



michael dunn center



A Three Star Agency

NOW YOU KNOW

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Edited by Roger Richmond

TIMES ARE CHANGING: INTRODUCING OUR NEW LOGO

Wade Creswell

When Michael Dunn Center began an effort on July 30 of this year to start looking for funds from sources other than the state and federal government, one of the first goals of the new Development Department was to improve our community image and increase public understanding about what we do. There was nothing recognizable about Michael Dunn Center in the

community. Overall, most people know what Michael Dunn Center is and that we serve people with disabilities. Most people also claim to know what we do, although very few could accurately describe what more than one of our programs does.

For those reasons, it was decided that Michael Dunn Center needed a new and refreshed image

in the community. To be able to refresh our image, we needed something that people could see and identify immediately with Michael Dunn Center. In the corporate world, this is called branding. All of your favorite products have a

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• Do you know...

Vision benefits are included in your United Healthcare coverage?

United Healthcare contracts with Davis Vision to provide vision benefits in our area. There is a list of providers in the HR office.

The benefit entitles you to one exam every 24 consecutive months with only a \$10 co-pay. You may also get glasses or contact lenses for a reasonable co-pay every 24 months.

If you have more specific about coverage, please contact Davis Vision at (800) 999-5431 or come to the Human Resource office.

Tara Hanouskova

RANDOM THOUGHTS

Roger Richmond

"When does ethics ever come into the picture?"

If you're a reader of the comic strip, *Non Sequiter*, you may have followed Danae's endless attempts to rationalize all things in her life to fit her needs and desires, which tend toward the self-serving. In last week's strip, she set up a "lemonade"

stand of sorts, except rather than lemonade, she sells "Theories on Demand". She calls her stand "Danae's Think Tank". "If some big industry needs proof that what they are doing isn't bad, we provide it, for a nice chunk of cash". Her

friend asks, "When does ethics ever come into the picture?"

Too many people these days suffer from the "what's in it for me" attitude. Our govern-

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SATISFACTION SURVEY REPORT

Mike McElhinney

The table below illustrates the results of our annual satisfaction survey for all departments serving children and adults with disabilities at Michael Dunn Center. The respondents to the survey were, in most cases, family members and/or conservators.

Department	Number Sent	Number Responding	Percent Responding	Number Satisfied	Number Not Satisfied	Percent Satisfied	Percent Not Satisfied
Adult Day	21	13	62 %	13	0	100%	0%
Family Bsd	20	7	35%	7	0	100%	0%
Henry Ctr	60	21	35%	21	0	100%	0%
ICF/MR	15	10	67%	8	2	80%	20%
Residential	49	22	45%	20	2	91%	9%
Supt Living	22	7	31 %	6	1	86%	14%
Work Prog	52	25	48%	25	0	100%	0%
TOTALS	239	94	44%	89	5	95%	5%

I believe the numbers above speak for themselves. The results are remarkable. As far as I am concerned they could not be any higher. This confirms what I see happening every day in every department of Michael Dunn Center. We have a group of excellent employees providing outstanding service to children and adults. Our staff are well-trained, experienced, and knowledgeable about the special needs of each person we serve, and most importantly, believe in our mission of empowering people with disabilities to live full and meaningful lives.

The Henry Center just received, as reported in the management team meeting minutes, their second highest score ever for their annual quality survey. The Department of Mental Retardation Services Quality Assurance survey for many of the adult programs of Michael Dunn Center will occur at the end of November. I am confident that these auditors will be pleased with what they see as well.

To all staff in all departments I would like to say what many of the people completing our satisfaction survey said—keep up the good work and thank you!



HENRY CENTER TOPS ASSESSMENTS

On September 14th, The Henry Center received some great news—the results of the annual assessment were outstanding! Out of a possible score of 7, the center received a 6.1. This score, combined with full compliance with licensure requirements, made it possible for the center to be awarded a Three Star rating for the fifth year.

