

**THE MICHAEL DUNN CENTER  
STAFF BULLETIN**

**NOW YOU KNOW**

Volume 3 Issue 1

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edited by Roger Richmond

**A WORD FROM OUR  
PRESIDENT... Mike McElhinney**

This is my seventh week on the job. In some ways it seems like I have only been here for seven days, in other ways it feels like seven years. But no matter how long the time has been, Michael Dunn Center and Roane County are quickly beginning to feel like home, thanks to all of you. (By the way, my wife, Jeanette, is very anxious to get our house sold in Chicago so that she can move down here, too, and enjoy the wonderful people, climate and countryside.)

You have been very pa-

tient and helpful to me. You kindly smile and forgive me when I can't remember your name, you tolerate my sermons, and even offer excuses for me when I backed into a pole while driving one of the Center's cars.

Everyone is to be congratulated on the outstanding results we received from our Quality Assurance Survey in December and our Licensure Audit in January. When independent, outside examiners are so complimentary it can only mean that our staff is doing an excellent job.



I have been extremely impressed with all the smiles I have seen on the faces of staff, and those reflected in the faces of the people we serve. I feel very fortunate to be part of the team at Michael Dunn Center.

Thank you all very much!

**Roger Richmond**

agencies in the state. I've echoed that sentiment from time to time in training classes, but we often look at ourselves and think, "surely we can do better". Most of us don't get the

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**Do you remember...**

**The Seven Rights of Medication Administration?**

- **Right Medication**
- **Right Dose**
- **Right Person**
- **Right Time**
- **Right Route**
- **Right Texture**
- **Right Position**

**TRAINER'S MOMENT**

**The Survey Says...**

As many of you are aware, in December, we received our annual DMRS Quality Assurance survey. Not only did we receive an excellent score, but the survey team was highly comple-

mentary of the quality of services we provide. This year's survey Exit Conference, to me, illustrated how we can often fail to see the forest for the trees. Historically, Michael Dunn Center has been held among the top

## SUCCESSFUL SUPPORTED EMPLOYMENT MEANS... Cindy Gregg

Supported Employment services at Michael Dunn extend to many individuals- we are currently providing employment support for 65 people. Supported Employment has a goal to employ *every* person who wants to work. There is a long process involved in assuring successful job placement. In this process it is important to know what the person wants to do in life, their interests in work, their work history, and their abilities and needs.

Breaking down this process :

Getting to know the person is the most important step to knowing their wants. It is important that we always listen to each person; this will always be on different levels of communication. Some have lots to say, others have very little to say, but regardless how they say it, everyone's words are just important as others'. Always remember that communication does not require verbal skills!!

What are the person's interests?  
Not everyone wants to do the same

type of work. It is very important to the success of employment to assist the person in finding work related to their interests. Sometimes this may take being very creative, to find things *related* to the interest that may be as important to the person as their *exact* interest. For example, you want to be a biscuit taster at HARDEE'S. We all know that position does not exist, so ask the question, "How would you like to clean the lobby at Hardee's or help clean up the kitchen area where the biscuit are made?". THAT WORKED! This individual actually now works for Hardee's, and has been employed by the restaurant for the past two years. So, to make a long story short, this person loves Hardee's and wanted to be at Hardee's, because he loves eating there. Knowing that little information helped to make his job placement successful.

What are the person's needs and abilities? Every person on this earth has different levels of

abilities. Knowing and accepting that every person learns differently, communicates differently and has different abilities is a must. So if it takes more training for one person than for another, that is O.K. Letting each person that we are assisting know that we are there to provide as much help as they need offers a great deal of reassurance to them. Knowing the needs of the people we are assisting and being willing to accommodate their needs is a must to ensure success.

Knowing these things about each person we assist helps ensure that we, as support staff, can assist employees in meeting their goals in life, such as working in the community, being productive, and being contributing members of society. When the people we support are successful and productive, their self esteem is boosted, they generally feel better about themselves, and they are *happy!* And isn't that what it's all about?

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## USING VEHICLE EMERGENCY SIGNALS AAA Driver Protection Program

Make sure other vehicles see your vehicle if it breaks down on the highway. Collisions often occur because the other drivers don't see a stalled vehicle or see it too late to avoid a crash.

