

THE MICHAEL DUNN CENTER  
STAFF BULLETIN

NOW YOU KNOW

Volume 1, Issue 3

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edited by Roger Richmond

FROM THE DIRECTOR'S  
DESK...

Kyle Hauth

We Are All In  
Sales

Sometimes we get a little disgusted at those annoying sales calls. People who call us on our home phones and even work phones acting like they know us and have called to help make our lives better. It can take a few minutes for us to understand that these people are not necessarily our friends, but instead merely trying to sell us something. These kind of solicitors have undoubtedly given people in the

sales business a bad name. In fact, many states in the union have passed laws preventing this kind of unwelcome solicitation from taking place. However, our nation is built upon sales. As a free market country, selling products and services is what makes us a leader in the world market. Therefore, I ask that you not forsake your sales duties with our organization.

If you were asked what field of work you are in, you most likely would say that you are in the hu-



man service or health related field. I recommend that you tell people you are in the sales business. You sell abilities, and the people we represent have plenty of abilities. Our folks are ready and willing to let their abilities be

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**Do you remember to...**

- Assist people in buying attractive, well-fitting, fashionable clothing, which is appropriate for their age and gender.
- Assist people individually in going to their local barber or hairstylist for attractive hair styles.

TRAINER'S MOMENT

Roger Richmond

With the recent influenza and hepatitis A outbreaks across the nation, it seems appropriate to focus our attention for a moment on hygiene. Good hygiene and sanitation is an important

part of our care for people and a necessary component of community living. Cleanliness is an extremely important factor in preventing disease transmission.

As providers of health care related services, it is of utmost importance that staff maintain good cleanliness and hygiene, both in our own personal care and in

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## FAMILY SUPPORT TESTIMONIALS

submitted by Janet Springs

*The following articles were submitted by parents of individuals being served in the Family Support Program, in response to the question, "Tell us about your experience with Family Support".*

### A PERSONAL STORY OF FAMILY SUPPORT Judy Johnson

Our story began not today, but 6 ½ years ago. At the age of 17, my son Michael had an accident while swimming. He dove into water too shallow and hit his head in the sandy bottom of the river. This resulted in the 5<sup>th</sup> and 6<sup>th</sup> vertebrae of his neck being broken. Instantly, he was paralyzed.

Surgery was preformed at U.T. Hospital. We were told if he survived, he would be quadriplegic and never walk again. He went from the hospital to the Patricia Neal Rehabilitation Center for rehabilitation. There, he & I remained for 3 months. On Michael's 18<sup>th</sup> birthday, he came home in an electric powered chair. Our lives were changed forever. On October of 1988 Michael's Dad passed away. This of course added to our sorrow and a new struggle.

Although Michael has many disabilities to cope with, he has a lot of abilities too. He is a fine young man, very sensitive, and wise beyond his 24 years. He cares about people, and his heart goes out to others with disabilities. Sometimes, when I'm down, he is my support.

**If a tragedy happens to you  
or to one of your family  
members, don't give up hope.**

We have received thru the Family Support Program (thru Michael Dunn Center) equipment, house modification, food, a lift for Michael's van, help with Michael's ADL's (adult daily living), and most

of all encouragement. And the knowledge that there is help.

I would like to express our gratitude for all the help we have received. And to say to others, if a tragedy happens to you or to one in your family, don't give up hope. There is help for us out there.

Michael and I have many ups and downs. We are not at the top of the mountain yet, but with God's help, and help from people who care, we will continue to climb. And someday we will get there.

Thank you Family Support and Michael Dunn Center. Thanks for being there and caring.

*Judy Johnson, Michael's Mother*

### A FATHER'S PERSPECTIVE

Wayne Carr

My son was born with many handicaps. We did not know what we will do. My wife was so ill after birth she wasn't able to take care for our son. She passed away when Jacob was 4 months old. He had too many problems to put him in day care. I didn't make a lot of money and I didn't know what I was going to do. I couldn't find any help anywhere until someone told me about the Family Support Program. It was God's an-

swer for me. I was able to keep my son with someone who loved him and understood his special needs. Jacob is 5 years old now he still has some problems. Family Support was God's gift to my family. Family Support has worked with me to care for my son. All I have is special praise for the Family Support Program.

