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*This publication is to be distributed exclusively to all employees of In-Pact. For information in regards to this newsletter, contact Toni at the In-Pact office (219) 662-1905.*

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## GROUP HOME SERVICES

Submitted by: Sheila O'Dell

Well summer has finally arrived, so everyone can start getting out and enjoying the outdoor activities. However, it is important to remember and preventative a health/safety concern: **SUNBURN.**

The best way to prevent sunburn is to avoid sun exposure.

- Teach others the ABCs of how to protect their skin from getting sunburned.
  - **A = Away.** Stay away from the sun in the middle of the day (from 10 in the morning to 4 in the afternoon).
  - **B = Block.** Use a sunscreen with a [sun protection factor \(SPF\)](#) of 30 or higher to sensitive skin.
  - **C = Cover up.** Wear loose-fitting clothing that covers the skin, hats with wide brims, and sunglasses with UV protection. Even children 1 year old should wear sunglasses with UV protection.
  - **S = Speak out.** Teach others to protect their skin from sun damage.

If you can't avoid being in the sun, use a sunscreen to help protect your skin while you are in the sun.

- Apply the sunscreen at least 30 minutes before going in the sun.
- Apply sunscreen to all the skin that will be exposed to the sun, including the nose, ears, neck, scalp, and lips. Sunscreen needs to be applied evenly over the skin. Most sunscreens are not completely effective, because they are not applied correctly. It usually takes about 1 fl oz (three quarter-size dollops) to cover an adult's body.
- Apply sunscreen every 2 to 3 hours while in the sun and after swimming or sweating a lot. Don't forget to apply sunscreen to the top of the feet. Use lip balm or cream that has sun protection factor (SPF) of 30 or higher to protect your lips from getting sunburned or developing cold sores.



Some sunscreens say they are water-resistant or waterproof and can protect for about 40 minutes in the sun if a person is doing a water activity. Apply sunscreen more often if you are in water. Wet skin can burn easily, so it is important to protect your skin even if you do not feel that you are getting sunburned. Wearing a T-shirt while swimming helps but does not fully protect your skin unless sunscreen has also been applied to your skin under the T-shirt.

If you need to use sunscreen and insect repellent with DEET, do not use a product that combines the two. You can apply sunscreen first and then apply the insect repellent with DEET, but the sunscreen needs to be reapplied every 2 hours.

Note: Some of our consumers may have an increased sensitivity due to medications. It often would come with warning labels; consumers/staff may contact their pharmacist with questions on the risk of sensitivity associated with any specific medication.

So, everyone have fun, stay safe and don't get burned!

Submitted by Emerson Caress:

## **June Supported Services Employee of the Month**

I checked it out, the last time a person who worked exclusively In-Home won Employee of the Month was January of 2008 when Tyne Adair won it. Because there are no assistant managers to notice them, because their consumers are usually less problematic, because they usually work fewer hours they just rarely get the recognition they deserve.

This person does an excellent job with her consumers, she is devoted to them and to their family but that's not why she was nominated for this honor. It's her communication with her manager that has brought her to our attention.

Communication is the grease that makes everything run smoother. In life, and in work keeping people aware of what is going on usually makes people happier and more cooperative and it has made a big difference in the way services have been delivered to the people in Amanda's care. Her regular emails have resulted in not only better communication between herself and her manager but between her manager and the family she serves.

That's why the June Supported Services employee of the month is...

**Amanda Nelson!**

The Supported Service Employee of the Month receives a Gift Card for use at a local establishment! As an added bonus three of the Supported Service Employees of the month for this calendar year may attend the IN-ARF conference in Indianapolis next Spring.



## TIPS FROM TOM

Submitted by Tom Atchison:

### Embrace diversity

Ever find yourself thinking that people who are different from you (different skin color, religion, ethnic background, culture, way of speaking, etc.), are strange, wrong, or perhaps something worse ( and derogatory )? If so, it's time to unscrew the top of your head, throw out some of the garbage in there, and catch up with the human race.

