



michael dunn center

### DID YOU KNOW?

The Employee Assistance Program (EAP) will soon be available as a benefit to all employees, both part time and full time, regardless of whether or not you currently carry our health insurance.

In addition, not only is EAP available to all employees, all members of the employee's household will be eligible. See back cover for additional details.

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# Now You Know

VOLUME 7 ISSUE 1

1ST QUARTER 2009

edited by Roger Richmond

**Michael Dunn Center**  
now leans on **Cariten**  
for health insurance.

**Cariten**  
Healthcare  
a HUMANA affiliate

## A New Look and A Billboard Roger Richmond

With our recent change in insurance carriers, Cariten now provides our health insurance. As we were discussing plans to make the switch in carriers, our Cariten representative, Penny Collins, made a very interesting proposal. She asked if we would be interested in having Michael Dunn Center featured as a newly insured agency in Cariten's "Someone to Lean On" advertising campaign.

Of course, we immediately agreed and asked for volunteers or recommendations for people at MDC to

represent us. A quick list was put together and Vicki Murray, Shirley Roddy, Ben McNew, Cathleen Cox, and Wade Creswell (above, l-r) joined Penny and our insurance agent, Jim Condra, for the photo shoot. We are featured on three billboards, located in Knoxville and Oak Ridge; one is on Kingston Pike, at Pellissippi Parkway; one is on Pellissippi Parkway, near Hardin Valley Rd, and the third is in Oak Ridge.

In addition to the three billboards, Cariten is also featuring us in their newspaper advertising. They ran

an ad (see page 5) in the Sunday, February 7<sup>th</sup> edition of the Knoxville News Sentinel, as well as in this week's Roane County News.

With our face in the highlights, it seems a good time to refresh the look of *Now You Know*. We hope you find it enjoyable.

Please share with me your thoughts with regard to the newsletter. Do you read it? Do you enjoy the articles? Would you be interested in submitting articles? Are there items of interest you'd like to see? Drop me an email in Timas or in Outlook and let me know what you think.

# Nursing Reaches Out

Donna Flask



IT IS VERY IMPORTANT THAT YOU HAVE AS MUCH INFORMATION AS POSSIBLE CONCERNING THE SERVICE RECIPIENT AND THEIR CONDITION.



The Nursing Department will be offering educational classes, which can be taught in ResHab, Supported Living and Med Res homes, as well as in the Day and Work Programs. The classes can be scheduled by your house or department at your convenience.

These classes will serve as an extended training program for new staff

and an update for our seasoned staff.

Based upon the Service Recipient's needs and the approval of your House Manager and Department Director, you will be able to pick topics from a menu of classes that can be taught at your home.

The purpose of this training is to continually improve the health and

quality of life of our Service Recipients, as well as to provide staff with the knowledge and confidence they need to provide proper care. Currently, the available topics are ADL's, diabetes, fiber and nutrition, seizures, documentation of medical events, hypertension and checking blood pressures, nail care, oral hygiene and exercise. New topics will be added as the need arises.

## The Nurse Is In

Denise Jandro

**Have you called a nurse at MDC lately? You may have noticed a change.**

It is our goal to give our Service Recipients the best possible nursing care that we can. In doing so we hope we will be able to reduce the stress and limit unnecessary visits to the emergency room.

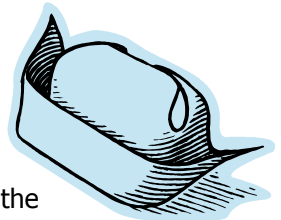
When it becomes necessary to notify the on-call

nurse of a medical situation, you will be asked a series of questions that pertain to the symptoms you are describing. The information you give will need to be accurate and current to assist the nurse in arriving at the best possible treatment.

Please be aware that it is very important that you have as much information as possible concerning the Service Recipient and their condition.

This will enhance the process to resolve the issue in a timely and safe manner.

Please be patient with our questions and answer them to the best of your capability. Our new program will make calls more consistent and efficient and hopefully provide a better service to all those involved.



## New Nursing Clinic

Denise Jandro

The Nursing Clinic is now new and improved and located in Room 4. Residential and Supported Living services will continue to rotate being seen every other week.