This was the second highest score the center has received since the initiation of the Tennessee Report Card and Star Quality Child Care program. Under the guidelines of the Report Card Program, there are four possible ratings that a child care agency can receive. The ratings move progressively from meets licensing standards to 1, 2 or 3 stars, with Three Star Rating indicating the highest level of care.

In 2001, Tennessee Department of Human Services, in cooperation with the Tennessee Commission for Child and Youth, implemented a rated child care license and report card program. This program, the Tennessee Report Card and Star Quality Child Care Program, was mandated by law and is a key

component of the state's initiative to improve the quality of child care across the state. The goals outlined by the law, are 1) to encourage and recognize quality child care programs, 2) to improve the quality of child care in Tennessee, and 3) to provide information to parents as they seek to secure quality child care services for their children.

Prior to the inception of the Report Card and Star Quality Program, licensure's emphasis was on the structural quality of programs. The new system emphasizes both structural and process aspects of a program. The structural aspects include staff education and experience, physical facility, ratios and group sizes. The process aspects include teacher-to-child and child-to-child conversations and interactions, types of space, activities, materials available to children and how everyday personal care routines are handled. Both aspects are considered when assessing a center to determine the overall quality of a program.

This assessment process occurs annually. Assessors observe each classroom for a minimum of three

Sherry Chrestman

hours using the appropriate Environmental Rating Scale to assess its physical environment, basic care, curriculum, schedule and program structure and the caregiver's conversation and interactions with the children and their parents. The assessment concludes with interviewing the caregivers and results of the are usually received four to six weeks after the assessment.

As you can see, even though the actual assessment only occurs once annually, it is a day-to-day process to enhance the skills of caregivers and the environment of the classroom and to maintain the facility.

One contributing factor to this year's success may be the 100% participation of care givers and administrators in a literary program, called Project REEL, which included seventeen weeks of training designed to enhance classroom environment and teacher/child interactions, while promoting literacy in the classroom. Project REEL was established to help children improve their reading skills and be better prepared for kindergarten.

UNITED WAY KICK-OFF

On Tuesday, September 11, 2007 the Roane County United Way began their 2007 campaign at The Henry Center.

The 8:00 a.m. kick-off began with a hearty breakfast, that was provided by the Henry Center to help the volunteers begin their long day of labor. Campaign leaders and United Way officials expressed their appreciation to six volunteer teams who helped kick off the campaign with the annual "Day of Sharing" community projects program. Moira Kaye, Knoxville television personality, along with her

parents, offered continued support of The Roane County United Way.

The six volunteer teams were: Kingston Rotary Club, Knights of Columbus, Oliver Springs High School Beta Club, Roane County United Way Board of Directors, Roane State Community College and TVA. The Knights of Columbus volunteers painted the computer lab at the Henry Center. Volunteers from Roane State Community College painted the center's exterior doors.

The United Way of Roane County serves 26 agencies offering 31 com-

Rhonda Patrick

munity programs, which provide services to nearly half of the county's population.

The Henry Center and Michael Dunn Center are both United Way agencies. United Way agencies provide youth activities, family and seniors services, self-sufficiency services, as well as emergency and crisis services.

\$330,000 was the goal set for the 2007 campaign. We encourage MDC and Henry Center employees to support the United Way. Payroll deductions can be arranged for donations.

New Logo, continued

(Continued from page 1)

brand. Whether it is a logo, color scheme, or tag line, products and services have something that is recognizable about them. It is still up to each company to provide quality product or service for their image to be perceived as positive by the public. Obviously, this is no different in our case. Creating a new image is completely dependent upon the service that we provide to our service recipients. But, when good service is provided, a new logo can be effective in refreshing the image of the agency or company.

That brings me to my point. After the completion of a contest on August 31, a new logo was designed using elements from a few different sources. The employee that contrib-

uted the most ideas and elements that went into the idea that became the finished product was Penny Dodson. A big thank you goes to all of you who submitted ideas for the new logo.

