



# Connections

The in-house newsletter of Community Living, Inc.

June '09

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We have decided to try something a little different for this Connections. We are a 24/7 agency, and know what our own role is in making the agency successful but we ourselves are often amazed to learn all the other things that must happen behind the scenes. All we know

is that together we make it happen. This Connections will hopefully give you a little more insight as to what we really do, so that Donald can go fishing, Thomas can go kayaking, Ricky can sing karaoke .....

Ginger is our first line of defense. As our office manager she always makes us look good. The phone rings an average of every five minutes, but in the early morning or after 3:00 P.M.; all three lines are going off. She stays cool, calm and collected. Throw in opening all the mail, ordering supplies, greeting visitors, handing out forms, checking and providing answers to job applicants; all while keeping our ROW folks happy when they come out to visit at her desk. She is also the only one that can fix the copier when it decides to really jam up.

Take a few steps down the hall and you are at the door of Marty. She is our Training Director and the list on her door shows you how busy she is. You probably won't find her in her office since she has to provide an average of 76 hours of orientation training for new hires. This includes CPR and First Aid. She's also working on adding courses to assist our direct support staff in doing their job more efficiently. Our individuals have a variety of diets and she is teaching the staff how to shop and cook to accommodate all menus. We all know how to bend at the knees to save our backs, but how to do it when tending a resident getting out of the tub? Marty will be teaching residential staff how to do this to help protect both the residents, AND the backs of staff. She continues to wear the volunteer hat as well, making sure that groups are able to provide fun and recreation to our people and spruce up our homes. Oh, and did I forget to mention that she also is the Director of The Monocacy Foundation? She is

always asking for an additional second Tuesday for each week, so that she can get things done.

I am going to skip down the hall a bit for this issue and pick them up in the next, but let's move down to the end of the right side to Human Resources. The guardians of what is legal, fair, ethical and right. An application makes it from Ginger to Matt and Kim and the clock starts ticking. We need staffing in the homes, so we are always interviewing. An application is reviewed, phone calls made for an interview and the clock is still ticking. The applicant comes in for an interview and the questions need to be asked that help both sides decide whether or not they would be a good fit in the agency. Then the next set of questions is presented to see what the best fit would be. If it looks good so far, a house visit is planned. It is important to see how they will actually interact with our people and for the direct support staff to ask their own questions. If it's a go, then all the regulations kick into high gear. Are they authorized to work in this country; all must go for a physical and a drug test; all applicants then submit to a background check; and their references are checked. If all checks out, they begin their paperwork. Individual paperwork can take over an hour to complete. Thank heavens that there is a handbook at the end, because you may forget it all by the time you finish! It's a lucky one out of seven that reaches this stage and Matt and Kim start all over again. You might ask: Is that all they do? Heavens no! They are responsible for insurances, our workers compensation, staff firing, grievances and just a listening ear. They remind us each and every day that our Direct Care Staff is the backbone of this agency and that the rules and regulations are there to protect CLI, staff and the residents. They keep us all on track so that we remember that our Direct Support Staff is the backbone of this agency.

In the next issue, I will continue telling you more of what it takes to keep our 26 homes and our 101 individuals happy. For instance.....how many cans of paint do you think we use? How many boxes of cereal? How many Doctor's visits do we have to make and so on and so on and so on.....talk with you next time!

# 24 Hours in the Life of Community Living

12:01 AM A nurse gets a call about a resident having continuing seizures. Instructions given to administer a STAT med. While nurse is on the phone orders are followed and the resident calms down.



1:16 AM Ladies at Penn. Ave repositioned in bed.

Nurse calls the house to make sure the resident with seizures is resting comfortably and all vitals are within normal limits

2:22 AM Awake overnight staff is assisting a resident to the bathroom. Laundry is being completed and medical supplies inventoried

3:22 AM Ladies at Penn. Ave repositioned again. Covers gently tucked in.



4:39 AM LeClair wakes up in her room at her new condo at Worman's Mill. Staff has just spent a week packing and unpacking her, so that she feels at home in her new surroundings. LeClair needs reassurance that all is well and her life will go on as before.



5:00 AM Sleepover staff are up preparing for the day

5:11 AM Ladies at Penn. Ave. repositioned again

5:30 AM The alarms are ringing at 1331 Hillcrest job as the guys there have outside jobs!

*Gerald* has to get up and be ready to go to Ft. Detrick. *Steve* works at the Health Department, arriving at 7a.m.

5:47 AM Georgette wakes up to get ready to work at ROW. After working all day in ROW she will take a group to the Roller Derby in Hagerstown. *Ricky, Chip, James, Dennis, Linda, Josh, Wes, Terry, Willie, and Bobby M* will all have a wonderful time cheering on their favorite skaters.



6:00 AM Residents are up and stirring in our houses: Good Morning! All need showers, breakfast and medications, while they wait for their program buses to arrive.

6:57 AM *Janet* gets ready for work. She will take public transportation, because her staff spent Hours teaching her the route. When the day is over staff will pick her up so that they can do banking and grocery shopping. It's difficult staying on that diet on such a tight budget.



7:00 AM *Chris* always wants to tell staff Tammy he loves her and to have a good week, as one staff says goodbye and another greet you in the afternoon.

7:05 AM Nurse goes to see patient that was called about at midnight. She recommends a Dr. visit be scheduled.