- Pull off the road, completely out of traffic. Pull over beyond the end of a guard rail or abutment, if possible.
- Turn on emergency flashers to warn approaching drivers that you are stopped.
- Lift the hood to signal an emergency and tie a white cloth onto

the door handle or antenna.

- If you can't move completely off the roadway, try to stop where people have a clear view of your vehicle from behind. Don't stop over a hill or around a curve, if you can help it.
- Give other drivers plenty of warning. Place emergency flares or warning triangles 200 to 300 feet behind your vehicle. This allows other drivers to change lanes, if necessary.
- If you don't have emergency flares or triangles, stand well off

the road, back from your vehicle, and wave traffic around you. Use a white cloth or flag, if you have one.

- Stay out of the roadway. Don't even change a tire if it means standing in traffic.

*(Editor's note: As staff, our first responsibility is always to ensure the safety of the people we support. Make sure they are out of harm's way, in case of breakdown or accident.)*

# MDC EMPLOYEE EXPECTATIONS

MDC Administrative Team

Some years ago, the National Alliance of Direct Support Professionals developed the "DSP Code of Ethics". The purpose of this code was to establish a set of ethical standards, similar to those used in medical and legal professions, by which DSPs are expected to conduct themselves. The MDC Administrative Team has created "Expectations of Employment", our own set of ethical guidelines—the minimum acceptable standards by which all employees are expected to behave.

The MDC Employee Expectations:

1. We expect employees to make sure the people we serve are always well cared for in accordance with their Individual Support Plans, given choices, treated with dignity and respect, encouraged and assisted to practice good hygiene, provided with appropriate and nutritious meals and snacks, kept safe and be supervised at all times.

2. We expect employees to respect the property and time of the people we serve, our coworkers and Michael Dunn Center. Theft, destruction, waste, incorrect recording of time

***The Administrative Team has created "Expectations of Employment", our own set of ethical guidelines***

worked, running errands on company time, using cell phones for personal calls when providing direct care, or unauthorized use of MDC vehicles or property are prohibited.

3. We expect employees to come to work when scheduled, on time, able to work a full shift and be productive. If not, we expect employees to call their supervisor. If "on call", we expect employees to be able to be

reached when called, come in promptly and be productive. Sleeping, loafing, dozing, the possession or use of weapons, alcohol or drugs is prohibited.

4. We expect employees to work in a professional manner. Acting in an unsafe, immoral or indecent manner, using profane, vulgar or abusive language, gossiping, wearing improper work attire, or behaving in a way that discredits MDC is not acceptable.
5. We expect employees to cooperate with coworkers and supervisors, follow directions, be part of the work team, ask questions, seek help, be flexible and respect others.
6. We expect employees to maintain confidentiality, follow MDC and government policies, procedures and all the training they receive, be neat and accurate in their work, take initiative, meet deadlines and report any problems or violations of these expectations or MDC policies.

## The Survey Says....

*(Continued from page 1)*

benefit of perspective- how do we compare to other agencies? It's hard to see yourself through other's eyes.

For that reason, it was especially nice to hear the comments from the DMRS Surveyors, who spoke so highly of the services we provide. We heard descriptors like "top-notch", "great", "and "tremendous options". With respect to Individual Program Plans, one surveyor said we were "the first- and maybe only, agency to receive a rank of "substantial" compliance on their surveys. We did have some defi-

ciencies, which we will be addressing, but overall this was one of the most positive survey reports we've ever had.

Other comments noted included:

"Staff are very knowledgeable about the people they support"

"It's very unusual to find Management staff who know as many details about individuals"

"As far as supporting people to exercise their rights- that is a primary focus of the agency, and you do it very well"

"People are encouraged to be involved in community events, churches, vacations, etc."

"We want to commend you for the amount of collaboration among staff to create opportunities"

"We really enjoy visiting agencies that do a great job."

To sweeten the pot, just weeks after the DMRS survey, State License paid us a visit to assure that we are complying with licensing regulations— health and safety. We received a perfect score- *100% compliance!* So... take a moment and savor the satisfaction of jobs well done. Give yourselves a large round of applause! Enjoy the moment! But don't let it go to you head. Keep one thing in mind: we can *always* do better. Look around you and think about what *you* can do *today* to improve the lives of the people you support. Then go out and make it happen!