The logo that is now officially the MDC logo shows a figure of a person stepping up using Michael Dunn Center to reach a star. This is meant to represent the change that MDC can offer to individuals who need support to make their own choices and have opportunities that they may never have otherwise. The color scheme was carefully selected and discussed at length with staff members and graphic design professionals. Steps have been taken to keep the logo consistent.

Transitioning from the old MDC logo to the new design will be a slow process in some ways. However, you should notice an immediate change in many of the forms, letters and memos that you receive from the center. The new logo will appear on every piece of correspondence and especially on all promotional materials. If you have forms that need updating from the old logo to the new, please notify your department director.

If you have any questions or comments, please feel free to call me at extension 207. Also, be looking for promotional materials such as a new brochure and a new website in the coming weeks.

MDC HELPS COMMUNITY

Cindy Gregg

We often see, in newspaper articles and on the news on television well known figures who are working to help preserve our world through conservation awareness. Many of you in Roane County are a part of this movement as well, properly recycling your refuse. But did you know that Michael Dunn Center and the Roane County Recycling Center have joined forces in assisting Roane Countians in their efforts to preserve the earth through recycling?

MDC has a crew that works five days a week alongside recycling center employee Larry Carter to process the recyclables that you bring to the convenient centers or to the recycling center. Ralph Stewart, Director of Solid Waste, oversees the operation.

The MDC crew consists of one supervisor, Tim Woodfin and three service



L-R: Danny, Larry Carter, Trey, Ralph Stewart, Tim Woodfin, Nat

recipients, Danny, Nat and Trey. The crew works throughout the day processing recyclables such as cardboard, paper and plastic along with the rest of the recycling crew. Danny, Nat and Trey take much pride in their work at the recycling center and their part in conservation. I encourage everyone to do their part and join our crew in their recycling efforts by properly disposing of your waste.



VOLUNTEER SPIRIT

Since the founding of Michael Dunn Center in 1971 by a group of families and volunteers, we have benefited greatly from the efforts of volunteers—people who donate their time at no charge to help the agency. I have heard many stories from the early years of MDC about members of Bethel Presbyterian Church and others volunteering their time to spend hours working with or “patterning” children. Over the years and currently we have many leaders from the community that donate a great deal of their personal time by serving on the four Michael Dunn Center boards, all as volunteers without pay. We have had youth groups from churches, civic clubs and others volunteer in recent years to perform different work projects.

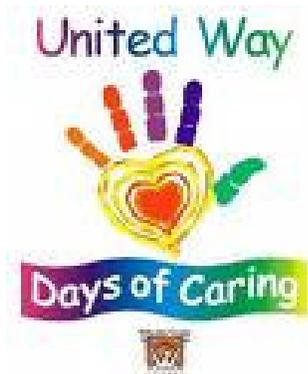
Three dates in September, as part of the United Way Day of Caring, were the most recent examples of this. Three women from Roane State spent all day on September 11th cleaning the school kitchen. Then twenty painters, electricians and maintenance engineers from TVA descended upon Michael Dunn Center and completed several maintenance projects on September 18th. They arrived at 7:00am and worked until 3:30pm. Classrooms 7 and 8 were painted in the Adult Day Program, as were the hallways in Human Resources and Finance. All of the wooden playground equipment on the school playground was stained, as well as the benches in the courtyard outside my office. And finally a second group of volun-

Mike McElhinney

teers from Roane State painted the exterior doors at the Henry Center.

The next wave of volunteers will arrive on Saturday, October 20th. Harriett Westmoreland’s church in north Knoxville has selected Michael Dunn Center as one of 16 sites for volunteering that day. We expect 50-70 people working from 8:00am to 3:00pm. Directors have submitted project ideas including weeding and mulching all flower beds, painting offices and exterior doors. We hope to schedule all Michael Dunn Center vehicles across the agency for a car wash and vacuuming.

We want to thank all our volunteers. We also want each employee to submit ideas to their department directors for new volunteer projects. We would also like you to remember Michael Dunn Center when you hear about a Sunday school class, youth group, civic club or any other organization that is seeking a project where they can volunteer and make a difference. Michael Dunn Center has certainly benefited and enjoyed being the recipient over the years of the spirit that earned the state of Tennessee its nickname of the Volunteer State!



