

From Our Offices

Over the past two years much has changed in the environment in which we operate, and the pace of change does not seem to slow down. One thing has remained constant, however: the commitment at HEMOCARE Management to providing high quality services in an ethical manner. We expect everyone to meet the highest ethical standards, and we refuse to tolerate anything else. Meeting the standards established in the Code of Ethics, which we all sign, is the foundation of all we do.

There are certainly many important ethical standards in our code, but one unifying principle is the foundation of them all: treating all individuals with dignity and with respect for their fundamental rights. This includes respecting the diversity of cultural, religious and social backgrounds of consumers and others. When we go to work with clients and their families, each of us must focus on them and their needs, above our own needs and the trials of our own lives. We want to show each consumer that they are important and that they have at least some control over what happens in their lives. Respect the consumer's freedom to choose their preferred way of life, even if it is not the way you would choose. Respect their right to choose the services they receive and the provider of those services. Include consumers and families in all aspects of planning services, and respect their wishes. Too often individuals with disabilities are at the mercy of others for schedules, the activities in which they can participate, and other aspects of their lives. Some of this may be unavoidable; we all have to take others into consideration as we plan our day, and those with disabilities often must conform to others' schedules to receive the care and services they need. However, respect for the individual includes allowing them as much control over their lives as possible. When the individual we serve is not allowed control, they may give up and withdraw; aggressive behavior may also result as the individual attempts to achieve some measure of control.

Ethical behavior also requires that we not use our relationship with the consumer for personal gain. It is important to respect the boundaries of the therapeutic relationship. No HEMOCARE employee or volunteer should accept services, resources or goods, paid or unpaid, from a consumer. It may seem helpful to the consumer to hire them to cut your grass, for instance, but because of the unequal power between consumers and staff, it may be difficult or impossible for the consumer to say "No," even if he does not want to engage in the activity. If you provide gifts or special services, it may make the consumer feel under obligation to reciprocate or take your needs and wants into account. Accepting gifts or favors from the consumer or family changes the nature of the therapeutic relationship and can lead to the consumer expecting favors in return, favors that may be against Medicaid rules for example. An exception may be made for small tokens of appreciation, such as a card drawn by a consumer, but you should report all such gifts to your supervisor.

Another key to ethical behavior is to be a wise steward of the public money; we must not falsify expenses or work performed in any manner. Timesheets should reflect the time you actually

(Continued on page 2)

Employee Spotlight

Shane Bunton is a Behavior Tech and Qualified Professional based out of the Lenoir HEMOCARE office. Shane first attended training in 2005 and has worked consistently ever since. By night, Shane works as a prison guard for Caldwell County. By day, Shane wears a number of hats for HEMOCARE due to his years of experience and education. Though I am certain his persona requires a 'tough guy' image as a guard, Shane's alter-ego is that of a teddy bear.



Shane has been assigned Community Support consumers as a Qualified Professional in the field – working with challenging behaviors of children and offering expert direction to many parents. His skill at conveying new ideas through education and mentoring makes Shane stand out. He currently provides skill building and support to several consumers with Developmental Disabilities. Shane is a favorite among young, rambunctious boys – they

(Continued on page 2)

Client Spotlight

Susie is described by her family and friends as a loving caring person with a wonderful personality. Susie has been with HEMOCARE for a little more than two years and really enjoys working with our staff, especially her Behavioral Technician, **Naomi Hagler**.



Susie has overcome many obstacles in life, and HEMOCARE is pleased to have been a part of the accomplishments that she has made. In the past two years Susie has learned the alphabet, sight words and has even begun reading. She has also learned to count money, just one of many examples of how she's working toward becoming more independent. Susie has been able to overcome her hesitation to go out in the community and now enjoys being around others. Susie states that she "enjoys talking to people." The truth in this statement is evident whenever you are with her. She loves to tell stories of events that have happened in her life, both past and present. These stories are usually about her family, especially her sister, two nieces and a nephew. She really enjoys helping with her nieces and nephew, and is quick to remind them (according to her stories) that she is the adult.