The differences in clinic operation are the location, the organization and the actual assessment process. Please plan for each service recipient to be in the clinic for fifteen minutes. We will only

have two Service Recipients in the clinic at any given time. The nurses request that staff do not bring SR's to the clinic, but that the nursing staff goes to get

*(Continued on page 11)*

# A Word From Mike... Mike McElhinney

Almost one year ago the new pastor of Roane Church knocked on our door and asked if there was space available where his upstart congregation could meet on Sunday mornings. Since I hate to heat and cool our buildings when they are empty, and know they are not being used twenty four hours per day, seven days per week, we said yes to his request. We only asked that he provide insurance coverage. If another congregation, exercise group, service club, government committee or whatever asked to use our space for a meeting we would say yes to them as well.

As a result of that meeting Roane Church, and their parent church in Knoxville, has poured over \$35,000 into renovations at Michael Dunn Center. This is a great story in and of itself, but it is just the beginning of the story. The next few chapters of this story fall under the category of "networking".

Networking, or using both formal and informal connections and relationships, has proven to be something the folks associated with Roane Church are very good at. As a result of their networking:

1. Two large groups of high school students came on a mission trip from west Tennessee to Michael Dunn Center last summer to plant a garden at LaCroix, wash windows at Michael Dunn Center, and to do other cleaning projects.

2. A large number of volunteers came to Michael Dunn Center this past fall and washed vans, buses and cars, weeded flower beds and performed other service projects.

3. The new Michael Dunn Center sign was donated by a sign company from Athens.

4. Over Christmas, 20 college students gave up a week of their break to travel from South Carolina to Michael Dunn Center to paint, install carpet, clean and do a variety of other tasks.

5. A member of Roane Church is a senior executive at SAIC Corporation, in Oak Ridge. They have held several fundraisers among their employees and pledged a minimum of \$40,000 toward the purchase of a new school bus. They have also donated large amounts of carpet and office furniture. And they have pledged to help us upgrade our training room and computer network. This executive, Gail Christian, has also recently agreed to serve on our board of directors.

We anticipate this network of relationships to continue to grow and lead to more volunteers, donations and other possibilities. The more all employees and volunteers network and make contacts the more successful we will be at raising contributions for Michael Dunn Center.



# Tips For The Caregiver

Lin Sims



When you are a caregiver (DSP), finding time to take care of your own physical needs is difficult enough, but taking care of the physical needs of someone else is even more challenging. Assisting someone else to dress, bathe, sit or stand when they are upset, agitated or combative — often the case when caring for someone with a brain disorder — requires special strategies. The following five techniques can make taking care of a service recipient's physical need easier.

**1) Approach from the front and retain eye contact.** When assisting someone physically, approaching from behind or from the side can startle and confuse the person in your care, leading to increased levels of agitation and/or paranoia. Instead, approach from the front and tell them what is going on. Use a calm voice to walk them through the whole process. For example, "Okay, let's stand up. Good. Next, we are going to... ." Retain eye contact throughout the duration of the activity.

**2) Elicit their help.** Even when frail, the service recipient might be able to shift his/her weight or move his/her arms or legs to make physically assisting them

easier. Some examples are: "We're getting ready to stand now so lean forward as far as you can," or, "Can you move your leg so I can change the sheet?" A little help from them means a lot less work for you.

**3) Allow the person to finish what they are doing.** If, as a caregiver, you are running late, the tendency is to hurry the service recipient, too. However, this rushed atmosphere is very difficult for many individuals, especially those who suffer from brain impairment and physical disabilities. Though you may try to sound calm and encouraging, it is easy for service recipients to pick up our "anxious vibes." So, even if running late, allow some time to finish the current activity before moving onto the next. For example, "Bob, after you finish that last bite of cereal, we're going to get you dressed and ready to see your dentist."

**4) Utilize the major bone and muscle groups.** When physically assisting a service recipient, pulling or supporting them by their hands or arms is not only difficult, but may lead to injury for you and them. Instead, utilize the major muscle and bone groups. For

example, when taking someone for a walk, stand directly behind and to the left of him or her. Place your left hand on their left shoulder, and your right hand on their right shoulder. In this way, you are walking with them in a comforting hug rather than pulling or pushing them. In addition, when turning someone in a bed, utilize the large bones in the hip and shoulder and the large muscles in the legs. Pull them toward you with your right hand over their hip or at the knee and your left hand at their shoulder.

