training room. We exercise with the video "Sweat-in' to the Oldies" with Richard Simmons. I like the music and sometimes even sing while I work out. It's good for us and good fun.

In the afternoon I work out at the Keene Family YMCA. I lift weights on the weight machines and run on the indoor track. My staff and I also exercise on the bikes and the treadmill.

We have a great time while doing something that is good for us.



## *Apple's Footprints*

By Lisa Gordon, Program Manager  
Emerald St., Keene, NH

For the sake of this story, my friend's name is Apple. Apple is a wonderful woman in her mid-sixties with more spunk than most of us "younger" folks have; she's constantly in motion when she is awake. To paint you a visual of Apple, she is 4'8" and a little over a 100 pounds, with light brown hair dusted with a few grays. Apple had a challenging start to life, spending about thirty years at Laconia, and most probably very much misunderstood during that time. For the most part, Apple is non-verbal, other than knowing a few choice words and catch phrases.

Apple does have some unusual "quirks" such as not liking to get wet. She has done a superb job in learning to trust most people that assist her with bathing, but when it comes to rain and being "splashed" at the dentist office....well, not so much.

During the month of February, some may recall that we in Southern NH received some snow; some maybe more than others. It was on a lovely Saturday afternoon, when the temperatures climbed to nearly 60. My friend Apple, being her inquisitive self, decided to enjoy the great outdoors on the rear deck of her home. Soon enough, she was heading down the steps to go in the backyard, completely not acknowledging the fact that there was more than a foot of snow in the yard. Apple proceeded down the steps, holding on to the railings, with me trailing close behind.

Once Apple stepped off the last step and onto a shoveled area of ground, I reminded her that there was lots of snow on the ground and she might not want to continue venturing. I also must share Apple's attire during this outing, which consisted of a turtle neck shirt, spandex leggings,

crew socks, sneakers, and her harness that she uses in the car. Well, you can imagine what happened next, as she proceeded along.

Apple took two steps into the snow and proceeded to drop down into it. Needless to say, she was now thoroughly wet. Apple, however, did not start yelling, but rather she was giggling, as she got herself up out of the snow, with a little assistance. Apple proceeded back up the steps and onto the deck, to return into the house. At this point, she was struggling to get the harness off in order to remove her wet clothes, because that is what Apple does when wet.

We changed into some fresh and dry clothing and put the harness back on. The sneakers were able to dry quickly over a heating vent. Before I knew it, Apple was headed right back out onto the deck. This time, she took me by the hand and down the steps we went. We made it maybe ten feet through the snow holding on to each other, before she decided it was time to go back in. We changed the wet socks, dried the damp sneakers, and replaced both onto her feet. And didn't Apple head for the back door again.

We repeated our journey through the yard, this time going about twenty feet. I believe Apple thought she might want to swing on her swing set (which was mostly under snow). We returned to the house, and changed once more. At this time, Apple was satisfied that yes, there indeed was snow outside; we both got our feet thoroughly wet and cold, but Apple trusted in another person enough to take this "daring" venture into the deep snows.

A wonderful day had by all.

## BED BUGS!

By Maureen Van Woert, Service Coordinator  
Ballston Lake, NY

Unfortunately, bed bugs have reared their ugly heads in the homes of a few of our participants over the past few months. What a nuisance these little creatures are!! One of the most important tips that I have learned in helping to get rid of these pests is ACT FAST! As soon as you suspect bed bugs might be an issue, call the apartment management company or an exterminator immediately! If you happen to see these little buggers (they are about the size of an apple seed) or suddenly develop skin rashes or bites- you might have bed bugs!

Bed bugs are mostly active at night, which can make spotting them difficult. They like to hide in the creases of mattresses and furniture, so those places might be good spots to check first! Apartment complexes are hot spots for bed bugs. They quickly travel from one place to another, on clothing, pets, luggage and through cracks in walls, etc. If you are visiting a place that you suspect might have bed bugs, be careful not to bring bags or purses into the environment and try to avoid sitting on any soft furniture. This will help to avoid bringing any "stowaways" with you, which could then infest another environment like your car, office, home, etc.

From the experiences I have had assisting people with this issue, I have learned that the best way to get rid of bed bugs is by a specialized heat treatment, sometimes combined with chemical treatments, that exterminators are trained in administering. Sprays and any other home remedies do not work, so call in the professionals ASAP! The living space must be empty of all people and pets for the treatment to be completed. The space must be heated to 140 degrees for 4+ hours in order to kill the bugs. Anything that can be damaged by the heat treatment, such as candles and medications, must be stored in the refrigerator for the duration of the treatment. All items and clean clothing must be left in the space to be treated. Bedding and dirty clothes need to be dried on the highest heat in clothing dryers for at least 30 minutes, at the same time the heat treatment/extermination is being done.

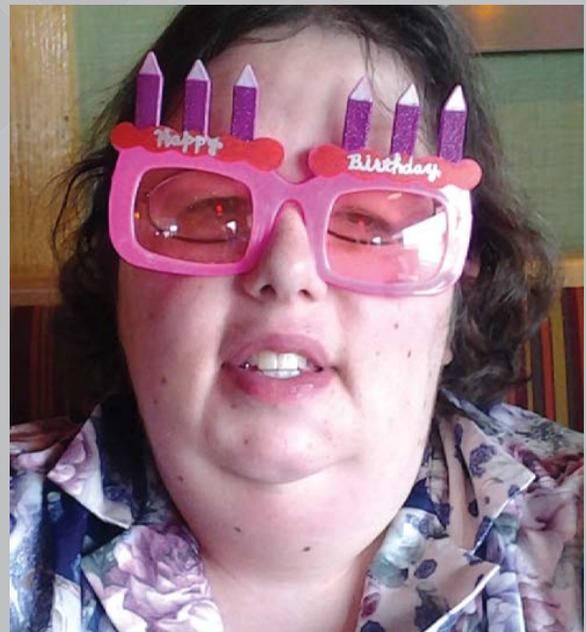
Once a living space is treated, it is important to have the exterminator come back in approximately 2 weeks to check to make sure the space is eradicated of the bed bugs. Some extermination companies have specially trained dogs that can come out to check the space and be sure the treatment has been successful.