When asked to share a favorite pastime, Susie could not name

(Continued on page 2)

Learning Opportunities

- **Community Resources: Summer Outings**, Forest City, June 3, 9-10:30 am or 4-5:30 pm
- **How to Stay Motivated on the Job**, Tarboro, June 10, 3-4 pm
- **Pervasive Development Disorder or Childhood Bipolar Disorder**, Statesville, June 16, 9-10 am, repeated 5-6 pm
- **Creative Skill Building for DD Consumers**, Lenoir, June 17, 10 am-12 pm
- **Meal Planning and Diets**, Tarboro, July 8, 3-4 pm
- **DSS: Reporting Allegations, Definitions of Abuse and Legal and Ethical Responsibilities**, Boone, July 9, 9-11 am

Anniversaries

We continue to be impressed with the dedication of our employees and the way you work to provide the highest quality services to our consumers even through the unsettling times. This month **Jeff Brinager** of the Statesville office celebrates his 12th anniversary with us — 12 years of outstanding work with many different clients. **Christy Formyduval**, **David Hardie** and **Shenna Redd** of Whiteville and **Karla Harris** of Tarboro have been with us 6 years, while **Amanda Bellamy** of Wilmington and **Myra Rogers** of Whiteville are celebrating 5 years with HOMECARE. Thanks to each of you for all you do for the consumers and families we serve.

CLIENT SPOTLIGHT (Continued from page 1)

just one thing. She said that she “loves to sing songs, likes working with Naomi, watching television and being outside.” Susie’s mother reports that Susie enjoys working with Naomi to meet her goals so much that she waits by the door for her to arrive each day, and is very disappointed when services are not scheduled to be provided on a given day.

One of Susie’s most enduring traits is her desire to help her sister, who also deals with developmental disabilities. Susie encourages her sister to do her best in daily tasks and praises her sister for even the smallest of accomplishments.

Naomi also noted that Susie enjoys assisting with the children in her church when given the opportunity. Susie states that she “just plays with them when they are being too loud.”

Susie is a determined young lady who, despite what others call disabilities, has shown tremendous accomplishment in working toward becoming more independent. Susie has a positive attitude toward life that leaves those around her feeling privileged to know her.

Post-traumatic stress disorder

PTSD (Post-Traumatic Stress Disorder) is an anxiety disorder that some people develop after seeing or living through a dangerous event. When in danger, it is natural to feel afraid. This fear triggers many split-second changes in the body to prepare to defend against or avoid the danger. This “fight-or flight” response is a healthy reaction meant to protect a person from harm, but people who have PTSD may feel stressed or frightened even after the danger has passed.

It is important to remember that most people who live through a dangerous event do not experience PTSD. Nevertheless, anyone can get PTSD at any age. This includes war veterans and survivors of physical and sexual assault, abuse, accidents, disasters and many other serious events. On the other hand, not everyone with PTSD has been through a dangerous event. Some people get PTSD after a friend or family member experiences danger or is harmed; the sudden, unexpected death of a loved one can also trigger PTSD.

Symptoms of PTSD can be grouped into three categories:

- ◆ **Re-experiencing** symptoms include flashbacks, bad dreams and frightening thoughts.
- ◆ **Avoidance** symptoms include staying away from places, events or objects that are reminders of the experience, feeling emotionally numb, strong guilt, depression, worry, losing interest in activities that were enjoyable in the past and having trouble remembering the dangerous event.
- ◆ **Hyper-arousal** symptoms include being easily startled, feeling tense or “on edge,” difficulty sleeping and angry outbursts.

To receive a diagnosis of PTSD, a person must have all of the following for a least one month: at least one re-experiencing symptom, at least three avoidance symptoms and at least two hyper-arousal symptoms; these symptoms must make it hard to go about daily life,

The main treatments for people with PTSD are psychotherapy (“talk” therapy), medications or a combination of the two. Everyone is different, so a treatment that works for one person may not work for another. It is important for anyone with PTSD to be treated by a mental health care provider who is experienced with PTSD.

It may be hard to take that first step in getting treatment, but with time, treatment works and symptoms gradually improve. To help the process along, mild activity and exercise can help reduce stress, as can breaking up large tasks into small ones and spending time with other people.

EMPLOYEE SPOTLIGHT (Continued from page 1)

can’t seem to get enough of him. During a recent team meeting, the parent of one such boy said, “My son needed a specific personality to provide services, and Shane fits that mold perfectly.” The mom also said she was willing to negotiate his work hours in order to ensure Shane continues to support her child. Thanks, Shane, for the many lives you have enhanced!

FROM OUR OFFICES (Continued from page 1)

work, not the time you should have worked if it is different. Your documentation should reflect exactly what you did, completely and accurately.

Most of the time the ethical way is clear, but sometimes we are confronted with situations where it is not so easy to make the ethical choice. Whenever there is doubt, it is the responsibility of each individual to consult with his or her supervisor. In that way we can continue to make certain that we continue to provide our consumers with the services they need in the manner in which they deserve to receive them. Thanks to each of you for all you do to make this happen.