Finally, when pulling someone to a standing position, it is best to use a transfer/gait belt. Once they are sitting at the edge of the bed or chair, pull up on the transfer belt, "hugging" them close, again, utilizing their large muscle groups in the shoulders and the back. Remember to keep your back straight and to always change your position by moving your feet, rather than twisting at the waist.

**5) Allow for their reality.** Remember to accept the service recipient's reality (try putting yourself in their place), even when assisting with a physical task. If, for

*(Continued on page 5)*



# GOTCHA! Denise Jandro, Roger Richmond

**Great. Outstanding.  
Terrific. Caring.  
Hard-working.  
Awesome.  
!**

*Congratulations!* We 'caught' you making a difference!

We have recently established an Employee Recognition Committee to explore options and discuss various suggestions for providing recognition for such things as job performance and longevity.

Our first form of recognition is what we call "GOTCHA" cards. These cards will be given for outstanding acts that go above and beyond someone's job description.

The committee agrees that employees who go the extra mile should be recognized for their performance; too often such acts go unrecognized.

## A Few Tips, cont'd

*(Continued from page 4)*

example, the service recipient doesn't want to get undressed in front of you, don't force the situation. Try leaving the room and coming back in a couple of minutes. Perhaps on a second or third attempt the service recipient will become more amenable to your care.

If all else fails, consider the situation. Is it essential or an emergency? Changing a service recipient's soiled gar-

nized, if not unnoticed.

GOTCHA cards will be handed out by administrative staff and house managers. The best part is that everyone who receives a card will be automatically be entered into a monthly drawing for a variety of wonderful prizes such as gift certificates for dinners out.

Present members of the committee are Michaelae Butler, Wade Creswell, Stephanie Goodson, Cathleen Cox, Tonya Watts, Mike McEhinney, Denise Jandro, and Roger Richmond.

The group will continue to explore avenues for recognition and rewards. If you have any suggestions, let one of the committee members know and we will discuss it.

ments cannot be delayed. However, if a service recipient is being difficult and does not want to take a bath or wash his/her hair on a particular day, that's okay. Plan to do it later that day or the next day, when they may accept your help.

Finally, do not try to physically assist a combative and difficult service recipient unless you can manage without escalating the situation. Injuring yourself will not help the situation,

## Michael Dunn Center now leans on Cariten for health insurance.

More and more prominent local businesses choose Cariten for their employee health insurance coverage.

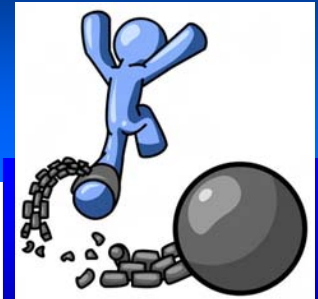
For information on how you too can lean on Cariten Healthcare, call your broker or call Cariten at 470-7640, toll free 888-269-2927.

**Cariten**  
Healthcare  
a HUMANA affiliate  
www.cariten.com



and will often make your care giving responsibilities that much more difficult.

If you find yourself in a non-emergency situation where you are unable to physically assist the service recipient (for example, after he/she slides from their chair to the floor) call for assistance from your fellow employees. They will come to your aid.





Myranda, taking care of business.

## WORK PROGRAMS



Carl is placing the pallet block on a CTA box.

*The training is so effective the workers are able to do the job with minimal supervision.*



Work Programs employees assembling boxes for PCA

# Protean Instruments Angela Stiles

Protean Instrument Corporation, which is located in the Buttermilk Road Industrial Park, produces ultrahigh performance systems used for measuring alpha/beta radiation. They market these devices to health physics and radio-chemistry professionals.

Betty Walker, Protean office manager, stopped by the MDC and spoke with Jean Plummer about an MDC crew performing job duties for the company. Jean directed Betty to MDC Sales Representative Melanie Harmon and plans were discussed for the jobs that Work Programs now provides for Protean.

Work Programs has two workers, Chris and Myranda, that do janitorial work for Protean. Along with their supervisor, Hope Ellison, they clean Protean every Friday afternoon. When they first arrive the Protean, employees are still working, and Chris and Myranda enjoy socializing with them as they start work.

Work Programs also provides services for Protean. John L. is the Work Programs employee who assists with the pick-up of material to be shredded. As anyone who knows John L. would testify, he is "THE

SUPERVISOR" over staff members, Paul Bennett and Jack Smith, rather than vice versa.

