

## From Our Offices

Each month we publish this newsletter with news about what is happening at HEMOCARE and at the state level. We feature a consumer who is making good progress towards his or her goals and doing interesting things; we also introduce readers to one of our many employees who are doing an outstanding job in helping people reach their goals. In addition, we include a short clinical article that we feel will be of interest to many of our employees as they improve their knowledge and skills in their chosen profession. In the past this newsletter has gone out to employees, but many consumers and family members are interested in these same topics. For this reason we have decided to send the newsletter to each of our active consumers; we see it as a good way to keep in touch with you and let you know what is happening. This month we are including a copy of both our June and July newsletters, and you can expect another one each month while we are working with you.

One of the things you will notice is a list of in-services we offer at various sites throughout the state. These are trainings we offer in addition to regularly scheduled trainings required for employees to learn what is involved with each service we offer and to develop the skills to deliver these services. We also require yearly re-certification in CPR and First Aid, Back Safety, Physical and Restrictive Interventions, and Bloodborne and Airborne Pathogens. When you add these in-services, you can tell that every employee we have is continually learning and upgrading their skills to better serve our consumers.

Each of you is welcome to attend any in-service training that interests you. We would appreciate it if you would call ahead, however, so that we can plan for enough seats and refreshments and so that we can give you directions to the site if it is not being held in our office.

We hope you enjoy receiving this newsletter, and we welcome any suggestions you have to make it better. As always, we value your opinion. If you want to provide feedback on any of our services, feel free to contact: Rankin Whittington, CEO, 800-223-2841, [RankinWhittington@HomeCareMgmt.org](mailto:RankinWhittington@HomeCareMgmt.org); Sara Nolan, Division Director; 800-718-4599; [SaraGroveNolan@HomeCareMgmt.org](mailto:SaraGroveNolan@HomeCareMgmt.org); or your Clinical Supervisor or Regional Manager.

## Management Corporation

*News from the Mental Health Division*

## Employee Spotlight

Our Employee Spotlight this month focuses on one of HEMOCARE's newest employees out of the Lenoir office. **Eddie Johnson** has only been working for HEMOCARE Management since May of this year, but he has proven to be another wonderful asset. He genuinely enjoys working with people and, after a long search for a more meaningful career, he has found his place as part of our HEMOCARE family. Supervisor **Stephanie Noe** states that he has good instincts and an excellent understanding of the issues faced by his consumer and the family.

Eddie is currently working with a client who has been diagnosed with Pervasive Developmental Disorder, Oppositional Defiant Disorder, and Attention Deficit Hyperactivity Disorder. Eddie is providing Community Support, which includes teaching his client specific skills needed to decrease the symptoms of his diagnoses. Eddie, like most of our workers, has had to deal with many difficult behaviors such as impulsivity, non-compliance, disrespect for authority, poor social skills, poor communication skills, and difficulty dealing with anger. He is teaching the client specific skills to manage anger, including identifying signs he is beginning to "lose it" and using techniques such as deep breathing to keep the anger in check. Eddie feels the most difficult task involved in working with his client is "keeping the client focused during skill-building activities." This, of course, is a symptom of his client's ADHD diagnosis. To help the client control his distractibility, Eddie eliminates as many external stimuli as he can, shutting off the TV or music, for instance. He also uses non-verbal cues to redirect the youth and is teaching the mother to use them as well. As Eddie works on these and other goals he is continuously giving step-by-step directions and feedback and "teaching to the moment."

We're glad that Eddie found his calling with HEMOCARE.

## Client Spotlight

**Tiffany Thomas** from Mooresville, N.C., began receiving services at HEMOCARE in August 2005. Her current worker is **Sabrina Johnson**.

Tiffany, who lives with her father, has overcome various challenging obstacles within her life. Tiffany participates in an educational program at the local community college. She enjoys being involved and stays active by volunteering at the YMCA and the Soup Kitchen in Iredell County. Tiffany is very pleasant and social. She enjoys meeting new people, and always has a smile on her face. Tiffany's kindness and friendliness contribute to her being well-liked in her home, school, and in the community. Tiffany states that she loves to make people



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## Building Self-Control in Children

Self-Control, including the ability to make decisions about how and when we express our feelings and which of our impulses to act on, is developed in a life long process that begins in early childhood. It is important to guide and discipline children in a way that helps them to feel valued and accepted, not judged and rejected. Warm nurturing relationships combined with clear expectations and knowledge about the reasons for rules help to promote self-discipline and self control in children.

Remaining calm yourself is central to helping children learn self-control. This helps children feel safe as well as modeling self-control. In addition, observe what is most calming to each individual child. Some children react best to physical contact like hugs, others respond to redirection, while still others benefit from regrouping in a quiet space. When you find something that works for a child, be consistent in your words and actions.