No two people are exactly the same. So, if being different were to equal being wrong, everyone would be wrong- including You! That would definitely be bad. But you know what would be worse? If everyone were exactly alike! In that case, we'd all look, sound, and act the same. We'd only need one type of food, one way of thinking, one sport, one kind of music, one type ( and color) of car, one style of clothes, one political party- simply one of everything. With everyone the same, we wouldn't have creative " oddballs" inventing new technologies and creature comforts to improve our lives; we wouldn't have " foreigners" buying our products and services; we wouldn't have the blending of cultures and ideas that afford us new and enriching experiences. Most importantly, if everyone and everything were the same, we wouldn't have choices.

Sometimes being different IS being wrong. And in those cases, we have laws, rules, and procedures to control inappropriate behavior. Most of the time, however, different isn't wrong- it's just different. And that's a fact that everyone needs to accept. Better yet, that's a fact that everyone needs to embrace. It is. After all, what allows you to be different from someone else... and to be proud of it!

So, work on maximizing your respect for diversity. Appreciate individuals who are "different" – especially those of other races, cultures, creeds, and national origins. In this land, unless you happen to be Native American, your ancestors WERE those different people....and you're still one of them.

From the book "Start Right .... Stay Right" by Steven Vent



Submitted by Ruth Fields:

### **Sexuality and People with Disabilities**

(This training is being done by request. If you have any topic ideas you want to see presented, please let me know. I try to meet any reasonable request.) Although not the most comfortable topic to discuss, sexuality is an issue that on some level will need to be addressed with most of the people we support. Sexuality encompasses an array of issues such as relationships, self-awareness, anatomy, and emotions. This training will cover these issues and others while providing some easy to use teaching tools. The training will be held July 27<sup>th</sup> and 28<sup>th</sup>.

### **Management Training: Time Management**

Every day there seems to be more and more to do. As one thing is crossed off the “To Do List”, three others are added. If you find yourself overwhelmed on average and even taking work home, July’s management training is for you. This training will cover the basics of time management and useful skills to help balance your work and free up some time. This training will be held on Wednesday, the 15<sup>th</sup> from 10am-12pm. Please note: While the management trainings are geared towards management staff, they are open to any employee.

### **Friendship Union News**

*Upcoming Meetings:*

*Monday, June 22<sup>nd</sup> 6 pm-8 pm*

*Monday, July 13<sup>th</sup> 6 pm-8 pm*

***SAVE THE DATE: THE 4<sup>TH</sup> ANNUAL FRIENDSHIP UNION WALK-A-THON IS SCHEDULED FOR SUNDAY, SEPTEMBER 20<sup>TH</sup> FROM 2PM-5PM AT THE LAKE COUNTY FAIRGROUNDS. LOOK FOR MORE DETAILS SOON.***