Unfortunately, bed bugs are not going away, and the prevalence of them is on the rise, so we will likely be seeing more infestations. Eradicating spaces of bed bugs has taken a lot of planning, coordination and follow up on behalf of the Participant, Staff, Service Coordinators, Families and Apartment Management. I hope that this brief overview has been helpful should you encounter this issue in the future!

## My Birthday

By Chelly Leger  
Emerald St., Keene, NH

I had a birthday on Saturday, March 2nd and I went out for lunch with Lori, my program manager. I had chicken and fries, and cake. For presents I got a frog and gum, glasses, toothbrush, a hairbrush, hair clips and 3 movies from my mom and dad.



# Magic Wings

By Leona Carney, DSP  
Emerald St., Keene, NH

Recently Dave and I had the pleasure of accompanying our friends Mike and Kevin to the Magic Wings Conservatory in Deerfield, MA. With such a long cold winter, it was the perfect day trip to lift our spirits and set our minds towards spring.

Inside, we were transported to a tropical paradise. The conservatory is designed to be an optimal environment for all manner of exotic creatures, especially butterflies. We were fortunate to arrive during "Blue Morpho Madness", a several week period when hundreds of stunning Blue Morpho butterflies emerge. These bright indigo colored butterflies are native to Costa Rica, but thrive at the conservatory.

Dave's favorite, the beautiful Cairns Birdwing, with its bright black, yellow, green, and red coloring, are native to Australia.

The environment was also full of trees and bushes in full bloom, as well as a delightful koi pond. Trees where inhabited by many small tropical birds, while tiny pygmy quail scurried by our feet. There are several optimal places to sit, relax, and just take in the marvels surrounding us. We decided to catch a late lunch on the way home, though there is a lovely restaurant on the premises. It was refreshing to try something different for the day, and a great time was had by all! You can contact the Magic Wings Conservatory at (413) 665-2805 for information and directions.



# Did You Know?

By Kevin R. Defayette, State Director  
New York

Did you know that we are authorized to provide our services throughout 17 counties across New York State? They include:

*Peru office:*  
Clinton, Franklin, Essex.

*Ballston Lake office:*  
Warren, Washington, Saratoga, Fulton, Montgomery, Rensselaer, Schenectady, Albany, Green, Columbia, Schoharie, Otsego, Delaware & Chenengo.

Did you know that our services in New York are brought to us via four different programs? They consist of:

*The NYS Office For People With Disabilities (Peru Office Only).*

*The Clinton County Early Intervention Program (Peru Office Only).*

*The NYS Department of Health Traumatic Brain Injury Medicaid Waiver Program.*

*The NYS Department of Health Nursing Home Transition & Diversion Medicaid Waiver Program.*

Did you know that our service area encompasses approximately 19,100 square miles? That is roughly 46% of the square miles in New York State.

Did you know that our programming targets children as young as under 3 years of age and adults of all ages?

Did you know that we currently serve 241 individuals in various capacities? The numbers continue to climb and many receive multiple services.

*Did you know that our programming includes:*

*New York State Office For People With Developmental Disabilities*

- Medicaid Service Coordination
- Community Habilitation
- Day Habilitation
- Hourly Respite

*Clinton County Early Intervention Program*

- Service Coordination

*New York State Department of Health Traumatic Brain Injury Medicaid Waiver Program*

- Service Coordination
- Community Integration Counseling
- Positive Behavioral Intervention Services
- Independent Living Skills Training
- Home & Community Support Services
- Structured Day Program
- Moving Assistance
- Environmental Modifications
- Transportation (when applicable and as related to established individualized goals & objectives)

*New York State Nursing Home Transition & Diversion Medicaid Waiver Program*

- Service Coordination
- Independent Living Skills Training
- Home & Community Support Services
- Structured Day Program
- Wellness Counseling
- Moving Assistance
- Environmental Modifications

Did you know that we currently have 69 employees supporting others so that they can enjoy living in their own community?

Did you know that we have also been a Licensed Home Health Care Agency since 2010, and train many of our direct support providers to be New York State Certified Personal Care Aides?

And.....did you know.....we are an amazing group of providers that take great pride in what we do?

# Free is Always Good!!!

By Deb Aherrera, Program Manager  
Manchester, NH

With the rising cost of life these days anything free is good! Do you have a consumer on your case load or residing in a program or living in your home that would like to have 250 minutes of talk time? Or better yet, 250 minutes of free text time? Then check this out!

Assurance Wireless provides free cell phones in NH, ME, and NY. Here's the link:  
<http://www.assurancewireless.com/Public/HowToQualify.aspx>

Check it out and start saving today! Enrollment in this government benefit program is

available to individuals who qualify based on federal or state-specific eligibility criteria.

You may qualify for Assurance Wireless if you participate in any of the following government programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANIF)
- Federal Public Housing Assistance (Section 8)
- Low Income Energy Assistance Program
- National School Lunch's FREE Lunch Program

**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.

### **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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