*Wayne Carr, Jacob's Father*

*Witnessed or suspected abuse, neglect or mistreatment must be reported within 4 hours. You may not discuss an ongoing investigation with anyone except the investigator. Staff who fail to follow these policies may face disciplinary action. Questions regarding investigative procedures or incident reporting may be taken to Kelli McLees or Roger Richmond.*

## DDI HELPS Y-12 RECEIVE TOP AWARD

Melanie Harmon

BWXT Y-12 has received the Tennessee Chamber of Commerce and Industry Award for outstanding environmental accomplishments. BWXT Y-12 is the company that manages the Y-12 National Security Complex for the National Nuclear Security Administration.

Y-12 received the Solid Waste Management award for its work with Dunn Diversified Industries in recycling 15,000 outdated books and journals that were no longer needed. One hundred and fifty cubic yards of valuable landfill space would have been required to dispose of these items. Instead, DDI removed the pages from the

bindings and the paper was recycled. Recycling the paper saved \$28,000 over what landfill fees would have cost.

In addition, Dunn Diversified Industries and Y-12 have also worked together on other recycling projects. DDI employees removed and discarded carbon paper from old forms so that the paper could be recycled. DDI personnel unpacked, removed labels from, and repacked anti-contamination clothing. Finally, DDI employees removed identifying information from tools and gauges so that they could be sold as surplus. These additional recycling projects resulted in

avoiding over 1.1 million dollars in landfill costs.

Jan Gilbert, Y-12 Pollution Prevention Program Manager, coordinated the recycling projects. She mentions that at the end of one day dismantling furniture, she saw the DDI employees asking for brooms so that they could clean up their work area. They also asked for a container to put the metal screws in so that the metal could be recycled. Jan says, "Seeing that kind of work ethic makes us want to work harder. They are a model for us all."

***Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it.-  
-Lou Holtz***

## ALL IN SALES, CONTINUED

Hauth

*(Continued from page 1)*

used to improve their community. However, the most disabling condition they face are attitudes. Attitudinal barriers among the general populace and employers is our biggest challenge. Although the human service and/or health related fields are worthy occupations and are somewhat descriptive of our duties, we are truly in the business of selling abilities. If you have worked for the Michael Dunn Center for any length of time, you have become aware of just how capable and productive people with mental retardation are. Nevertheless, to the general community and employers, people with mental retardation are not always thought of as assets. Often, the community views the

people we serve as someone who has to be cared for and sheltered from real life experiences. When we

**When we speak of the people we represent, we need to share the success stories.**

speak of the people we represent, we need to share the success stories. I was telling someone the other day about Ann. She is working successfully in the laundry business, and is a competent employee. When she originally considered employment, there were some nay sayers who felt that she could not, or would not, be productive. How-

ever, she quickly dispelled all such beliefs when she proved herself at a package manufacturer in Knoxville. I am convinced that her success was based upon her belief in herself and the belief that others had in her. Thankfully there were people around Ann who helped her sell her abilities and saw her fantastic potential.

Please do not misunderstand and think that I am advocating a diminished role in the support services we must provide our folks in order for them to enjoy healthy and happy lifestyles. I am merely asking you to keep your focus on ensuring that the people we serve are viewed as capable and productive citizens.

## AN OUNCE OF PREVENTION KEEPS GERMS AWAY reprinted article

Frequent hand washing is one of the best ways to prevent the spread of disease. The most important thing that you can do to keep from getting sick is to wash your hands. By frequently washing your hands you wash away germs that you have picked up from other people, or from contaminated surfaces, or from animals and animal waste.

### ***What happens if you do not wash your hands frequently?***

You pick up germs from other sources and then you infect yourself when you touch your eyes, your nose, or your mouth. One of the most common ways people catch colds is by rubbing their nose or their eyes after their hands have been contaminated with the cold virus. You can also spread germs directly to others or onto surfaces that other people touch. And before you know it, everybody around you is getting sick. The important thing to remember is that, in addition to colds, some pretty serious diseases -- like hepatitis A, meningitis, and infectious diarrhea -- can easily be prevented if people make a habit of washing their hands.