John L. is Paul and Jack's right-hand man when performing document destruction projects, and they appreciate his unlimited wisdom. Work Programs also does landscaping and recycling work for Protean upon request.

Our staff and service recipients enjoy working with everyone at Protean Instrument Corporation and appreciate the opportunities they have provided.

## PCA Employs

### MDC Crews

#### Debbie Thomas

Packaging Corporation of America (PCA), a fortune 500 company and a leader in the packaging industry, has recently awarded Work Programs with a new job assembling CTA boxes.

PCA manufactures the corrugated boxes, Work Programs assembles them, and PCA's customer in Kentucky uses

the finished product to pack ceiling tiles for shipment.

PCA was doing this job in-house, on their 3<sup>rd</sup> shift, utilizing their equipment operators to fold the boxes. It was expensive for them, due to their use of operators with skilled labor rates and a shift differential in pay. In addition, they had to interrupt regularly scheduled production jobs, due to last minute orders. The advantage to PCA in utilizing Michael Dunn Center Work Programs personnel for this job is a lower cost per unit and the ability to free up equipment operators for more highly skilled work.

Work Programs used the opportunity, while waiting for the stock to be delivered, to clean and reorganize Work Programs buildings, in order to maximize the work flow and enhance efficiency for the job, which requires a lot of work space. The work is very impressive to show our visitors. Once Work Programs began the work, they realized the need to utilize some key MDC staff to help fill our first two orders and called for help.

MDC teacher, Jana Peters, was instrumental in training School to Work Transition Students on

*(Continued on page 7)*



**Curbside  
Recycling  
Service**

**\$10 every 4 weeks  
for pick up at  
your home.**

**We recycle  
aluminum and tin  
cans, cardboard,  
newspapers, plastic  
containers and all  
paper**

**Recycling bins  
available for \$20.**

**Recycling also  
available for free if  
you bring sorted  
material to Work  
Programs building  
any time Monday-  
Friday.**

**8 a.m.- 4 p.m.**



# Going Green

Dee Ann Lindsay

## **MICHAEL DUNN CENTER EXPANDS RECYCLING EFFORT**

What better combination could there be between green solutions for home and business needs and employment opportunities for individuals living with disabilities and challenges? The Michael Dunn Center accomplishes both with its recycling program.

The service includes aluminum can donations, litter control since 1998 for Roane County, Tennessee Valley Authority, and the Cities of Harriman, Kingston, and Rockwood, paper recycling since 2000, and secure document destruction since January 2005. Safe and confidential shredding of documents is a valuable service provided at a reasonable cost to individuals and businesses. It can be done on a one-time, recurring, or regularly scheduled basis. Mobile shredding units serve Roane and five surrounding counties.

Curbside recycling was recently added to Michael Dunn Center's recycling program. No other rural county in Tennessee offers curbside recycling. Currently, eighty four homes and businesses in Roane County place their bins containing recyclables at the curb for service

every other week. For those not interested in curbside pickup, accepted sorted recyclables can be dropped off at the Michael Dunn Center Recycling Building Monday through Friday 8 a.m. to 4 p.m.

Michael Dunn Center's recycling program reduces waste stream. This means material previously going to valuable landfill space is now used for other products. Paper, plastic, aluminum, and corrugated material are processed at the well-equipped Michael Dunn Center Recycling Building conveniently located on Highway 58 near Interstate 40. Different grades of paper are sorted to maximize income from sale of stock. Material is baled, sold to recyclers, and delivered to local end users. Kimberly Clark in Loudon County uses paper to make toilet paper and paper towels. Plastic goes to Advanced Polymer Recycling and is used in Mohawk carpets, underground piping, paint pails, and plastic containers.

Individuals at homes and businesses participating in Michael Dunn Center's recycling program contribute to a State of Tennessee mandate requiring Counties to reduce waste streams by 25 percent. And individuals living with disabilities and challenges contribute to make this region a more desirable area in which to work, live, and play.

## **PCA, cont'd**

*(Continued from page 6)*

the job layout and work flow. The training was so effective that workers Amy and Tavi are able to do the job with minimal supervision. Jarvis was trained on stapling the boxes. When asked what he liked about this job he said he "liked making money, because he had a wife to support and bills to pay." The job also serves as filler when other work isn't available. Currently Work Programs employs about 10 service recipients when an order is placed for PCA.