YOUNG COUPLE'S FIRST HOME Paula Anthony

On July 21, 2006, a young couple, Brenda and Jarvis, were married in the beautiful white gazebo on the lawn of Roane County's historical courthouse. The ceremony was performed by Reverend Bill Nolan.



A year has passed since that joyous occasion, and just in time to celebrate their first year together as husband and wife, Jarvis and Brenda recently purchased a home. Jarvis says they bought the house with money he had saved. Their

house is near Jarvis's parents' home in the Paint Rock community in Philadelphia. They moved into their house in late September and appear to be very happy. When you see them, please don't hesitate to congratulate them on their success. We are very proud of them both!

Brenda and Jarvis both work

for MDC Work Programs, and are assigned to most jobs that are done at DDI, including cutting rope, assembling specimen kits and oil kits, deliveries, and shredding. Brenda also fills in at multiple jobs in the community, including Ridge Greenhouse, Roane Recycling Center and Mid-East Community Action Center.

Congratulations and Brenda and Jarvis!! We wish you the Best of Luck!

FLOWERS AT LACROIX Tonya Watts



George, Judy Earles, and Richard

The ladies and gentlemen at Lacroix have worked very hard on a flower project this summer. Judy Earles, the house manager, was able to encourage all the residents to get involved some way with planting the flowers, weeding the garden and watering. Although watering was a challenge as Judy gets chased with the water hose frequently, the garden has been beautiful all summer long. They even planted some tomatoes. Richard has really taken interest in this project and he inspects for weeds in the garden.

tion helps children, from various walks of life, who have special needs, see their lifetime dreams come true. She worked as a supervisor for an agency called Noah's Ark that provided services to children with special needs. She started out volunteering with the agency while her son attended and then was later employed there.

Mandy knows from first hand experience what it takes to care for the individuals that we serve. She is looking forward to working here and says that she can see herself as being here for a long time. Even with all the stress of building her home and getting her family settled her she is also looking forward to the challenges of learning a new job and being a part of the Michael Dunn Center team.

NEW ADULT PROGRAM TEAM LEADER Sally Wilkerson

Michael Dunn Center would like to welcome **Mandy Hensley** as a Team leader for the Adult Day Program. Mandy moved here from Georgia in July of this year. Her move was due in part to her husband being from this area and wishing to move back. They are currently having a new home built.



While Mandy lived in Georgia, she coached the Challengers, a baseball team for young boys and girls with special needs. Mandy's oldest son, who has cerebral palsy, played on the team for five years. During the time that Mandy had the honor to coach this team, she really loved being able to assist the kids in many different areas of their lives.

Mandy also had the privilege of volunteering with the Make a Wish foundation in Atlanta. This founda-

Mandy is a mother of three children (two boys, age twelve and nine, and one daughter, age six). Her family enjoys many kinds of activities, including dancing, football, baseball and cheerleading. [For all those VOLS fans, she wants you to know she is NOT A GEORGIA BULLDOGS Fan].

I WANT TO RETIRE.... BUT MY HEART WON'T LET ME

Melanie Harmon

The beginning of a new school year at the Michael Dunn Center is an exciting time. After the quiet of the summer, the days are filled with activity, noise, and a sense of anticipation. It's fun to watch the yellow school buses coming and going. Everyone wonders what the approaching months will bring.

Not too long after the new school year began, I walked passed Jean Plummer, LPN, as she was unloading a student in a wheelchair from a bus. I welcomed her back after being off for the summer. She responded "I want to retire but my heart won't let me." I was late for a meeting so I had to leave. But I couldn't forget what she said. So a few days ago I asked Jean what she meant.

