



## Working against rate cuts

Mike McElhinney

Late last summer, Governor Haslem asked each commissioner to prepare department budgets with a 7% reduction.

In the case of the Department of Intellectual and Developmental Disabilities (DIDD), Michael Dunn Center's primary funder, that translated into a 2.75% across the board rate cut, plus the elimination of special needs adjustments equaling another .25% cut.

Michael Dunn Center is a member of Tennessee Community Organizations (TNCO), a statewide trade association of approximately 60 agencies with a similar mission of supporting children and adults with intellectual and other disabilities. Our association launched a statewide public relations campaign in January to educate state leaders, and the public in general, about who we are and the importance of the work we do.

As part of this campaign, the president of Open Arms/Knoxville and I met with the editor of the Knoxville News Sentinel and, a few days later, with a reporter from the

*(Continued on page 2)*



## The Difference You Make

Roger Richmond

Each year, the Great Smoky Mountain Council Boy Scouts of America recognizes someone for their service and accomplishments with the Distinguished Citizen Award. This year's recipient was Heath Shular, former UT quarterback and N.C. state legislator.

As he began his acceptance speech, it didn't take long to recognize that the things Heath was saying apply as much to what we do as they did to scouting. I started taking notes, with the thought of using some of it in an article.

*(Continued on page 2)*

### DID YOU KNOW?

March 8<sup>th</sup> marked forty-four years that Michael Dunn Center has been providing services to children and adults with disabilities!

What began as a passion and service for four individuals has grown into a passion and service for four hundred!

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## Budget, continued

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newspaper. Both impressed me with their genuine interest in and support for our cause. Presidents in or near other major metropolitan areas held similar meetings as well.

Following these meetings articles and editorials appeared in all the major newspapers in the state, and many medium sized ones as well, saying, in essence, if budget cuts must be made they need to be made in other state government departments, not DIDD. In

addition, an online petition was organized to stop any budget cuts and over 7,000 signatures were received in just a few days before it was forwarded to the governor.

I am extremely appreciative that Governor Haslem, his staff, DIDD Commissioner Debbie Payne, and many other leaders in state government heard our message and responded favorably. When the governor presented his budget to the legislature just two weeks ago there were no cuts included in the DIDD budget!

Michael Dunn Center, and a few other agencies in the state that

operate Intermediate Care Facilities (ICFs), are still facing the threat of a 1% cut in our ICF rates but we plan to tackle that proposal next.

Recently I was explaining to a coworker that I spend approximately 50% of my time working on issues like these, related to state funding. They reacted with surprise. But I view it as vital fundraising, development and public relations work. In this case the "donors" are our major government funders, and we are very thankful for their continued support and "contributions".

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## Difference You Make,

*(Continued from page 1)*

As I listened, he began to sound very much like some of my newsletter articles. I've even used some of the same examples before. He was speaking of integrity and ethics and how both should be guiding forces in our lives. These are subjects that have often been addressed in Now You Know.

The similarity of content should have been no surprise, given both of our backgrounds with youth organizations and the common language used by many of them. Leadership, integrity, setting the example, and doing the right thing were all elements of his speech, as they have often been in this newsletter.

Heath said, "In the end, it doesn't matter how much money you have or how many things you have or your social status. What matters is the difference you made in someone's life." There's a longer version that is often used in BSA. It also applies to the

**"In the end, it doesn't matter how much money you have or how many things you have or your social status. What matters is the difference you made in someone's life."**

things each of us does in supporting people at Michael Dunn Center.

He spoke of a note his mother left for him when he was in middle school, telling him she'd put a "gift" in his notebook. He referred to it as a life-changing event that has helped to make him the person he is today and by which he still measures decisions. The note from his mother read, "Make each and every decision as if I'm standing beside you."

Those of us whose job it is to care for people that can't care for themselves should certainly heed those words. Make sure that with everything you do, from the least significant to the most, you never

do anything you would not do if the person's mother was standing with you. Or if your boss was standing beside you.

Heath said that in her note, his mom added "You never know who may be watching you". That's another statement that has been the theme of articles in this newsletter.

Whether you are in the community with people you support or representing MDC at a meeting or an event, always conduct yourself with the utmost professionalism and integrity. You never know who may be watching. You are the face of Michael Dunn Center. The perception you leave often says more about who we are as an agency than anything we can say or do.

Finally, Heath said "When you think you've given enough, give some more." Whether it's your money, your time, your service, your dedication or something else. Pay it forward.