### **June Training Opportunities**

**Mon, the 8<sup>th</sup>: Basics of Behavior Management 10 am-12 pm**

**Tue, the 9<sup>th</sup>: Basic of Behavior Management 5 pm-7 pm**

**Mon, the 15<sup>th</sup>: New Employee Orientation 9 am-5 pm**

**Tue, the 16<sup>th</sup> : New Employee Orientation- Med Core A and B 9 am-1 pm**

**Wed, the 17<sup>th</sup> : New Employee Orientation 9 am-5 pm**

**Thu, the 18<sup>th</sup>: New Employee Orientation- Crisis Intervention 9 am-5 pm**

**Mon, the 22<sup>nd</sup> : Current Employee Review 9:30 am-3 pm**

**Tue, the 23<sup>rd</sup>: April’s NEO Review 10 am-12 pm**

**(This is only open to employees who attended the April 2009 NEO).**



## **July Training Opportunities**

**Wed, the 1<sup>st</sup>: Current Employee Review 4 pm-9 pm**

**Mon, the 6<sup>th</sup>: New Employee Orientation 9 am-5 pm**

**Tue, the 7<sup>th</sup>: New Employee Orientation- Med Core A and B 9 am-1 pm**

**Wed, the 8<sup>th</sup>: New Employee Orientation 9 am-5 pm**

**Thu, the 9<sup>th</sup>: New Employee Orientation- Crisis Intervention 9 am-5 pm**

**Wed, the 15<sup>th</sup>: Management Training- Time Management 10 am-12 pm**

**Mon, the 27<sup>th</sup>: Sexuality and People with Disabilities 10 am-12 pm**

**Tue, the 28<sup>th</sup>: May's NEO Review 10 am-12 pm (This is only open to employees who attended the May 2009 NEO).**

**Tue, the 28<sup>th</sup>: Sexuality and People with Disabilities 5 pm-7 pm**

From The Desk of Toni Applegate:

### **Emotional Aspects of Conflict:**

You come to work in the morning happy as a clam and the phone rings before you're settled at your desk. The call is from an important customer who begins screaming at you about how incompetent you are. How do you feel inside?

One of your peers comes to talk with you about his proposal that you've just read. You have problems with the way it will affect your department. Inviting you to lunch, he suggests it might be a good time to see how you can work out your differences. How do you feel?

Two of your supervisors have been involved in a simmering disagreement for some weeks, and you've been hoping they would work it out. You see them glaring at each other in the coffee room as you walk in. What do you feel at that moment?

### **Inside and Outside:**

When you feel angry on the inside, you react in some way on the outside. In fact, what happens inside you when you feel angry has a big impact on what happens outside. When someone says something hurtful or challenging to you, your emotions can cause you to react in a number of ways. Understanding what's going on with your emotions when you're in conflict will help you maintain control and take care of the problem in a healthy and helpful manner. Let's look at the three emotional dynamics in any conflict:



## The Rejection Response

1. The interpersonal Gap
2. Emotional Rebounding

## The Rejection Response:

People follow a predictable sequence as they try to deal with the emotional aspects of conflict.

Step 1. Anxiety

Step 2. Acceptance

Step 3. A Journey Inward

- Flight
- Fight

Step 4. A Balanced Reflection

Step 1. Anxiety is the first reaction to sudden change or challenge is anxiety. Anxiety is a natural response during conflict. Some people hide their response: others become transparent. Our Anxiety is often driven by fear. When your employees are displaying anxiety, your emotional radar tells you that things are at the first step in a conflict.

Step 2. Acceptance. Between anxiety and acceptance there is a chasm. Many conflicts never make it across this chasm. One option in a conflict is to walk away (or run away), to reject the other party.

Step 3. A Journey Inward. Taking a journey inward involves getting in touch with what is going on inside yourself, taking a personal inventory. You decide which is better flight or fight. Is this the time to stand up for your values and concerns or to retreat and wait for a better time? Conflict presents these two possibilities at this phase.

Step 4: Balanced Reflection. With a balanced perspective you understand that running from the issues means continually running: the fighting never stops. A conflict can only be resolved by acknowledge and analyzing it. This type of balanced reflections is a reminder that if conflicts simmer unattended, they are likely to escalate. Balanced reflection allows you to lower the level of intensity, and doing so makes it easier to address the conflict and manage what ever the problem is.

While the business manager is not a psychologist, understanding these emotional dynamics means of understanding what is happening inside everyone involved. As a manager, one of

"When organizational norms discourage the expression of 'weakness' such as hurt, fear, sadness or shame, people are more likely to substitute aggressive feelings (jealousy, anger, desire for revenge) and to escalate disputes."  
Kenneth Kaye



your most important roles is to provide perspective, learning to "read" the emotional climate of a conflict allows you to do that.