A proactive approach is beneficial. Think about what events have caused loss of self-control. Can you identify the stressors? What can be done to eliminate, avoid, or cope with these triggers? Children often have a difficult time learning when they are tired, sick, or stressed. Keep this in mind when working with them.

A child's temper tantrum presents adults with a real challenge. When you witness a tantrum, consider it an opportunity to teach the child how to manage his emotions and get what he needs in a more acceptable way.

Limiting yourself to negative feedback gives the child information on what "not to do," but it does not teach a child what "to do." How do you get the most out of the teachable moment? Here are few strategies:

- Calmly take action to stop the behavior. Redirect, send to time out, give a hug, or whatever works for this child.
- Once the child is calm, validate the emotions while helping him or her connect those emotions to the actions. "I understand that you got angry when he took your toy, and it's okay to be angry. But it's not okay to hit someone just because you are angry."
- Help the child to realize that what they got from the tantrum isn't working but that they might get what they want if they did something different.
- Teach them what they should do. "Next time someone takes your toy, ask them to give it back to you. Get an adult to help if you need to."
- Allow for natural and logical consequences. For example, you might put away the toys as a result of the children not sharing. You might impose a time out for hitting.

Remember that children are natural learners and will repeat what works for them. If a tantrum helps them get what they want, they will continue to have tantrums in the future to obtain their desires. Teach them better ways to get what they want and you are much more likely to see them build their self-control skills.

## Opportunities For Learning

### IN-SERVICE TRAININGS

- **Stress Management: A Healthier You**, Forest City, July 20, 10 am-12 pm or 2:30 pm-4:30 pm
- **Youth Substance Abuse**, Whiteville, July 25, 5 pm-6:30 pm
- **Gang Awareness**, Wilmington, July 26, 6 pm-8 pm
- **Coping with Bi Polar: Help for Staff and Clients**, Boone, Aug. 3, 9 am-11 am
- **Cultural Diversity**, Charlotte, Aug. 8, 2 pm-4 pm
- **Come See Into Our World: Understanding Autistic Disorder**, Morganton, Aug. 14, 4:30 pm-6:30 pm
- **Working with Families Impacted by Substance Abuse**, Forest City, Aug. 17, 10 am-12 pm or 2:30 pm-4:30 pm
- **Street Drugs**, Wilmington, Aug. 20, 6-8 pm

*Please contact your supervisor for more information on these valuable training sessions, for required re-certification trainings, and for information on additional opportunities for you to obtain required CS training.*

### *CLIENT SPOTLIGHT (Continued from page 1)*

happy. She likes to surround herself with very positive people and prefers not to be around negative influences.

In Tiffany's spare time she enjoys helping others, visiting her friends, shopping, dining out, music, singing, dancing, talking on the phone, bowling, sports, and swimming in the Special Olympics.

Tiffany feels that family is important, and she enjoys the time she spends with her family. She is quick to state that "I love my father, brother, and aunt very much."

Tiffany's plans for the future include continuing to receive services from HOMECARE to help her gain the skills necessary to live as independently as possible. Tiffany stated that she is thankful for the help that HOMECARE and Sabrista are providing to assist her with meeting her goals.

## Anniversaries

July 4 is our biggest national celebration, but here at HOMECARE we are also celebrating the anniversaries of some of our dedicated and long-serving employees. **Dionne Gaither** of Statesville and **Wendell Hardie** of Whiteville have been with us 7 years this month, and **Shenita Bridges** of Statesville has been with us for 6. **Jacqueline Wilson** has been with the Charlotte office for 5 years. A number of technicians are celebrating their 4<sup>th</sup> anniversary with us as well: **Amanda Hill, Tenara Kimbrough**, and **Brenda Williams** of Statesville; **Roma Powell** of Lenoir; and **Vanessa Wiggins** of Tarboro. Thanks to each of you for all that you do!

## PaySchedule

### Services Delivered

### Checks Mailed

July 1-15

August 6

July 16-31

August 21

**Community Support (CS) documentation must be postmarked or delivered** the 9<sup>th</sup> for services delivered the 1<sup>st</sup> through the 8<sup>th</sup>, the 16<sup>th</sup> for the 9<sup>th</sup> through the 15<sup>th</sup>, the 24<sup>th</sup> for the 16<sup>th</sup> through the 23<sup>rd</sup>, and the 1<sup>st</sup> for the 24<sup>th</sup> through the end of the month. **CAP/MR-DD, CAP/DA, and Personal Care documentation must be postmarked or delivered** the 16<sup>th</sup> for services delivered the 1st through the 15th and the 1st for the 16th through the end of the month.