# TONYA'S BIG (OUTER BANKS) ADVENTURE Tonya Watts

Last year's big vacation started with one challenge before we left the parking lot of the center.....How in the world will we fit all that luggage on the vans?? And with 24



Taking it easy.

people, that's a lot of luggage. The whole trip was nothing short of an Adventure! We went shopping and rode bikes to the beach (we rented these great beach wheelchairs so that everyone had access to the beach), went out to eat and enjoyed a musical show. Some visited the local light houses, which were beautiful. Trudi D was so excited about everything- for me, she was a highlight of the trip. I think she

Another lady who was inspiring to watch and hang out with was Barbara H. Barbara went to the beach prepared with her sketch pad in hand (she's quite a good artist). She studied the ocean and you could tell that she was taking mental pictures. She would comment "It's so beautiful- I wish I could stay here forever". Barbara told me she had a photographic memory and said she could not wait to get started with her art work. She also enjoyed all the restaurants and shops we visited. She and some of the other ladies enjoyed getting manicures and pedicures.

Carl V is the NASCAR King. He and a few of his friends hit the

on the bike rides we went on. John L would yell at me "well come on you ole slow poke!".

Here is a little story (but don't tell Tabitha Cox)! Before we ever



Hey- she took my food!



Good food, good friends, good times.

crossed the state line we stopped to use the restroom and buy some snacks. Now I didn't see this with my own eyes, but this is how it went. A man pulled up to get gas and did not put his jeep in gear and went into the store. Stephanie Fritts saw the jeep rolling towards one of our vans. With a blink of the eye, Tab "ran in the phone booth" and came out SUPER-TAB.



Man, these Hot Wheels will go anywhere!

enjoyed the Musical Show the best and she really had a great time at the beach. She put her feet in the water and collected sea shells and loved the hot tub!

tracks at the Family Race Tracks, and I think Carl passed everyone three times in that go-cart. He won the Winston Cup! He is also a "mad man" when he is in a bumper car. Afterwards Carl, Danny and John L found an ice cream shop for a yummy cool treat.

And let me tell you about John L.- he is a *working* man. If he doesn't have any work to do it's OVER! I think one day he relaxed, kicked back and napped. Other than that one day he would help grocery shop, and his number one job was keep everybody "in check". I'm telling you if a van was pulling out, John L was on it. John L also thoroughly enjoyed beating me back to the house



Ready for the Nextel Cup!

I could almost see her cape flying. Super-Tab ran over to the jeep and stopped it with her bare hands. I bet you didn't know we have our

*(Continued on page 5)*

**Outer Banks, continued**

(Continued from page 4)

very own Super Hero! (Like I said please don't mention this to Tab as her secret will be out of the bag. SHHHH....)



Contemplating a scene.

One thing I found out about Mary B. is that she is a shop-aholic! I think she may have bought everything but the kitchen sink. Mary had a wonderful time at the beach and in the hot tub. Mary told me that her favorite part of the vacation was the beach and shopping. She also had the luxury of a manicure and a pedicure. Afterwards she said she felt like a movie star.

'sis' (that would be me, for those who don't know). Felicia enjoyed all the shopping trips but her favorite pastime was jumping in the hot tub. When visiting the beach, Felicia stayed in the sand and built sand castles with Carl. She said "that water is too cold for me and there might be a shark in there". This terrified Tab, so the Super Hero act went out the window.

Danny W. was the practical joker the whole trip. There wasn't a time that a joke did not come out of his mouth. I think he had more jokes than Comedy Central and for

her cup of coffee, and sitting on the deck watching the sun rise. She also enjoyed every shopping trip that we went on \*(and we shopped a lot!). She was also in the hot tub



Everyone needs a good pedicure.



Super-Tab and her sidekick looking bad!

just about every day.

Gary S. loved all the different places we went to eat and enjoyed some of the shopping. He went walking on the beach looking for shells. He also enjoyed the basketball goal at the house.