## **The Interpersonal Gap:**

### **Communication**

The second emotional factor, communication is typically a major problem during conflict. Many issues could be resolved if communication was improved. From an emotional perspective, the loss of communication compounds problems as the parties in the conflict begin to project what they "believe" are the other side's motivations. The gap between the intended message and internally received messages contribute to communication problems during conflicts.

Excerpts From the book "Dealing with Conflict & Anger" Edited by National Press Publications A Division of Rockhurst University Continuing Education Center, Inc



In- Pact, Inc. would like to

the Following New Staff.

## **Supported Services**

### **New Hires**

Arlesia Clanton - Supported Serves Specialist  
Karen Ellison- Supported Serves Specialist  
Phyllis Fulton- Supported Serves Specialist  
Joyce Parrish - Supported Serves Specialist  
Denise Steele - Supported Services Specialist  
Consuela Upshaw- Supported Services Specialist  
Britney Williams- Supported Services Specialist

## **Group Home**

### **New Hires**

Meghan Doyle - Residential Instructor Heavilin Rd.  
David Gregory - Residential Instructor Heavilin Rd.  
Kathryn Hemphill - Residential Instructor 200 E.  
Lidia Olatunji – Residential Instructor Sullivan



## Community Resources

Faith May – Community Volunteer Instructor/ Employment Specialist

### Job opportunities

Submitted by Heather Chopps:

**Community Resources has the following positions available:**

**Porter County:** part time day and evening

**Crown Point:** part time early evening (3:00pm-7:00pm)

**Lake County:** several part time and back up positions available.



**Tootsie Roll Industries**

Submitted by Ann Peters:

Thanks to all those who participated in the annual Tootsie Roll Drive, which is organized in our area by the Msgr. Ryder Knights of Columbus Council in Merrillville. Although Mother Nature didn't cooperate with us on Friday (rained all day), many were able to get out to exchange Tootsie Rolls for donation.

Consumers and staff volunteered to work various locations selected by the Council with the permission of local businesses. Volunteers work 2-3 hour shifts at their chosen site. They are rewarded by the Council with a free lunch and a lot of gratitude.

Once the drive has been completed and numbers calculated, the Council will distribute funds to those organizations who participate. This year it will be shared between In-Pact and Bridges.

In-Pact staff took advantage of a little competition prior to the weeks of the Tootsie Roll Drive. A 3 gallon container was filled with Tootsie Roll products and staff were given a chance, at 50 cents a try, to guess how many individual products were in the bottle.

The lucky winner, Mike Ritchie, won a day off with pay to be taken sometime before the end of the year. However, Mike passed on the day off and Lynn Phillips' name was drawn in his place. Lynn was very appreciative of Mike's generosity.



The actual number of Tootsie Roll products in the jar was 648 pieces and Mike guessed 644.



### HAPPY June BIRTHDAY

Joan Link, Renee Tomerlin, Maurice Sanders, Lola Morgan, Virginia Twitdy, Heather Chopps, Wallace Chatman, Carneta Brown, Dorothy Wilborn, Olga Chambers, Tiffanie McDonald, Heather Wolfe, Vince Stefanelli, Gail Hendershott, Ezekiel Battle, Tammy Beville, Brittany Barnes, Dovie Hogan, Mirian Brown, Mariette Williams, Jennifer Doffin, Melody Richards, Marcetta Walton, Alison Willmore, Adenike Oloyede, Sengamo Sakana, Karen Warner, Janice Wolfe. Erin Barton, Darlene Austin, Lisa Branson, Fonda Baskins, Derek Davis, Shaw Johnson, Erin Chick, Kevin Stokes, Chinyana Munakampe, Rein Levandis, Blake Heckler, Erin Levandis, Kevin Stokes



Submitted by Dana Rock:

Anyone interested in having your IN-PACT t-shirt tye dyed ...put it in Sherwood Group Home mail box with your name ...location and the colors you want it to be ...Dana