7:43 AM Temper flares as *Sharon* would rather stay home than go to work at Scott Key Center. She had enjoyed her time alone with staff when her roommates went to church.

8:00 AM Transportation runs are started for day placements as well as to Retirement Our Way (ROW)



8:36 AM While walking out of 225 *Wyngate* the residents appreciate the attention the yard has received from Dale and Jill Heitzig's church over the weekend.



8:57 AM We now have 23 vehicles. This means that one of our cars is getting an oil change, or check up 4 times a week. One of these visits is occurring now.

9:07 AM Staff have hurried to get to various medical appointments throughout town. One often leads to two others.



9:41 Randi and Meghan start thinking about another picnic at Meghan's Fun Farm. The folks from ROW really enjoyed the last picnic. ROW also has gone to Fountain Rock for picnics and had burgers and dogs out in the gazebo. ROW is looking forward to the outing to Boyd's Bears in July.

9:54 AM One of the 13 blankets donated by The Warm Up America Group of Chase Card Services to CLI was straightened up on a bed. Willie and Linda went to Chase Bank Card Services to meet the ladies that knit and crochet the blankets on their lunch time.



10:23 Farhan and John come to visit in the office. We have several individuals that have a one resident to one staff ratio right now due to medical needs but we still get them out in the community as much as possible.

12:00 Noon All over Frederick at day placements and jobs, residents open nutritious lunches packed by House Managers



1:31 While cleaning the Motter Ave. house, the staff there stops to appreciate the many cards that were sent to them when Kevin died. For CLI it truly is like a family member passed away. Staff, residents and neighbors all will miss him.



2:09 Resident from midnight's medical incident goes on the Dr. visit per nurse's recommendation. Chanda prepares a medical packet, one of 30 she prepares weekly.

3:00 All over Frederick buses discharge people from their day programs and homes resound with "Did you have a good day?", "Let me see what you made." and "Your note says you are going to Greenbrier Park tomorrow."

4:00 Willie and Rickie wander in their back yard, appreciative of the work the Rotary Club of Fredericktowne did in cleaning up the weeds and vines. Kids from Frederick High School are tending to flowers and the mulch.



5:03 Pam hopes and hopes and hopes that she is having hot dogs for dinner tonight. Twenty-six family meals are being cooked all over Frederick, and almost every house has someone with dietary restrictions and every resident has likes and dislikes. Providing nutritious, interesting meals is a real challenge for our staff. And, yes, Pam got her hotdogs!



6:08 Janie Harbaugh, a volunteer, takes the ladies who live at Meadowgrove out for an activity every Monday night. The ladies look forward with anticipation to the activities Janie has planned: a trip to the mall, out for a milkshake, an ice cream or a visit to her home. All of our houses could use a "Janie"...don't be afraid to sign up!



6:15 Chip, Jimmy, and Wesley have much to celebrate! First, they moved into one of the 2 new homes available to Residents of CLI which is a rancher. No more stairs: Yay! Next up on the things to be excited about is the great backyard with a fishpond. Volunteer Frederick showed up on June 11 to spruce up the backyard. All are invited to the Open House on July 12.



6:17 Georgia goes for a walk after dinner. The neighbors all know her and watch out for her as she goes on her regular route.

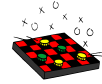


6:19 *Jimmie* goes to the Nursing Home to visit his Mom. This requires programming to find transportation and staff coverage for him.

6:46 *Bobby M.* finds a tennis partner!



7:09 *Barbara* loves to sit and talk to anyone and everyone. She also loves a good game of checkers.



7:11 *Bobby O.* is sitting on his swing.



7:39 *Josh, Ian and Brian* play a game of hoops...guess who wins?

7:41 *Robert S.* is on a health food kick and eating fewer big Macs and Fries. Darrius also has him experimenting with doing sit-ups and pushups! Now is the time for Robert to knock-out 10 of those sit-ups!

7:51 *Chip* is latch hooking a new rug, *Ricky W.* is trying a new technique he learned in art class, and *Ricky M* is doing new things with his beads.

8:03 *Tom* is eager to hear any news about the Ravens. We've had outings to the Keys, the Nationals, and the Orioles already and are hoping we get donations of tickets to the Ravens and Redskins games, too.

8:18 *Jesse* is on his treadmill. We encourage all of our folks to get exercise one way or another.



8:37 Houses are starting their evening routines of clean-up from dinner, snacks before evening meds, baths, setting out clothes, arranging stuffed animals in bed, teeth brushing, and all the things that are needed to get a household ready for bed.

8:47 One of many, many, many loads of laundry comes out of the dryer to be folded in our homes. Do all the socks match?



9:00 *Sherry* grins up and laughs as if to say "I'm up to no good". We try to have staff stay at each house long enough to get to know the personalities of each person through their unique communication cues- a look, movement, sound.

9:23 The residents of *Young Place* get ready for bed and appreciate the freshly painted walls in all their rooms. Back in April Carroll Creek Rotary painted all the bedrooms, living room, dining room and kitchen lickety split in one morning.

10:17 All the residents are in bed, paperwork is completed, kitchens cleaned and meal preparation started for breakfast.



11:00 One last round of good nights from our house managers!

11:59 The houses are quiet, but ears never sleep as they wait for that call..... for a hug, .....for a drink of water, .....to get up, .....for help with.....