As I said last issue, make a difference and make it matter.

## JERRY TURBYVILLE WALKS THE TALK!

The Walk the Talk award, which is now beginning its second year, was created to recognize employees who exemplify and consistently conduct themselves in accordance with the Values and Vision Statements of Michael Dunn Center.

The award is about having integrity, compassion and professional commitment, supporting diversity and teamwork, and being responsive to people and to new ideas and methods. We have many employees at Michael Dunn Center that are deserving of such recognition, but we designed Walk The Talk to recognize one person each quarter, based upon their character, conduct and job performance.

The recipient of the award is recognized with a framed certificate and a \$100 gift card as a show of our appreciation. Jerry Turbyville has been selected as this quarter's well-deserving recipient of Walk The Talk.

The following is taken from his nomination, with additional comments at the end:

Jerry is compassionate to those he supports as well as those he works with. He is honest, hardworking, eager to learn, kind, and caring to all those who he comes in contact with.

He always demonstrates integrity with everything he does. He is professional and has a great reputation among families of those supported as well as the medical professionals that he interacts with. Jerry always takes responsibility for what he does.

Jerry shows respect for everyone that he sees on a daily basis. He appreciates different opinions and perspectives. He is always willing to entertain other ideas/solutions for any given situation. He is organized and committed to all of the people supported. He always has their best interest in mind and he's a great advocate, regardless of the situation. He works well with families and individuals to create goals for those supported.

Jerry is one of the best team players that I have had the privilege to work with. He picks up numerous extra shifts; it doesn't matter what day of the week or shift that it is, he will work if needed. He takes on extra responsibility and assignments whenever asked. He never complains and is helpful boosting morale when it is down. Everyone respects Jerry and he is held in high regard by his co-workers and supervisors.

Jerry is very responsive in all situations. He takes all suggestions in to consideration while working toward any particular goal. He is a great problem solver. He is willing to try new things in order to find out what works best for the person supported and thinks of the staff as well.

Human Rights Committee members have always been impressed with Jerry and they sing his praises. Comments from them have included, "He is a strong advocate"; "He really knows the people he supports"; "Jerry is always showing himself to be professional, person centered, and calm". "We would like to clone him". He's an "all around awesome guy."

And he's well deserving of recognition as an employee who Walks the Talk!



**Jerry Turbyville receives his Walk the Talk award from Roger Richmond**

# You Are Treasured!!

## NEWEST EMPLOYEE RECOGNITION PROGRAM Stephanie Goodson

We are excited to announce a new employee recognition program that will begin April 1, 2015. We will be replacing the Rock Star program with "You are Treasured". Michael Dunn Center has many wonderful employees and we want each of you to know that we treasure you and the many good things you do for the people we support.

The idea for this new program came from employee suggestions that were made during a recent Fred Pryor Seminar training. We enjoy getting your feedback and try our best to implement the suggestions and ideas we receive.

How does "You Are Treasured" work? Each staff member will receive a Treasure Card that has 10 boxes on the back for authorized initials. Your goal is to demonstrate exemplary job performance in your daily routine, for which you may receive an initial from your supervisor, director or assistant directors or from other management team staff. The last box on each card must be initialed by the department director.

Once the card is full you can trade it in for various prizes of your choice from Michael Dunn's Treasure Chest located in the Human Resources Office. You may save your completed cards to increase the prize level you're eligible for- the more filled cards you have the bigger the prizes you have to choose from. We plan to run this recognition program for a minimum of 12 months.

The cards have been designed to be kept with your Michael Dunn Center employee ID badge. In order to get your card initialed, you must be wearing your ID badge.

### Examples of ways to get your card initialed:

- Completing communication notes thoroughly and on time, with no missing notes or errors for three consecutive months.
- Completing MARs for three consecutive months with no errors.
- Completing med counts at shift change for three consecutive months with no errors.
- Not calling in or missing any scheduled shifts for three consecutive months.
- Going above and beyond your employee job description.
- Showing outstanding teamwork on a consistent, on-going basis.
- Following and demonstrating Michael Dunn Center's Values.
- Being supportive of new staff, making them feel welcome and assisting them during their training period.
- Applying person centered practices on a consistent, on-going basis.

### Examples of available prizes:

*(Prizes may vary; we welcome suggestions.  
Specific prizes indicated here may not be in stock)*

#### **1 Full Card (select one prize)**

- Movies-On-Us. One Red box movie, one candy and one popcorn.
- \$5 gift card, choice of various locations.
- Ink pen, post-its, high-lighter set.