### ***When should you wash your hands?***

You should wash your hands often. Probably more often than you do now because you can't see germs with the naked eye or smell them, so you do not really know where they are hiding.

It is especially important to wash your hands:

- Before, during, and after you prepare food
- Before you eat, and after you use the bathroom
- After handling animals or

animal waste

- When your hands are dirty, and
- More frequently when someone in your home is sick.

### ***What is the correct way to wash your hands?***

- First wet your hands and apply liquid or clean bar soap. Place the bar soap on a rack and allow it to drain.
- Next rub your hands vigorously together and scrub all surfaces.

***The most important thing that you can do to keep from getting sick is to wash your hands.***

- Continue for 10 - 15 seconds or about the length of a little tune. It is the soap combined with the scrubbing action that helps dislodge and remove germs.
- Rinse well and dry your hands.

It is estimated that one out of three people do not wash their hands after using the restroom. So these tips are also important when you are out in public. Washing your hands regularly can certainly save a lot on medical bills. Because it costs less than a penny, you could say that this penny's worth of prevention can save you a \$50 visit to the doctor.

### **Routinely Clean And Disinfect Surfaces**

Another way to help you keep the germs away is to routinely clean and disinfect surfaces.

### ***What is the difference between cleaning and disinfecting?***

Cleaning and disinfecting are not the same thing. In most cases, cleaning with soap and water is adequate. It removes dirt and most of the germs. However, in other situations disinfecting provides an extra margin of safety. You should disinfect areas where there are both high concentrations of dangerous germs and a possibility that they will be spread to others. That is because disinfectants, including solutions of household bleach, have ingredients that destroy bacteria and other germs. While surfaces may look clean, many infectious germs may be lurking around. Given the right conditions some germs can live on surfaces for hours and even for days.

### ***Do you know where the "hot zones", or the contaminated areas, are in your home?***

The kitchen is one of the most dangerous places in the house because of the infectious bacteria that are sometimes found in raw food such as chicken. Also, there is a potential for germs to be spread to other people because that is where food is prepared. You cannot always tell where or when germs are hiding. When you touch a contaminated object you can contaminate other surfaces that you touch afterwards and spread the germs to others.

Another potential hot zone is the

*(Continued on page 7)*

## HANDLE AND PREPARE FOODS SAFELY

Center for Disease Control

- Almost everyone has experienced a foodborne illness at some point in time. But do we only get sick from restaurant food? No, in fact many cases of foodborne illnesses occur when food is prepared at home. If food is handled and prepared safely, most of those can be avoided. All food may contain some natural bacteria, and improper handling gives the bacteria a chance to grow. Also, food can be contaminated with bacteria from other sources that can make you ill. Contaminated or unclean food can be very dangerous, especially to young children, older adults, pregnant women and people with weakened immune systems. Each year in the United States, approximately 76 million people get sick, more than 300,000 are hospitalized, and 5,000 Americans die each from foodborne illness.

***There are four major tips you can use to prevent contaminating food.***

### **1. Use caution when you buy your food.**

- Buy perishable food such as meat, eggs, and milk last.
- Avoid raw or unpasteurized milk.
- Because eggs, meat, seafood, and poultry are most likely to contain bacteria, do not allow their juices to drip on other food.
- Shop for groceries when you can take food home right away so that it does not spoil in a hot car.

### **2. Store your food properly.**

- Store eggs, raw meat, poultry, and seafood in the refrigerator.

- Use containers to prevent contaminating other foods or kitchen surfaces.

- Your refrigerator should be set at 40° F.

- Your freezer should be set at 0° F.

- Regularly clean and disinfect the refrigerator and freezer.

### **3. Use special precautions when preparing and cooking food.**

- Wash your hands and clean and disinfect kitchen surfaces before, during and after handling, cooking, and serving food.

- Wash raw fruits and vegetables before eating them.

- Defrost frozen food on a plate either in the refrigerator or in a microwave, but not on the counter.

- Cook food immediately after defrosting.

- Use different dishes and utensils for raw foods than you use for cooked foods.