Michael Dunn Center Work Programs has an enclave that has been providing personnel for labor services since September 1997 and is a vital part of the PCA team.



Reggie is pumped and ready to play ball!

# The Sports Page



Brian takes aim

## Chargers On Fire!

The Roane County Chargers participated in the East Tennessee Regional Basketball Tournaments, at Maryville College, on February 14<sup>th</sup>. The Chargers played a total of three games. The first competition was against the Warriorrette's, with a tied score of 12 to 12.

For the second game, they competed with the Warrior's. Our team was unstoppable, with a final score of 28 to 4. In the final game the exertion of the day showed, with the Chargers losing to the Lenoir City Bulldogs 28 to 16.

The Chargers played fiercely throughout the whole com-

Articles by Stephanie Goodson  
and Tiffany Whittenbarger

petition. One of the highlights was the mighty defense, played by Buster Robinson, Joe Cochran, and Brian Woods. The offense was on fire, as well, with scoring by Amanda Farr, Danny Webb, Joe Cochran, Don Willis, Josh Borum and Robert Sands. The leading scorers of the games were Buster Robinson and Billy Schuiten.

The crowd and the cheerleaders kept the Chargers pumped by their loud cheers. Harold Barton was a big supporter for our team, trying to keep the referees in line by yelling, "Hey Ref, you have a whistle, so *use* it!"

## GO Chargers!

Michael Dunn Center would like to introduce to you the new MDC cheerleaders, who showed so much pride and enthusiasm while supporting the Roane County Chargers, MDC's own basketball team.

pumped for the Regional Basketball tournaments at Maryville College on Saturday, February 14<sup>th</sup>.

The cheerleaders would like to say a special thank you everyone who helped make this activity possible by purchasing the uniforms and pom-poms and helping make the signs.

The squad made their grand appearance at a pep rally on Friday, February 13<sup>th</sup>, at the MDC Valentine Dance. Before the rally, they prepared by making signs to show their support for our team. They also practiced several cheers, which they presented at the rally.

The cheerleaders showed great spirit and pride in their team when each player was announced during the rally.

They were very enthusiastic and helped get the players

**MDC Cheerleaders are:**

- Mary Harless**
- Martha Harless**
- Myrtle Ruth Jones**
- Nikki Watson**
- Lorilee Chadwick**
- Trudi Day**
- Missy Daniels**
- Mary Bowmen**

**Coaches**

- Tiffany Whittenbarger**
- Stephanie Goodson**



The Roane County Chargers



Josh prepares for the attack





# MDC Computer Policy

**Following is the new MDC computer usage policy.**

No employee should have any expectation of privacy as to his/her computer usage and all users consent to the monitoring of it. All Michael Dunn Center computer equipment and its content are subject to review anytime at Michael Dunn Center's discretion.

Our e-mail, computer, Internet and voice-mail systems, and the information maintained on these systems, are company property. These systems are in place to facilitate your ability to do your job efficiently and productively. These systems are for business purposes, and personal use is restricted.

We may intercept, monitor, copy, review and download any communications or files you create or maintain on these systems. When using the Internet or e-mail, you may not send materials of a sensitive nature or that constitute "confidential information" unless the information is properly coded

to prevent interception by third parties.

Your communications and use of our e-mail, computer, Internet and voice-mail systems will be held to the same standard as all other business communications, including compliance with our anti-discrimination and anti-harassment policies. We expect you to use good judgment in your use of our company's systems. Management should be notified of unsolicited, offensive materials received by any employee on any of these systems.

Your consent and compliance with e-mail, computer, Internet and voice-mail policies is a condition of your employment. Failure to abide by these guidelines or to consent to any interception, monitoring, copying, reviewing and downloading of any communications or files is grounds for discipline, up to and including termination of employment.

At no time should any user download any executable

file, audio/video, or image file, or any software without prior approval.

The following activities are strictly forbidden:

- Accessing or downloading to any computer from the Internet any obscene material or pornography;
- Attempting to break into or gain unauthorized access into any computer regardless of whether public or private;
- Engaging in illegal, fraudulent, libelous or malicious conduct;
- Peer-to-peer (or P2P) file sharing, such as downloading audio or video files;
- Downloading games, or playing games whether alone or against opponents over the Internet;
- Introducing computer programs with any potential impact on the system, (examples include but are not limited to: viruses, worms, Trojan horses, etc.).