Jean said "I'm tired, but I say I just

celebrated the 34th anniversary of my 30th birthday so that I don't feel so old. Every one of these children is mine and I can't leave. One day you're going to find me dead at the computer in my office with a medicine cup in my hand." Then Jean told me the story about when she started at the Michael Dunn Center in January 1987 as a substitute and said she didn't know anything about children with disabilities. Eileen Harris, then Executive Director, asked her to take one of the children, Justin Trivette, who was not expected to live past his 13th birthday, home with her for some weekend respite care. Jean and her husband Bill continued to care for Justin and came to love him. On October 31, 1988, the same month and day Jean herself was adopted as an infant, Justin moved into the

Plummer's household for good. Jean smiles when she added "The lawyer delivered my daughter but the Michael Dunn Center delivered my son." Jean does not believe it is a coincidence that Justin's biological mother and father were married on her birthday and Justin's grandmother and Jean's mother have the same birthday.

It is apparent when one talks to Jean or watches her work the love she has for the children she cares for. Her long term commitment to the Michael Dunn Center speaks for itself. So Jean, next year you can celebrate the 35th anniversary of your 30th birthday and 21 years with the Michael Dunn Center. And no, you can't retire, and you can't just quit either.

YOUR COMMENTS REQUESTED

While sitting at my desk, in Supported Living, working on time sheets, it was hard for me not to notice the extremely large amounts of overtime people are working in the Supported Living Department due to the staffing shortages. I began to question if the staffing shortage would end. My answer was "not any time soon". I started brainstorming how the department could possibly cover the vacant shifts that we were facing with the existing staff and cut down on the extra hours worked in order to give staff a break. I have had some time to research and collect ideas and opinions from several employees on this issue and now I want to ask for your comments. Please read on and keep an open mind, this is just a survey of your opinions.

I found some interesting facts during my research. Did you know

people who work 40 hours a week, Monday through Friday, work approximately 273 days a year. Sure, you have the 2-day weekend to look forward to but that only equates to approximately 91 days of the year free for you to enjoy life, excluding vacation and holidays. That is depressing when you think about all the things you enjoy doing outside of work. How many hours in those two weekend days can you honestly say are used for quality time with your family, or do you use most of these hours doing the laundry, the grocery shopping, the house cleaning, the yard mowing, visiting your mother-in-law...well, you get the jest.

How many of you wish that you could have more weekends off? After all, in our society most of the fun things in life happen on the weekends.

Lin Sims

This leads me to my question: What if you could work fewer days a year, have more days off during the week, have longer weekends, and not decrease the amount of money in your paycheck? It is possible, but there is a trade off. You would have to work longer hours on the days you work and you would have to work every other weekend. This is accomplished by working 12-hour shifts. During our staffing shortage most of you are working 12 to 16 hour shifts now without reaping the added benefits of time off. Now remember, you need to keep an open mind, this is only my own little survey. As I mentioned, working 8 hour shifts means working approximately 273 days a year giving your 91 days off. Working 12-hour shifts allow you to work approximately 182 days a year with 182 off days per year. It is an interesting con-

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HEROES AMONG US

According to Merriam-Webster dictionary, a hero is "one who shows great courage". These days, we often use the term "hero" loosely. Too often, we overlook those who really make a difference and take our "heroes" for granted; however, in this writer's opinion, we have at least one hero among us at Michael Dunn Center.

Andie Murphy, who works as a Case Manager in the Social Services Department, has volunteered her time for the Roane County Rescue Squad for over two years. Along with other members of the squad, she has saved some lives and made a difference in others. In talking with Andie about her experiences with the squad, it's easy to recognize the excitement she has for her work and understand the pride her family must have in her.

Andie speaks of a trip to Nashville with her family in which they came upon the scene of a bad accident that had just occurred on the highway. People were standing around,

but no one was taking charge when they arrived. Andie's husband stopped the car, saying he "guessed Andie needed to do something". After watching her carrying out rescue efforts and helping the injured victims, her family expressed their surprise and pride at how she calmly and efficiently took charge of the scene and assisted the victims until EMS arrived. She also points out the cross on I-40 near Gallaher Road and sadly says she recalls every detail of the accident scene, one at which the victims did not survive.