### **4. Cool and promptly store leftovers after food has been served.**

- Because harmful bacteria grow at room temperature keep hot food hot at 140° F or higher, and keep cold food cold at 40° F or cooler. This is especially important during picnics and buffets.

- Do not leave perishable foods out for more than two hours.

- Promptly refrigerate or freeze leftovers in shallow containers or

wrapped tightly in bags.

- Basically use common sense and when in doubt, throw it out. It is much cheaper to throw out bad food than it is to pay expensive medical bills or miss work.

### **Cooking Guidelines**

#### **Eggs**

- Cook eggs until they are firm and not runny.
- Do not eat raw or partially cooked eggs.
- Avoid eating other foods that include raw or partially cooked eggs

#### **Poultry**

- Cook poultry until it has an internal temperature of 180° F .
- It is done when the juices run clear and it is white in the middle.
- Never eat rare poultry.

#### **Fish**

- Cook fish until it is opaque or white and flaky.
- Cook ground meat to 160° F.

#### **Meat**

- It is done when it is brown inside.
- This is especially critical with hamburger meat..

*Reprinted from The Center For Disease Control*

## CHRISTMAS PROGRAM A SUCCESS

Anita Richmond

This year's annual Christmas Program presented by our school students along with bluegrass band, "The Dunn Had its", was the best one ever according to many audience members. The program was attended by many parents, grandparents, staff and consumers who were encouraged to join in during the singing portion of the program. The program that was written and planned by various school staff began with a skit about building a snow man. Several students were able to participate for the first time in an event like this by using their augmentative communication devices to say their lines in the skit.

The next portion of the program showcased the bluegrass band



Jonathan, Brittany, and Tony  
with the "Dunn Had Its"

comprised of MDC staff and other volunteers including Ray Googe, Susan Turner, Paul Reagan, Linda Gunderson and Bill Lee. This group of musicians has been providing weekly music education for our students for the past couple of years. Many weeks of practice went into preparation for the Christmas Program which included several original songs as well as all the old familiar songs of the season. The Program concluded with a visit from Santa Claus and then both cast and audience enjoyed cookies and punch together.

**Remember:** *The people that we support have feelings and desires, just as we do. Never forget that people deserve to be treated respectfully, and interacted with in a calm and professional manner, allowing them to have full and happy lives, just as you would want for yourself or your family member. The personal decisions a support person makes, including tone of voice and content of directives, can be critical with regard to proper care and treatment. Don't be mistreatful in your conduct towards individuals for whom you provide care! **Always Remember the Golden Rule.***

## TRAINER'S MOMENT, CONTINUED

Richmond

*(Continued from page 1)*

the care we provide for others. Many people for whom we provide services rely upon us, either physically or with verbal reminders, to maintain good hygiene. It is very important that staff are vigilant in their efforts to meet people's needs for good hygiene. When bathing people and providing toileting assistance, staff must be prompt and thorough in their care. Individuals who have toileting accidents must be changed immediately and not left in soiled clothing. Use of wet wipes when toileting can be beneficial in assuring thorough care is maintained for the individual. Of course, staff must remember proper usage of disposable gloves and must always wash their hand sufficiently afterwards. Proper hand

washing techniques are discussed on page 4.

Homes and places of work must be also kept clean, particularly restrooms and kitchen areas. Always

***It is very important that staff are vigilant in their efforts to meet people's needs for good hygiene***

use proper cleaning materials and disinfect regularly with solution of ¼ cup bleach per 5 gallons of water. Cleaning materials must be stored properly and safely. Staff must be mindful that they are responsible for taking precautions not to pass germs among consumers

and coworkers. Never cough or sneeze over food or dishes and always remember to wash hands frequently. When providing care for more than one individual, gloves must be changed between uses—the same gloves may not be used when caring for one individual that were worn in caring for another person. Many of the elements of good hygiene seem like common sense to most people; however, sometimes caregivers try to take shortcuts. Don't become complacent and lazy in your care for the people we support—especially as relates to good health and hygiene. Just as you would want other people to use care around you, you should be mindful of your habits around others. Let's keep everyone healthy and safe.