#### **2 Full Cards (select one prize)**

- Tumbler
- Coffee cup decorated by our individuals supported.

#### **3 Full Cards (select one prize)**

- \$10 gift card
- MDC T shirt

#### **5 full cards (select one prize)**

- MDC Hooded sweatshirt
- \$25 gift card, choice of various locations.

## STAFF MEETINGS ADDRESS WHAT'S WORKING AND WHAT'S NOT

Denise Jandro

About a year ago the Health Services Department started holding brief meetings with all employees to discuss What's Working and What's Not Working. The meetings are brief, and both questions are looked at from the perspective of the employee and the supervisor.

The goal is to establish open lines of communication, avoid surprises on evaluations, allow a time for employees to voice their ideas and opinions and allow supervisors to improve upon performance and care in-between evaluations. Ideally, all Health Services employees will meet with their supervisors 6-12 times per year.

As far as what's working and what's not working, we hear a lot of engineering type of issues and things that need attention, some individual plans issues, reportable incident issues and needs for schedule changes for various reasons.

The supervisors use the time for praise and training. The meetings are effective for team building and establishing effective supervisor/employee relationships, as well as developing sufficient work schedules.

## TEN YEARS OF TEAMWORK

Cindy Gregg

Work Programs recently celebrated their ten year anniversary of working at Thermo Fisher Scientific. The company, which provides work for eight hard working individuals from Work Programs, is dedicated to providing high quality medical vials to many different companies across the world.

Many of us will use these vials when we have blood work drawn or other medical tests, not knowing that individuals from our own Work Programs may have prepared the vials for use. Each person is responsible for inspecting, assembling, and packing the vials for shipment.

Brian Johnson and Dale Colwell have supervised the crew since the job began. I could not ask for two better people to supervise this site on a day to day basis. Thank you both for your dedication to Michael Dunn Center and those we support.

Thermo Fisher is very dependent on the production the daily production of each person. Each of the individuals employed at Thermo fisher deserves a pat on the back for a job well done! A party was held in the break room to celebrate ten years of dedicated service.

## Kudos and Congrats!

Congratulations to **Karen Bush**, DSP at Rockwood House, on the birth of her first grandchild, a girl, named Allison Reese Brown. She was born January 5<sup>th</sup> and weighed 7lb 6oz.

Congratulations to **Garry Mixon**, of Day Hab, and his wife, on the recent birth of their son, Liam Elijah Mixon, who was born January 20<sup>th</sup> at 6 pm and weighed 9 lbs.

**Chad Goodman** was named Top Fire-fighter of the Year for 2014. Major Kudos and appreciation to Chad!

Kingston Parks and Recreation selected **Eric Clark** and his family as Volunteer Family of the Year for their hard work with 4th of July activities at Kingston City Park. Eric was selected some years ago as Volunteer of the Year, and his entire family was recognized this year.



On the job at Thermo Fisher

**Message from  
Jennifer Choate,  
MDC Protection From Harm  
Coordinator**

**One of our most important  
jobs is keeping the people  
we support safe.**

When completing Reportable Incident Forms (RIF), one of the most important things we do is make sure all of the required notifications are made properly.

When we are reporting abuse, neglect or exploitation (ANE), we are required to contact the on-call DIDD investigator within 4 hours of learning of the alleged ANE. Not doing so will result in a late reporting determination. Adult Protective Services (APS) or Child Protective Services (CPS) must also be contacted immediately.

Ideally, we should all recognize abuse, neglect, and exploitation (ANE) when we see it; however, ANE incidents are not always obvious. If you see, hear, or even suspect abuse, neglect or exploitation, you must report immediately. Do not wait.

You can report witnessed, reported or suspected A/N/E to your supervisor, the on-call staff, or to your assistant director or director immediately.

AOD must be contacted when a supported person is admitted to the hospital unexpectedly, regardless of the time.

For AOD questions, please refer to the chart on this page. For AOD or ANE questions, contact Jennifer Choate, Protection From Harm Coordinator.