Andie, who presently serves as Unit Director for the Rescue Squad, is a recipient of the Green Cross award, which is presented to individuals who have successfully rescued victims of particularly bad accidents. She was presented this award because of a rescue she performed on July 4, 2006, in Kingston. Andie is especially proud of the award because nominations are made by the surviving victims.

Roger Richmond

As a member of the Rescue Squad, Andie receives a great deal of training. She is a certified First Responder, with both state and national licenses, and has been trained in HAZMAT, Search and Rescue, Vehicle Extrication, Emergency Vehicle Operation, CPR/First Aid, and Blood Borne Pathogens. Like other members of the Rescue Squad, Andie is an unpaid volunteer who puts in countless hours of selfless service to their community. Andie became a volunteer when she took her kids to have their photos made at a fundraiser for the squad. A friend who worked for the squad told her she should join them. After encouragement from her friend, she applied and was elected to serve as a member. All members must get re-elected annually. "It changes you; you walk away feeling good", Andie says of her work.

We're mighty glad Andie is on the job with the Rescue Squad and we're glad she's with Michael Dunn Center, too.

SURVEY FROM LIN

(Continued from page 7)

cept and one that has worked well for industries, factories and health care facilities. Just think, having 14 days off a month instead of eight, that is almost double the amount of time off you have now.

As I was doing research on this subject, I came across varying ways of scheduling 12 hours shifts, but for an industry such as ours, to prevent burnout I thought working no more than three days together would be practical.

The schedule could work like this:

For 7A to 7P shift there would be Group A and Group B

For 7P to 7A shift there would be Group C and Group D

Group A&C: work Sat., Sun., Mon., off Tues., Wed, work Thurs., Fri., and off Sat., Sun., Mon., etc.

Group B&D: off Sat., Sun., Mon., work Tues., Wed., off Thurs., Fri., and work Sat., Sun., Mon., etc.

In wrapping this up, I will just say that studies have shown that 12-hour shifts allow you to spend more time with your family. Working 12-hour shifts has proven to be favored nation-wide. Working 12-hour shifts create more productivity while on the job. Working 12-hour shifts allows you to use two vaca-

tion days and parlay that into five to seven days off, giving you more vacations a year. Speaking from personal experience, I preferred 12-hour shifts. It allowed me to do things during the week without having to use personal or sick time, such as going to a doctor or dentist appointment, having my car worked on, going to eat lunch with my child during school functions, just to name a few. It also allowed me the ability for long range planning for vacations and short pleasure trips.

Now, since this *is* a survey, I would like you all to send your comments and/or opinions to me in Timas, or to lin.sims@michaeldunncenter.com

Ethics, continued

(Continued from page 1)

ment and business leaders try to put a spin on bad things to make them look like good things, with little regard for the effects of their conduct. Large corporations teach us the ethics of "profit at any cost". Employers complain that the work ethic isn't good these days; that too many people want to get paid, but too few want to work for their earnings.

So, when *does* ethics come into the picture?

Recently, at a Michael Dunn Center Management Meeting, Mike McElhinney posed the question, "How would you define ethics?" Answers included the following:

- "Doing the right thing for the right reason"
- "The moral conduct in conducting or carrying out a process or duty"
- "The way you carry yourself in regards to integrity, honesty, motivation, goals, and outcomes in your personal/professional life"
- "Thinking, performing in a way that is honest, legal, so as not to discredit yourself or others".
- "The approach to any situation where the outcomes for all individuals are considered and put

ahead of your own personal gain".

- To abide by a standard unwaveringly.
- Morals, your personal self, what you stand for, how you are seen by others by your actions.

My personal favorite description has always been "doing the right thing regardless who is watching you". Simply put, without getting into philosophical debates, ethics is about doing what is right because it is the right thing to do. Regardless of the outcome or what you stand to gain, you do what is right, because it is ethically correct.

A person with proper ethics doesn't have to ask what to do when they find a pocketbook full of money with an address in it. A person with proper ethics should not have to be told to treat service recipients with respect and dignity.

