

From Our Offices

Employee Spotlight

As I write this column, the state MH/DD/SA system is once again in chaos. I'm certain most of you are aware that the state has unexpectedly and with no warning announced that they will decrease the rates they pay us for Community Support Services by 1/3.

At the same time, they continue to increase the demands upon us all. I feel certain that a lot will have happened by the time you actually receive this newsletter, and I don't know what the outcome will be.

However, you can be certain that all of us at HEMOCARE are fighting hard for a system that will provide the needed supports to our consumers with mental illness and behavioral problems while recognizing your importance in improving the quality of life for our consumers. It's important that the rate enables us to pay you a decent wage and to provide the support and supervision you deserve.

National Accreditation

One of the new requirements we are expected to meet is to achieve national accreditation. HEMOCARE has decided to seek this recognition with the Council on Accreditation, or COA. The Council will review our policies and procedures as well as the outcomes we help our consumers to achieve.

Their feedback will help us to improve our services and reach ever higher standards. Accreditation will recognize the high quality of service that we provide and be a means by which others judge us.

One of the first steps in achieving accreditation is a survey by the Council to determine the satisfaction of our consumers, our employees, and the LMEs with our services. Many of you will have received a survey in the mail, and we encourage you to fill it out and return it to COA.

We also hope that you will encourage the consumers with whom you work and who receive the survey to complete it also.

Unfortunately, COA has told us that they will not be able to share the specifics of the results. Your opinions and your input are important to us, and we had already planned to do a survey of our own. We delayed this, hoping that we could combine the two. However, since we cannot do this, we will continue with our plans to look at your satisfaction with the support we provide you and your suggestions for improvement.

If you receive a survey from COA and either a telephone call or written survey from us, please give your honest replies to each. Your opinion counts.

Margaret Henderson has been a valuable and reliable employee in the Whiteville office since November 2003. Margaret has worked with several of HEMOCARE's more challenging consumers and often goes above and beyond the call of duty to help meet their needs. Margaret is compassionate and provides the best service possible for everyone that she works with.

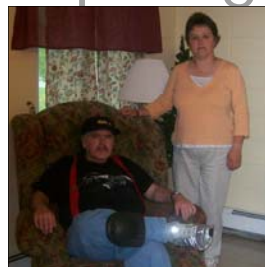
Margaret was born and raised in Brooklyn, N.Y. When she was only 13, her mother passed away, leaving her to take care of her two younger sisters and prepare meals for her family while her two older sisters and father worked to support the family. At the age of 18 Margaret married "a man who was loving, strong, attentive, and quiet, like my father." The two of them served as foster parents to more than 30 children in 26 years. They also raised 12 children, 4 biological and 8 adopted. After 38 years of marriage, her husband passed away, so Margaret moved with her four teenagers to N.C. to be near her three sisters. She found herself looking for a "real job" and worked in a day care center for 2 years before coming to HEMOCARE.

Margaret has been President of the PTA, volunteered in her children's school, been a Girl Scout leader, and the parent member of The Bay Shore Committee on Pre-School Special Education. When asked how she spends her leisure time, Margaret asked "What leisure time?" When she is not working, Margaret takes care of her son with cerebral palsy and is pursuing her Associate Degree in Early Childhood Development. Her

(Continued on page 2)

Client Spotlight

Randy McMillan lives in an assisted living facility in the beautiful town of Mt. Airy. Unfortunately, Randy's mother passed away a few months before he moved back to Mt. Airy. His brother is supportive, but he is currently in the Air Force and this makes it difficult for him to see Randy on a regular basis.



You often find Randy either in his room or in the day room waiting on his worker **Teresa Lawson**. Randy is quick to tell you that "I feel that with Teresa's help I have made great improvement in self control and having less frequent anxiety attacks." He adds, "I really enjoy her support and the time we have worked together."

HEMOCARE Senior Supervisor **Jerald Snow** also credits Teresa with implementing several programs she learned during her HEMOCARE Orientation. She regularly uses her training manual to come up with new ways to help Randy achieve his goals.

Randy is able to recognize his feelings of anger and frustration, and will put a red sign on his door letting the staff and other residents know that he does not want to talk or interact with them. He places a green sign on his door when he is "out and about" in the facility, indicating he is feeling good and they can talk with or invite him to participate in activities.

(Continued on page 2)

Dyslexia in children and adults

What is Dyslexia? Dyslexia derives from the Greek “dys” (meaning poor or inadequate) and “lexis” (words or language). Dyslexia is characterized by problems in expressive or receptive, oral or written language. Problems may emerge in reading, spelling, writing, speaking or listening. Dyslexia describes a different kind of mind, one that learns differently but is often gifted and productive. Many with dyslexia are creative and have unusual talent in areas such as art, athletics, architecture, graphics, electronics, mechanics, drama, music, or engineering. They often show special talent in areas that require visual, spatial, and motor integration. *Dyslexia is a processing difference.* This means that someone with dyslexia has problems translating language to thought (as in listening or reading) or thought to language (as in writing or speaking).