**DIDD Administrator on Duty (AOD) Notification Requirements**

<b>Type of Incident/ Event</b>	<b>NOTIFY AS SOON AS POSSIBLE -NO LATER THAN 4 HOURS</b>	<b>NOTIFY AS SOON AS POSSIBLE -NO LATER THAN 24 HOURS</b>	<b>NOTIFY WITHIN ONE WORKING DAY</b>
<b>ALL Deaths</b>	All deaths must be reported to the AOD  IF death is suspicious (abuse or neglect involved); unexpected or unexplained: also contact the DIDD Investigation Hotline	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  Notice of Death Form and RIF to Regional Director  RIF to ISC Agency/Support Coordinator
<b>ALL Unplanned Hospital Admissions</b>	If the person is evaluated at the Emergency Room and is <b>NOT</b> admitted, <b>NO</b> call to the AOD is required.  If the person is scheduled for a planned medical procedure and is unexpectedly admitted following the planned procedure, the AOD should be notified.	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  RIF to ISC/Agency Support Coordinator
<b>ALL Psychiatric Hospital Admissions</b>	All psychiatric hospital admissions must be reported to the AOD	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  RIF to ISC/Agency Support Coordinator
<b>ALL Evaluations by Mobile Crisis</b>	All Mobile Crisis evaluations must be reported to the AOD, even if the individual is <b>NOT</b> admitted to a psychiatric inpatient facility	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  RIF to ISC/Agency Support Coordinator
<b>ALL Incarcerations/ Criminal Conduct</b>	All incarcerations must be reported to the AOD	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  RIF to ISC/Agency Support Coordinator
<b>Police Intervention</b>	When police are called to intervene on behalf of the person, the AOD must be contacted	Legal Representative (document ALL attempts)	RIF to DIDD Central Office  RIF to ISC/Agency Support Coordinator
<b>Emergency Authorization of Services</b>	Contact the AOD for authorization of services <b>outside of DIDD</b> business hours (8:00 am to 4:30 pm M-F)	N/A	N/A

# LEADING AND MOTIVATING AS A MANAGER

condensed from Rice University Publication

The complete text can be found at:

<http://people.rice.edu/uploadedFiles/People/TEAMS/Leading%20and%20motivating%20as%20a%20manager.pdf>

Your ability to lead and motivate people is critical to your success as a manager. Your organization and your team count on you to provide leadership -- to navigate your group through change, make tough decisions, and focus efforts productively on the most important tasks.

Leadership isn't about being domineering or tough on people. It's about having high expectations and helping people meet them. It's about making tough decisions and having the courage to take risks. It's about seeking opportunities for change, building enthusiasm for change efforts, and being an agent of change.

Motivation is an equally important responsibility of management. It translates directly into productivity and team effectiveness. People working together with energy and enthusiasm are far more effective and productive than a group lacking that spark because of job dissatisfaction or boredom. As a manager, you play a big role in building team motivation.

## **1. Find out what motivates the people who report to you.**

The best way to find out what motivates people is to ask them. In your one-on-one time with the people who report to you, ask how they are doing, how they perceive their work and your leadership, what drives them to give their best effort, and what is getting in the way of their full contribution. You might make it part of an annual performance review to ask these questions again.

## **2. Hire and keep people who are good at the work.**

Hire people who have the skills and abilities needed for the work. Be careful and cautious in hiring. A great hire in a few weeks is better than a mediocre hire now.

Hiring mistakes are costly. Training time is wasted, your strongest employees become frustrated, and firing an employee for poor performance is traumatic for everyone. Ensure that references are checked thoroughly.

## **4. Let people work.**

Once you've assigned a task, explained

why it's important, and made sure your employees have the skills and the tools they need to complete it to an agreed-on standard, step back and let them do the work. If your employees come to you to make a decision they have the information to make, gently push them to make it themselves. A good response is: "I don't know. What do you think?"

**5. Be generous with praise and recognition.** People are driven by the need to feel good about themselves and what they are doing. Praise and recognition are powerful motivators.

Don't think there is nothing you can do because you don't have the budget for significant rewards.

- Say "thank you" and "nice job" often.
- Catch people doing something right. Recognize it immediately with a compliment and a thank you. Be generous in giving credit to others.
- Remember that as a manager

you get indirect credit for everything your team does. If your team looks good, you look good.

**6. Expect excellence.** Don't tolerate negative attitudes or unproductive complaining.

**7. Care about people and show it.** Listen carefully. Ask clarifying questions to make sure you understand what's being said.

**8. Treat employees with respect.** Employees who don't feel respected are likely to shut down and contribute only the minimum effort to keep their jobs. Create an environment where differences of opinion can be openly expressed. Demonstrate respect by listening and responding to your employees' thoughts, ideas, and concerns.

**9. Lead by example.** Managers serve as models for their teams and for the organization. No matter what you say, people notice and follow what you do. Lead and motivate by example. Do what is right.