By the same token, if you witness something you know to be wrong, you are ethically obligated to take action- stop the wrong and report it. The black and white can fade to grey if you are not careful. Do you report a wrong-doing on the part of a co-worker with whom you have to work every day? Ethically, there should be only one answer.

We are faced with many ethical decisions in our jobs at MDC. How do we manage people's money and belongings? When we work in a home environment, who decides what to watch on television, the staff person or the individual? What if we witness staff being mean to individuals? What if we are aware that the staff person is just not very nice to individuals they support? If there is no one around to see it, is it OK to let your frustration show when dealing with difficult individuals? Can you shout at service recipients when you are upset with their behavior?

I hope you all have your ethics in the right place, and I like to think our employees are firmly rooted, ethically. But I do still hear occasions when employees fail to act in a manner that is in the best interest of the agency and of the people we support. In those incidents, if we are aware of less than appropriate conduct by our coworkers, it becomes ethically, morally, and legally correct for us to step up and do something.

We all know that some people just aren't "cut out" for this kind of employment. Please remember that Protection From Harm guidelines mandate that we all report misconduct when we see it. Ethically speaking, it is the right thing to do.

Non Sequitur by Wiley Miller



MEDICATION ERRORS/OMISSIONS REPORTING, MANAGEMENT, AND TRACKING *(excerpted from the Michael Dunn Center Medication Policies):*

Medication errors/omissions will be reported, managed, and tracked consistent with the Provider Manual. In addition, when medication errors/omissions are considered serious and/or have the potential for abuse/neglect, an accompanying Reportable Incident form must be completed (refer to the DRMS Medication Variance Report).

Medication variances falling into the categories listed below must be reported as described and the appropriate action taken. In many instances, this may mean one or more of the following contacts: contacting the treating physician, sending the person to the emergency room, contacting the Director of Nursing, contacting the Program Director that provides the service. The Director of Nursing or designee will contact the DMRS Regional Nursing Director. The Director of Nursing or designee will call the DMRS emergency pager and/or contact the DMRS investigator.

A. Medication Variances

1. The following medication errors/omissions must be reported immediately, to determine the appropriate action. See Technical Assistance/Emergency Protocol.

Medication errors/omissions may include but not limited to: a) Wrong person receives medication b) Wrong medication administered c) Wrong dose d) Wrong time e) Wrong route f) Missed/omitted dose

NOTE: When a situation is considered to be urgent, emergency measures must be undertaken without delay, with notifications to follow.

2. Medication variances must be reported to the Supervisor or Director/Assistant Director of the Program who will ensure that a DMRS Medication Variance Report is completed and an appropriate corrective action is taken.
 - a). Documentation errors, e.g., administering medication but failing to initial the block on the MAR, not documenting on the Controlled Substance Count Sheet, etc.
 - b) Administering medications prescribed to treat behavior without obtaining consent from the guardian/conservator.
 - c) Finding medication in an inappropriate area, e.g., in person's clothing, on the floor, packaged with a meal, in an unlocked container, in an unmarked open container/dish, or mixed together in an open container.
 - d) Not ensuring an adequate supply of medication available or that the new prescriptions are not obtained within a reasonable time.
 - e) Security/storage protocols not followed.
 - f) Failing to notify the Day Services Program of medication orders.
 - g) Any other medication errors/omissions that involve medication administration not previously listed.

B. Documenting Medication Variances

1. The MDC Medication Variance Report must be completed immediately by the staff discovering the medication error/omission. Once the reports are submitted they will be reviewed and transposed to the DMRS Medication Variance Form by the program director/supervisor or Director of Nursing or Nurse designee.
2. The agency will keep copies of the completed DRMS Medication Variance Report on file. The agency will make recommendations and/or take remedial action for significant or repetitive errors.
3. The agency will identify, track, and trend errors and provide an accounting of their reports to the Regional Nursing Department. The MDC Director of Nursing will monitor all Medication Variance Forms, and trends will be submitted on a monthly basis via fax or email to the Regional Nursing office by the 10th of the following month.