Della Sue loves to shop. I think she shopped everyday. She also loved all the times we went out to eat and met new people. She went one day with some of the



Anybody up for Karaoke?

some reason they were all aimed at me! Danny and John spent endless amounts of time in the back yard playing horseshoes and a couple of the staff tried to play volley-ball with them. Now come on...Rita and Jamie did you *really* think you were going to win?

Gail W.'s favorite part of the trip was the musical. She was singing, clapping her hands and dancing. She was in her wheelchair dancing to the music and Jane had to move down by her because she thought Gail was going to come out of her chair. Gail loved every part of the musical but of course her favorite was the country music scenes. She also loved the beach.

Connie H. enjoyed getting up every morning at 5 A.M., getting



This could be habit-forming!

She also stated "And that house was fine".

Felicia B. had a great time. She really enjoyed the musical because, as Felicia says it...She *likes to Jam!* Felicia liked getting her nails done and all the time she spent with her

other girls to have a manicure and pedicure. If you see Della, ask her how she liked all the pampering she had out there in the Outer Banks.

Leta H. enjoyed being at the beach and getting in the hot tub. She enjoyed hanging out with her

(Continued on page 8)

## BENEFITS OF PHYSICAL ACTIVITY

American Academy of Pediatrics

What exactly is physical fitness? Being fit means having more energy to do daily tasks, being more active, and not tiring as easily during the day. Being fit also helps to build a positive self-image and feel better about yourself.

You do not have to spend hours in a gym to be physically active. Every time you and your child throw a softball, swim a lap, or climb up a flight of stairs, your health and fitness levels are improving.

And physical activity has many proven benefits. When you are physically fit, you feel and look better, and you stay healthier. Physical activity can help:

- Prevent high blood pressure
- Strengthen your bones
- Ward off heart disease and other medical problems
- Relieve stress
- Stay active as a child and an adult
- Maintain or achieve an appropriate weight for height and body build



A major benefit of physical activity is that it helps reduce stress. Learning to cope with stress is an important part of healthy living.

Family problems, conflicts with friends, and job pressures can

cause stress. Major life changes, such as moving to a new home, are also sources of stress. Exercise helps by causing physical changes inside your body that help it react to and handle stress.

Physical activity also has many other health benefits, such as helping to ward off heart disease. Coronary heart disease is the leading cause of death in the United States.

Research has shown that your risk factors as an adult for developing heart disease start during your childhood. A lack of physical activity is one of the major risk factors influencing heart disease, such as high blood pressure, and other medical illnesses.

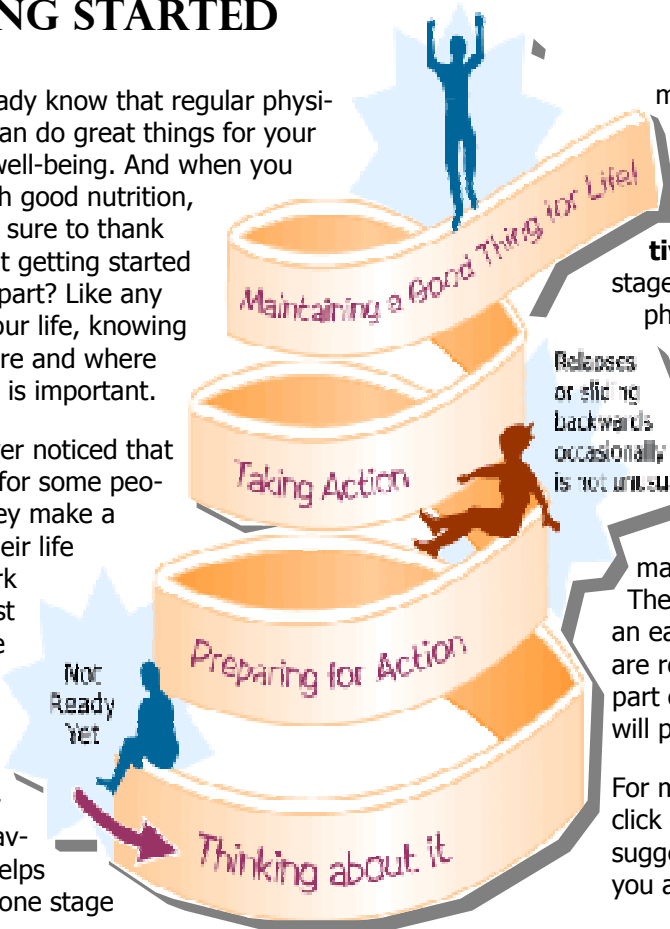
## PHYSICAL ACTIVITY FOR EVERYONE: GETTING STARTED

Centers For Disease Prevention

So, you already know that regular physical activity can do great things for your health and well-being. And when you pair that with good nutrition, your body is sure to thank you! But isn't getting started the hardest part? Like any change in your life, knowing where you are and where you're going is important.