***"No employee should have expectation of privacy as to computer usage and all users consent to the monitoring.***



## Creating a Good Password Roger Richmond

Computer safety is an important issue, both in the workplace and with your personal computers. Hackers abound who would like to steal your personal information.

When you are creating passwords, please keep in mind that passwords for

logging into Windows need to be very secure.

A good, secure password does not contain 'real' words, names, locations, etc. You should avoid sequential numbers (1,2,3,4,5,6) or repeated characters (zzzzzzzz).

Do make your password something easy to remember. A series of random characters is safest. You may use a sentence— for example, "My Son John is 16 Years Old", and use the initial letters for the password.

In this example, my password would be MSJi16YO. I would add a few symbols to increase security, resulting in the following: MSJi16YO\*&@.

Now you have a very safe and secure password, with a hint to jog your memory. And with passwords, longer is better.



**Employees must sign to receive or decline insurance when they reach ninety days of employment.**

*Please welcome the new HR.*

*We have a very strong team and they will continue to help improve the quality of services we provide.*

**THE GIRLS FROM HR TAKE AIM: Jamie, Cathleen, and Stephanie (L-R)**



# Insurance Enrollment

Stephanie Goodson

There seems to be some misconception about the insurance enrollment class that is held for all new employees. The class is mandatory for all full time employees who have been employed for 90 days by Michael Dunn Center.

All full time employees qualify for benefits, which include health, dental, vision insurance. Life insurance is also provided to all full time employees at no cost to the employee. So

why would anyone want to pass up an opportunity like that? Unfortunately, employees fail to show up for this enrollment class and risk remaining uninsured until the next open enrollment date. Open enrollments for insurance and other benefits are only held once per year. If you fail to attend enrollment class, you risk not having insurance for as long as a year.

If you're saying to

yourself, "I don't need insurance, so why should I bother?", then you should remember that this is a mandatory class- you must attend, just like any other required training .

Human Resources must have a signature on file for documentation that every employee had the opportunity to either sign up for or decline health benefits. So please come join me during the enrollment class when you reach 90 days and let us benefit you.

## The New HR

It seems as though we've had nothing but changes in Human Resources over the past few years. As of January 1<sup>st</sup> we once again have a brand new team in HR. I wanted to introduce you to everyone, if you don't know them already...

Pictured on the left, we have Jamie Davenport. She

has been with us since October. We needed an extra set of hands and had just enough in the budget for a part-time position. Jamie works 20 hours a week and does the filing, data entry into TIMAS, worker comp reporting, and anything else that is helpful. She is expecting in April (it's a boy). She makes an excellent fried pie and can also be seen at the Rockwood flea market on the weekends with her family.

In the middle, we have Cathleen Cox. She recently was hired as an LPN working part time and very recently accepted a position as our new Training Coordinator. She will be teaching and scheduling all of our classes for staff education. She has taught in elementary, middle, and high schools and has worked as an LPN for over 2 years.

## Tara Hanouskova

She has 5 children and lives with her husband and in Spring City.

On the right is Stephanie Goodson. As most of you know, Stephanie is the new Director of Human Resources. She worked for us as a driver and DSP from 1997-1999. This time, she has been with the company since 2001. She started as DSP, was promoted into case management in 2003, and again as the Incident Management Coordinator in 2006. She has devoted 9 years to MDC in many different capacities. She also has a beautiful baby girl, Rilee, who is 8 months old.

Please welcome the new HR. We have a very strong team and they will continue to help improve the quality of our services!

# Heroes Among Us



**Natasha Muir**

At 10:30 P.M., on Tuesday, January 12, 2009, service recipients were in bed at LaCroix House, and staff were going about their evening routines. Darlene Wilson and Natasha Muir were in the kitchen and Judy Earles was in the office. Darlene and Natasha noticed an odor of smoke, and Natasha immediately went to do a room check.

Fortunately, Natasha checked Rita's room first. When she attempted to turn on the light, she observed a red glow around the switch, and found the room to be filled with smoke. Rita was in bed with her sheets pulled up over her face, exposing only her eyes.

She was obviously scared and didn't know what to do.