# *On The Go!*

## *With Day Hab*

### **“SO, WHAT HAVE YOU FOLKS BEEN UP TO LATELY?”**

#### **Things people in Day Hab have been enjoying :**

- Toured Vienna Coffee Plant and learned that coffee beans are actually green until they are roasted.
- Toured Bush’s Baked Beans factory in Newport
- Visited Wonder Works in Sevierville and received very high praises from Wonder Works on how impressed they were with our visit.
- Blue Plate Special in Knoxville- we have been regulars at the live music broadcast for over a year.
- Ripley’s Aquarium
- Toured Knoxville News Sentinel
- Toured Mayfield Dairy Farm
- Visited the Ice Bears hockey team practice
- Toured B and C collisions where we observed some of the tasks performed to fix a car once it has been in a collision.
- Attended a knife show In Sevierville- everyone really enjoyed this.
- Visited the Military Memorial Museum in Crossville,Tn
- Toured Anytime Fitness and saw what people do at a fitness gym.
- Toured Lenoir City Ford where our we were treated like we were customers. When we returned from this site everyone was talking about the cars that they looked at and the people they met. They are fabulous with us at Lenoir City Ford.
- Attended a Christmas Musical Concert, in Crossville.

#### **Weekly activities based upon to individual’s requests:**

- We utilize the public libraries and work with computers.
- We attend a weekly book club that meets at Roane State Community College
- We have several groups that enjoy going bowling.
- We often make crafts or cards and take to the local nursing homes.
- We currently volunteer for Young Williams Animal Shelter and collect newspapers to take to them weekly.

#### **New and prospective opportunities**

- Second Harvest Food Bank is a new volunteer project for us.
- We are still seeking an opportunity to volunteer at the soup kitchen in Knoxville.
- We will be touring the Coca Cola plant in Cleveland.
- We have regular groups that participate in activities at the Civic Center in Oak Ridge and AMSE.
- We continue to explore the community with those we support concerning employment opportunities.
- We continue to look for events and volunteer opportunities that people supported enjoy.

**Suggestions are always welcome and appreciated!**

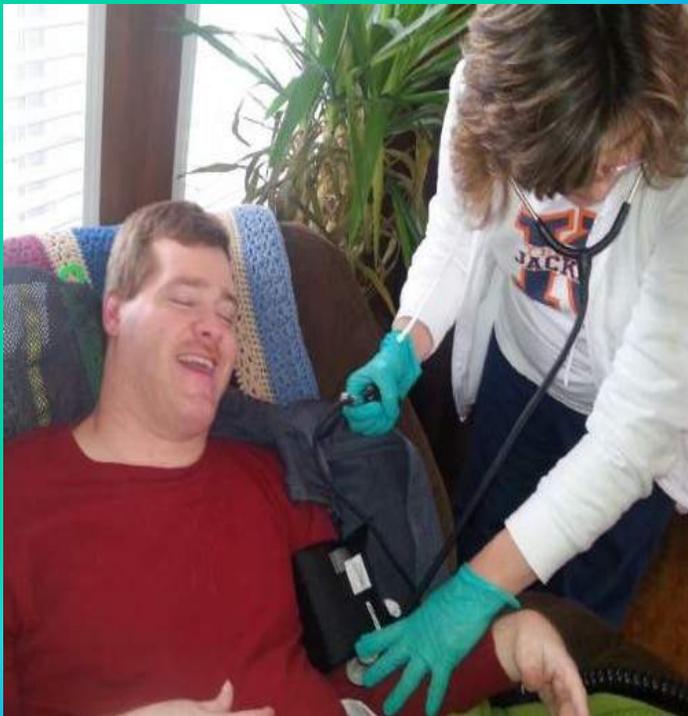
## Letter to the Editor of the Roane County News

During the harsh winter weather we have recently endured I have developed an even deeper appreciation for the dedication, hard work and long hours of many people in our County: for our road department employees and utility workers; our police, firefighters, emergency responders and government leaders coordinating all these efforts; for the nurses, doctors, therapists, pharmacists and medical personnel working in hospitals, nursing homes and doctors' offices; for truck drivers and retailers that have kept store shelves stocked; and for the news media that have kept the public informed. Also there may be others that I should uplift and am just not aware of.

I also want to extend a special word of thanks to all the employees of the Michael Dunn Center that have worked in our 23 homes and dozen programs. Many have covered back-to-back shifts over several days until relief staff could arrive, catching a few winks in a chair in between comforting and reassuring people. Our Engineering crew has also done an outstanding job plowing and salting.