SUCCESS THROUGH PERSISTENCE

Imagine... you are an individual with a disability who has never really had a chance to prove yourself. Now, imagine someone came along who could see your worth as an individual and fight for your rights for inclusion in your community. Imagine again that someone finally valued you for your hidden talents and abilities and gave you a chance to work at a satisfying job.

MDC Supported Employment has the privilege of supporting just such an outstanding individual—Sarah Collins, who has been employed by McDonalds since 2000.

Sarah was initially given an opportunity to take tokens in the play/game room, when it was added to the restaurant. I can remember how scared and nervous

Sarah is truly an example of what a person can accomplish in life when given a chance.

Sarah was just thinking about going to work. MDC Supported Employment staff offered Sarah overwhelming support and she accepted the help with pride. She wanted to be successful and live

Cindy Gregg

her own life. She gradually progressed to cleaning the lobby and handing out food orders at the drive thru window. Then she was promoted to taking orders on the front counter and the drive thru. NOW SHE IS A SHIFT MANAGER!!! Sarah is truly an example of what a person can accomplish in life when given a chance to prove her talents and abilities.

Sarah is now a proud wife and mother of two. She continues daily to express her desire to keep growing in all aspects of life. Congratulations, Sarah and keep up the FANTASTIC WORK!!



AMBASSADORS

Recently, I was on vacation in Bulgaria. Bulgaria is a former Soviet Bloc country at the crossroads of Eastern Europe, the Mediterranean, and Asia Minor bordered on the East by Turkey, the south by Greece, the West by Serbia, and the north by Romania. It is a very old country, undiscovered by tourists, where one can see donkey pulled carts traveling down the road, women selling fresh fruits and vegetables at market, men playing chess in the village square, and boys leading goats home at the end of the day.

One day after hiking in the mountains, I returned to the hotel I was staying at and was walking through the lobby. The English speaking Bulgarian guide I was with stopped me and said someone she knew wanted to talk to me. She

said she would interpret then introduced me to Lati. Lati thanked me for working with individuals with disabilities (Apparently the guide told Lati what I did for a living.). Lati said in Bulgaria there are no

All of us are ambassadors for Michael Dunn Center.

training and therapeutic programs for individuals with disabilities, that they are looked down upon and shunned by society, and the small amount of money they get from the government is not enough to live on. I told Lati about my job and the opportunities for individuals

Melanie Harmon

with disabilities in the United States. From the smiles on both of our faces, when our conversation ended I knew we had made a connection. Lati's physical disability, which she acquired at birth, became obvious when hugged me goodbye with one arm while the other arm hung limply at her side.

Afterwards I was thinking about this interaction between two people from such different countries and cultures. I realized that, even though I was 5,375 miles from home, I was a representative of not only the United States of America, but also the Michael Dunn Center. A chance to educate others about individuals with disabilities can occur anytime, anyplace, near or far from home. All of us are ambassadors of the Michael Dunn Center.



michael dunn center

Congratulations to Michael Dunn Center Work Programs, which was recently recognized by the Division of Mental Retardation Services (DMRS) as the top supported employment performer in the East Tennessee Division.

Great Job!, Keep up the good work!

Our Mission:

Empowering individuals with disabilities to pursue their choice of livelihood by providing them with opportunities to increase their contribution to the community in which they live.

Back issues of NYK can be found at www.michaeldunncenter.com



Notice:

Job Applications for employment at MDC can now be done online at www.michaeldunncenter.com

We are now experimenting with a \$500 sign on bonus for new recruits who successfully complete 6 months of employment. Our hopes are to reduce the overall number of job openings and become fully staffed.



Do you ever get the feeling that your head is in the wrong place?

Can you guess the identity of this former HR employee, who struggles with life after Michael Dunn Center? ('I really didn't want to leave my beloved job at MDC, but my husband was relocated and I had to move away')

Keep your head in the right place! Don't let anyone take you away from MDC!!