Natasha immediately evacuated Rita, who would easily have succumbed to smoke inhalation, had something not been done quickly. The staff began the evacuation process and had everyone safely outside within less than two minutes. They called 911 and Jody Gregg, who contacted Tonya Watts. Residents of LaCroix were promptly transported to Hope Haven 2. Tonya and Gary Heidle moved beds so everyone would have a place to sleep.

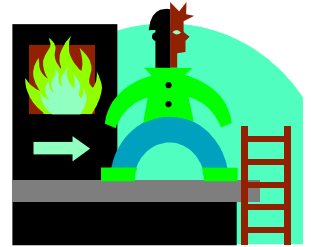
In short time, the fire department was on the scene extinguishing the fire, which was later determined to be electrical in nature. The fire was caused by either faulty wiring or by use of a higher wattage light bulb than the light fixture is rated for.

Jody and Tonya and all the people who live at LaCroix House extend thanks and ap-

## Roger Richmond

preciation to Hope Haven 2 and to all the other houses that welcomed them in for temporary relocation. They also wish to express thanks to The Steven Wright Laundry Service and to Work Programs for laundering everyone's clothing and household belongings. Service Master came and cleaned the house and by Friday everyone was able to return to their home. No one could not even tell the house had been smoke-filled just a few days earlier.

Is fire evacuation training important? You bet. Do we have staff who will step up and demonstrate heroism when called upon? Absolutely. This was truly outstanding performance from all those involved. Many thanks to everyone who helped minimize the impact on our service recipients. Keep up the great work! Our folks depend on you.



**Do we have staff who will step up and demonstrate heroism when called upon? Absolutely.**

**Immediately following the fire, a review committee convened to discuss the response to the fire and measures that can be taken to prevent a similar incident. The Roane County Fire Marshall participated in the review and was very complimentary of our response and measures we are putting in place.**

**As a result of this incident, incandescent bulbs are being removed and replaced by cooler operating compact fluorescent bulbs throughout the agency.**

## New Clinic, cont'd

*(Continued from page 2)*

each SR either from their classroom or in the Community Room, where service recipients from Supported Living can wait their turn. Please bring any medical concerns with the SR to the clinic.

Effective February 25<sup>th</sup>, the Supported Living Clinic will run from 1:00 P.M. - 2:00 P.M. for Circle, Hauth, JDJ, Maejantra and Mt. View. It will run from 2:00 P.M. - 3:00 P.M. for Conlin, Griffis, McCuiston, and Rockwood Houses.

In a few months, all service recipients that need to see a nurse will go to Room 4. We will let you know when that begins.



**Phone Numbers:**  
Poison Control.....1-800-222-1222  
Abuse Investigator....1-800-579-0023

**Back issues of NYK can be found at  
[www.michaeldunncenter.org](http://www.michaeldunncenter.org)**

Empowering  
individuals  
living  
with disabilities and  
challenges to gain  
independence.



## **CARITEN ASSIST** **EMPLOYEE ASSISTANCE PROGRAM** **(EAP)**

### **WHAT IS CARITEN ASSIST?**

Cariten Assist is an employee assistance program designed to provide members with assistance with such issues as family and marital problems, help with children, stress, depression, financial issues, elder care issues, and substance abuse. It is also available for work-related issues such as time management, work-related stress, job performance, and burnout.



### **WHO IS ELIGIBLE FOR EAP?**

EAP is available 24 hours a day, seven days a week for all employees of Michael Dunn Center, whether or not you carry health insurance and any member of the employee's household. You are eligible for up to 8 visits per problem per year.

### **HOW DOES CARITEN ASSIST WORK?**

Members may call us directly at 865-531-4500 or 800-232-8335 to make an appointment or consult with a counselor over the telephone. Often a phone call is all it takes to evaluate the situation and develop a plan of action. Sometimes, a few meetings with a counselor will resolve many of your concerns. However, if you and your counselor decide to access additional resources, your counselor can help you select an in-network provider.

### **IS IT CONFIDENTIAL?**

Yes. Everything communicated between you and your counselor is completely confidential. No one will receive any information about your contact unless you explicitly designate someone to receive the information. You are not required to contact Michael Dunn Center in order to access EAP services.



### **HOW MUCH DOES IT COST?**

There is no cost to the member for Cariten Assist. However, if you choose additional care, costs may be incurred. Check your benefit package, if you carry health insurance, for the amount of coverage available under your specific health plan.