We are all truly blessed to live in Roane County, Tennessee.

Mike McElhinney  
President/CEO



- **ICF/ IID – Intermediate Care Facility for Individuals with Intellectual Disabilities**
- **Medical Residential Supported Living (Med Res- SL)3-person home that includes access to 24-hour nursing**
- **Supported Living- 3 person home that includes 24-hour staffing**
- **Physical Therapy**
- **Occupational Therapy**
- **Speech Therapy**
- **Nutrition Services**
- **Employment Services- assist individuals with finding and retaining jobs in the community**
- **Community Based Day Services- assist individuals with job exploration and developing relationships in the community**
- **Facility Based Day- assist individuals with job readiness and daily living skills development**

# RIGHTS and DIGNITY!

## RIGHTS and DIGNITY!

- **Make Choices**
- **Vote**
- **Receive/send mail**
- **Say “No” to anyone trying to take advantage of them or hurting, scaring or upsetting them**
- **Be treated well and respected**
- **Be assisted as needed with access to public transportation**
- **Be assured transportation is available when needed**
- **Be involved in religion of preference and attend a church of choice**
- **Be encouraged to meet people and take part in the community**
- **Have access to food in their home at any time, as appropriate**
- **Have accessible appliances, as appropriate**
- **Be assured of privacy- staff will knock and receive permission before entering private living spaces**
- **Be offered the choice of residential setting options**
- **Be encouraged and supported to decorate their living space as they choose**
- **Have full access to their home, as appropriate**
- **Be able to arrange their furniture as they prefer to assure privacy and comfort and to promote small group conversations**
- **Have full access to their personal possessions, personal space and shared living areas of their home**
- **People have a right to relocate and request a change of residence as they choose**
- **People are supported to report complaints, problems or concerns**
- **People may come and go at any time; restrictions will require an informed consent as appropriate and outlined in the persons person-centered plan**

# DIGNITY and RIGHTS!

- Receive necessary assistance in the most private setting possible
- Be encouraged to visit with family and friends as they choose, as appropriate
- Be given privacy when talking on the phone and/or visiting with others, as appropriate
- Be encouraged to ask questions about their health and/or medical records
- Be educated about communicable and/or environmental disease, providing education on personal protections, as appropriate
- Be educated in "Risks VS Benefits" regarding health care
- Have the right to make medical decisions, schedule appointments, maintain medical records, etc, as appropriate
- Have the right to carry their personal money, as appropriate
- Choose how to spend their money- purchasing items, attending events, etc, as appropriate
- Have access to their money, as appropriate
- Be taught to budget their money as requested, as appropriate
- Be educated on MDC's policies and procedures
- Be provided education of all rights as established by state and federal laws
- Be provided general information on community events, activities, club or educational opportunities, and offered access to materials as needed
- Be encouraged to provide input into services received
- Be provided support as outlined in person-centered plans (Individual Support Plans)
- Be supported to work, if desired, with materials and training as needed
- Cameras located in or around the home are only utilized in accordance with the person centered plan, with proper consents obtained as appropriate
- **The above list is not all inclusive; we will support people on individual needs as outlined in the person-centered plan of care document.**



michael dunn center

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

***Phone Numbers:***

**Poison Control.....1-800-222-1222**

**Abuse Investigator....1-800-579-0023**

**MDC Engineering On Call....(865) 335-0549**

## **Mission**

***Empowering individuals living with disabilities and challenges  
to gain independence***

## **Vision**

***We strive to be a premier agency providing the  
highest quality of person-centered services with an  
emphasis on positive communication while inspiring people to  
open their minds to acceptance and inclusion.***

## **Values**

***We value a person-centered culture by promoting:***

- **High Ethical Standards**

### **Compassion**

*We value honesty and openness, and treat people with dignity, compassion and mutual respect*

### **Integrity**

*We have a positive reputation in the community and maintain the highest standards  
of professional conduct, ethical behavior and personal responsibility*

### **Diversity**

*We value the dignity, worth and uniqueness of each individual and  
respect the diversity of opinions, backgrounds and cultures of others*

- **High Quality of Services**

### **Professional Commitment**

*We maintain a disciplined, results-oriented organization reflecting  
the highest professional standards and ethical behavior*

### **Teamwork**

*We strive to develop positive working relationships based on trust and  
respect as we work together to achieve our common goals*

### **Responsiveness**

*We believe that our future is based on our current actions and decisions.  
Remaining open to change will define how we manage the challenges that come our way.*