What Dyslexia is not: Dyslexia is not a result of low intelligence; it represents an unexpected gap between learning aptitude and achievement in school. The problem is not behavioral, psychological, motivational, or social. It is not a problem of vision; people who are dyslexic do not “see backward.”

What characteristics accompany Dyslexia? *Few with dyslexia exhibit all the signs of the disorder.* Some common signs are:

- Lack of awareness of sounds in words: sound order, rhymes, or sequence of syllables.
- Difficulty decoding words – single word identification.
- Difficulty encoding words – spelling, poor sequencing of numbers or letters in words (read or written: b-d, signing, left-felt, soiled-solid).
- Difficulty with reading comprehension.
- Difficulty expressing thoughts in written form.
- Delayed spoken language.
- Imprecise or incomplete interpretation of what is heard.
- Difficulty expressing thoughts orally.
- Confusion about space and time (right/left, up/down, early/late, etc.)
- Difficulty in handwriting.
- Difficulty in mathematics (dyscalculia, often related to sequencing of steps or directionality and/or the “language” of mathematics).

How can you support someone with Dyslexia? When a new skill or knowledge needs to be acquired, a multi-sensorial approach is best. Using as many senses as possible and seeing, hearing, speaking, reading, and writing information increases the likelihood of transferring knowledge to long-term memory. Legal remedies may be important in the academic or professional setting. Also, those with dyslexia may have sensitive body systems and be affected by chemicals used in most households (i.e., pesticides, cleaning supplies, etc.) ; reduction in exposure greatly reduces symptoms. Maintaining a level blood sugar (eating regularly: smaller meals more often) and regular sleep decrease symptoms as well.

EMPLOYEE SPOTLIGHT (Continued from page 1)

hobbies are crocheting, knitting, and sewing.

When asked how she likes working for HOMECARE, she stated that “I enjoy the challenges of the different people” and “All of my assignments have been challenges.” Margaret is a dedicated, hard-working employee, and HOMECARE is very fortunate to have her on our staff. Needless to say, the consumers and families with whom she works are also fortunate to have her supporting them.

Opportunities For Learning

IN-SERVICE TRAININGS

- **Therapeutic Interventions and Skill Building**, Boone, April 27, 9-11 am
- **Confidentiality in Rural Areas**, Forest City, May 2, 10 am-12 pm or 2:30-4:30 pm
- **Cerebral Palsy**, Sparta, May 10, 3:30-4:30 pm
- **Mandated Reporting**, Charlotte, May 15, 2-4 pm
- **Depression and Bipolar Disorders: Person Centered Interventions for CS Professionals**, Wilkes Coffee Tavern, May 18, 2-4 pm
- **GOSSIP! One Person’s Chit Chat is Another’s Slander**, Tarboro, May 22, 4-5 pm
- **Documenting Community Support**, Wilmington, 6-8 pm
- **Autism**, Statesville, May 23, 7-9 pm
- **Where Can We Go? What Can We Do?**, Hickory, May 24, 1-3 pm

Anniversaries

Once again we celebrate the loyalty and dedication of our hard-working and dedicated long-term employees. **Nick McClain** (Charlotte office) first joined our team 11 years ago. As a moonlighter with another full-time job, he has taken several vacations from HOMECARE, but his accomplishments with our clients are impressive. **Wanda Fowler** of the Forest City office has worked steadily with us for 10 years. **Bruce Alderman** (Whiteville) and **Burch Walker** (Charlotte) have also been with us an impressive 8 years. **Amy Harrison** (Statesville) and **Jackie Norris** (Whiteville) are celebrating their 7th HOMECARE anniversary, while **Emma Register** (Whiteville) and **Gladys Shull** (Boone) have provided high quality services for 6 years. Five-year veterans include **Katrina Murphy** (Whiteville), **Paula Cannon** (Statesville) and **Sabrina Keith** and **Kezia Hayes**, both of our Wilmington office. Both **Nate Bush (Boone)** and **Barbara Warren** (Statesville) began providing services with us 4 years ago.

We work in a field with high turn-over, but the dedication these employees have shown is something of which we are proud. Thanks to these individuals and to all of you who give so much of yourselves for the benefit of our consumers.

PaySchedule

Services Delivered	Documentation Due	Checks Mailed
April 1-15	April 9 and 16	May 4
April 16-30	April 14 and May 1	May 21

Be certain to get your documentation in on time!

CLIENT SPOTLIGHT (Continued from page 1)

Randy has made new friends inside the assisted living facility and out in the community and has become involved in several community programs. One such program is Pro Health, where he goes to exercise in a warm pool of water, which relieves some of the discomfort caused by arthritis. Randy has become interested in arts and crafts and has enrolled in classes to improve his skills and enjoy his creative side. He has definitely adjusted well to his move and is making good progress towards goals he has set for himself.