Have you ever noticed that what works for some people when they make a change in their life may not work for you? Most people move through a series of five stages of readiness as they change behaviors. What helps someone in one stage

may not work for someone in another stage. Look at the graphic below to see where you fall in the stages of change.



**Stages of Change in Adding Physical Activity Into Your Life-Where Are You?** These stages represent a spiral path to adopting regular physical activity into your life. Each stage takes a period of time to acquaint yourself with new behaviors.

Effort and commitment is needed in all stages. You will move through each stage as you are ready to change. The interesting part of this model is that it recognizes you may not always move forward in a straight line. There will be times when you lapse, going back to an earlier stage. Then the time will come when you are ready to advance forward. This is expected and part of the process of adopting new behaviors. You will progress when you are ready.

For more information on the stage you're in now, click on the appropriate link below. The ideas and suggestions you'll read are designed just for where you are.

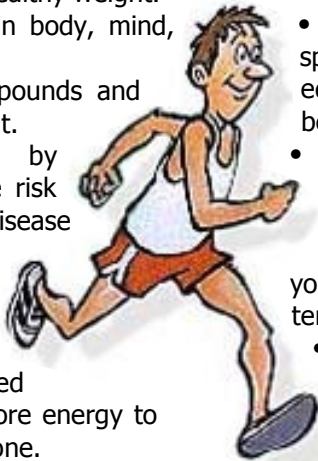
# PHYSICAL ACTIVITY FOR EVERYONE: PROS & CONS OF PHYSICAL ACTIVITY

Center For Disease Prevention

## Pros-Wanting to Do This

Check off the benefits (pros) that you want to experience. Maybe you want to...

- Maintain a healthy weight.
- Feel better in body, mind, and spirit.
- Shed extra pounds and abdominal fat.
- Live longer by reducing the risk of heart disease and diabetes.
- Look your best.
- Feel less tired and have more energy to get things done.
- Set a good example for your family.
- Sleep more soundly.
- Improve bone density, reducing the risk of osteoporosis and fractures as you get older.
- Reduce feelings of tension, stress, anxiety, and/or depression.
- Become stronger.
- Discover enjoyable new activities.
- Feel better about your body.
- Have fun.



- Want to spend your free time with your family and fear that a physical activity routine will interfere.
- Find physical activity boring.
- Think that you need to spend money on special equipment or health clubs to become more active.
- Have some lingering doubts about becoming more active.
  - Don't like to sweat and you don't want to shower afterward.
  - Don't know how to exercise.
  - Are concerned about how you look while exercising or wearing exercise clothes.
- Don't want to check with a doctor to begin an activity program.
- Have aches and pains that keep you from physical activity.
- Are too old to start or learn how.
- Don't know anyone else who can join you.
- Had a bad experience with sports or exercise in the past.

What other reasons do you have for wanting to be more active?

Cons-What's Stopping You  
Check off the following barriers (cons) that are holding you back.



Maybe you...

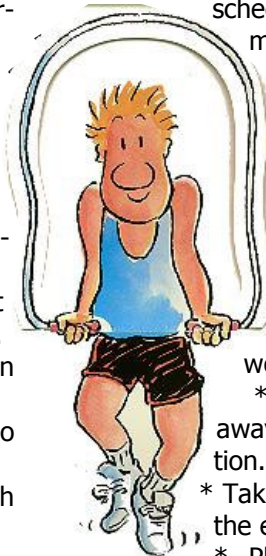
- Don't know how to find time in the day for physical activity.
- Are busy and stressed, and you don't want to take on another challenge.

where do  
Which benefits are you most excited about? Which barriers do you feel strongest about? Often when you see what items are most important, you will begin to shift your views about physical activity and decide

that finding easy ways to add physical activity into your life is exactly what you want to do.