## PREVENTION, CONTINUED

*(Continued from page 4)*

bathroom. Routinely cleaning and disinfecting the bathroom reduces odors and may help prevent the spread of germs when someone in the house has a diarrheal illness. And do not forget your child's changing table and diaper pail.

### **What is the best way to routinely clean and disinfect surfaces?**

- You should follow the directions on the cleaning product labels. And be sure to read safety precautions as well.
- If you are cleaning up body fluids such as blood, vomit, or feces, you should wear rubber gloves, particularly if

you have cuts or scratches on your hands or if a family member has AIDS, Hepatitis B, or another blood-borne disease. And it is also a good idea to clean and disinfect surfaces when someone in the home is sick.

- To begin, clean the surface thoroughly with soap and water or another cleaner
- After cleaning, if you need to use a disinfectant, apply it to the area, and let it stand for a few minutes or longer, depending on the manufacturers recommendations. This keeps the germs in contact with the disinfectant longer.

- Wipe the surface with paper towels that can be thrown away or cloth towels that can be washed afterwards.
- Store cleaners and disinfectants out of the reach of children (ed note: and MDC consumers).
- And remember, even if you use gloves, wash your hands after cleaning or disinfecting surfaces.

*Article reprinted from The Center For Disease Control*

## ANNUAL VALENTINE FUNDRAISER

Roger Richmond

As we discuss salesmanship, let's turn our attention to an opportunity, coming up soon, which will allow us all to put our more traditional selling skills to work. The annual Michael Dunn Foundation Valentine Flower sale is close at hand. As in the past several years, we will be offering lovely Cyclamen pots for the low cost of only \$10.00 each,

and mixed foliage plants, for \$15.00. Each pot comes wrapped in foil and includes a balloon and a ribbon and bow. The plants are attractive and are priced very reasonably. All proceeds from this sale go to benefit the Michael Dunn Center Foundation. Many staff take an active part in selling these Valentine Plants. If you are not selling

them for us, please remind your friends and relatives that we have them available. (*You might even buy one yourself!*). We appreciate everyone's help and hard work in making this annual event successful.

## THE MICHAEL DUNN FOUNDATION

Kyle Hauth

The Michael Dunn Center Foundation is a private non-profit organization governed by a volunteer board of directors. The purpose of the Foundation is to stimulate and support programs, when funds are available, benefiting individuals with disabilities through its endowments, by saving and wisely investing funds for long term improvement projects. The Foundation's largest

fundraiser is an annual Golf Tournament, held every year on the first Monday in June. In addition to the golf Tournament, an annual Valentine Flower sale is conducted through the Michael Dunn Greenhouses. Staff are encouraged to purchase, and to sell, these beautiful plants. The proceeds from these drives are invested and utilized for projects connected with the Michael Dunn Center.



**Phone Numbers:**

BIT Crisis Beeper..... 909-5593  
Poison Control.....1-800-222-1222  
Kyle Hauth pager.....602-9611  
Abuse Investigator....1-800-579-0023

Watch your thoughts; they become words.  
Watch your words; they become actions.  
Watch your actions; they become habits.  
Watch your habits; they become character.  
Watch your character; it becomes your destiny.  
--Frank Outlaw

***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.*

**FIRE SAFETY COMMENTS** Anita Richmond

Many of the individuals that we serve are now receiving services through outside agencies; often these therapies take place here at the main center. We all need to be mindful of the whereabouts of our consumers at all times, and we need to make special efforts to educate contract therapists about what to do in the event of a fire. Regardless of whether we are having a drill or an actual emergency it is very important that therapists understand that they must exit the building with the consumer they are treating. Do not assume that someone else has gone over our fire exit plan with a therapist. Take a minute and ask therapists if they are aware of what to do in the event of fire. It only takes a minute and it could save lives.

**With *proper* care, people with developmental disabilities:**

- **Have choices— *real* choices about things they like and dislike, not demands which are thrust upon them by staff members.**
- **Are presented with various opportunities to make choices of their own, according to their personal tastes and desires**
  - **May change their minds**
  - **May want to try something different**
- **Are talked *to* and *included* in conversations, not talked *about***
  - **May reject suggestions made by others**
- **Often have talents, skills and abilities that are valued by others**