.....  
**There are 1440 minutes in every day... Schedule 30 of them for physical activity.**

Adults need recess too! With a little creativity and planning, even the person with the busiest schedule can make room for physical activity. For many folks, before or after work or meals is often an available time to cycle, walk, or play. Think about your weekly or daily schedule and look for or make opportunities to be more active. Every little bit helps.



Consider the following suggestions:

- \* Walk, cycle, jog, skate, etc., to work, school, the store, or place of worship.
- \* Park the car farther away from your destination.
- \* Take the stairs instead of the elevator or escalator.
- \* Play with children or pets. Everybody wins.

\* Take fitness breaks-walking or doing desk exercises-instead of taking cigarette or coffee breaks.

\* Perform gardening or home repair activities.

\* Use leg power-take small trips on foot to get your body moving.

\* Exercise while watching TV (for example)

\* Dance to the music.

Keep a pair of comfortable walking or running shoes in your car and office. You'll be ready for activity wherever you go!

**THE MICHAEL DUNN CENTER  
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**Phone Numbers:**

Poison Control.....1-800-222-1222  
Abuse Investigator....1-800-579-0023

***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](http://www.michaeldunncenter.com)*

**BIG ADVENTURE, continued**

friends and playing in the back yard. Leta knows how to vacation! She sat outside in the evening doing absolutely nothing. She also enjoyed all the good food, the musical and all the shopping trips we went on.

Ginger J. went everywhere that we went including the musical. She also went down to the beach one day. She enjoyed helping set the table every morning. She was our "life guard"- she would watch anybody that got into the hot tub them and tell them "Get out of that water and put your dry clothes on, right now". Ginger also enjoyed all the good food that we had and some of the shops we visited.

Betty I. enjoyed lounging in the

sun and laying around the patio. She also enjoyed all the fine places that we visited to eat. I think what she like most was all the after noon naps she took. Now, that Betty really knows how to vacation!

Missy D. was a ray of sunshine the whole trip. She was ready to go and *stay* on the go. She loved the beach. She laughed the whole time she was at the shore lines. Missy also enjoyed the musical. She danced and laughed through the whole show. She and one of her friends loved the hot tub. We could not keep them out of that thing! Missy would get in the hot tub and just take it easy. She would splash the water and laugh. Her laughter was what the trip was about. *Everyone's* laughter. Sure it was tough

and sure, we had some stressful moments, but when it's all said and done..... All of us who went on this trip will never forget it!!!

Thanks to ALL who helped make this trip a success. I know that Missy, Felicia, Ginger, Trudi, Betty, Gail, Gary, Leta, Della Sue, Connie, Danny, Mary, John L., Carl, and Barbara would all want to thank you from the bottom of their hearts. BIG THANKS! to Mr and Mrs. Daniels and their friends for all of their donations to the Webster House that helped make this trip possible. Thanks also to the following staff: Stephanie Fritts, Destiny Vestal, Eva Griffith, Jane DeHart, Tabatha "Super Woman" Cox, Sue Hutchinson, Jamie Bunch, and Rita Holt.

Melanie Harmon

**COMPLIMENTS EXTENDED TO DDI STAFF**

All of us like to hear that we are doing a good job. It makes us feel valued, good about ourselves and believe that our efforts make a difference. Here are some compliments that customers have said about Dunn Diversified Industries and its employees.

- They met their timetable and the quality of work was excellent. In fact, they did a better job than the plant could have done.
- Their ability to fulfill our needs re-

mains unblemished.

- The determination of the DDI employees is remarkable.
- DDI employees are very conscientious about their work. They take pride in what they do.
- They are the hardest working people you will ever know.
- I think the world of the DDI employees. They make my day.
- They brighten up our work place and work hard.
- Seeing your good work crew yesterday was the most encouraging

thing I have experienced in a long time.

- Using DDI employees allows me to free up my employees to work on other jobs.
- They are doing important work. It helps communities, families, and businesses.
- It's going great. It is well worth the time and money and it' saving my company money.
- We would highly recommend them to do any type of work they felt they could handle.

**"You can't change where you came from,  
but you can change where you are going."**

**... Anonymous**