



michael dunn
center

Now You Know

the staff newsletter

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edited by
Roger Richmond

DOCUMENT, DOCUMENT, DOCUMENT!

Mike McElhinney



There is an old saying in our business—"If it was not documented, then it did not happen." And the corollary to this—"If the documentation is not signed, then it is just make believe."

I am very thankful that almost all of our employees understand that there is a direct connection between thorough, signed documentation and the services we can then bill and get paid for providing. And that connection continues when employees under-

stand that when we get paid for a service then we can pay our employees. However, it never hurts to periodically remind everyone of this chain of events.

When a person, his/her family member or conservator, select Michael Dunn Center as the provider of services, it is very important for us to remember that they could have gone to many other providers to receive the same service. This is a true compliment to us—they have put their faith and

trust in us that we will provide a high quality service.

Every single day I see many examples of high quality services being provided by our employees. It is critical that during the shift, or at the end of the shift, employees sit down at the computer and enter into our Timas database the services and supports that they provided the person during the shift. And when the entry is completed, the writer adds his or her signature.

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DID YOU KNOW?

Our best source of applicant referrals has long been our employees.

Michael Dunn Center will pay \$250 to any current employee that refers a person that is hired and completes six months of employment.

An additional \$250 bonus will be paid if the employee successfully completes one year.

R.E.S.P.E.C.T.

Roger Richmond

A lot has been in the news in recent years of people not being treated with respect or dignity. Far too much, in fact.

Whether from our elected officials and politicians, who should know better, or from ignorant or ill-informed individuals and groups, intolerance and disrespect of others should not be tolerated or accepted.

Too often, people are devalued or disrespected because of gender, race,

country of origin, religion, beliefs, age, physical features, or appearance. None of that should have a place in our nation, which was originated on the premise that all people are created equal. And it certainly shouldn't be tolerated in places of employment.

Mistreatment and disrespect comes in many shapes and forms. It can be directed towards individuals openly and pub-

licly or subtly and quietly, but the results can be the same. Discrimination is discrimination. Mistreatment is mistreatment.

No empathy is displayed and no attempt is made to understand or get to know the individual as a person of value. No respect is offered.

Whether in the workplace or in our everyday lives within our communities, intolerance and disrespect simply have no place.

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DOCUMENT, continued

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Generally speaking, we do a good job of this, but there is always room for improvement. I suspect we often perform many more tasks, and provide many more services and supports, than we ever document or even realize.

I observed an employee recently at a doctor's office parking lot opening the car door, very correctly prompting the person to unbuckle his seat belt and then assist him to stand up, close the car door and then grab onto his gait belt as they walked into his doctor's office. These types of supports likely occur every time the person gets out of the car. I wonder how often this gets written in the documentation.

So please work with the co-workers on your shift to cover for one another for a few minutes so each staff person can sit down and write a detailed note of the supports you provided that day. Give yourselves credit for all the amazing work you do.

Please understand documentation becomes a legal document, proving that a service was provided that has been approved and billed for. Auditors from the state are constantly reading our documentation to verify this information. And remember, if it is not documented, and signed, then it did not happen.

RESPECT, continued

(Continued from page 1)

Mistreatment often goes unreported or even unnoticed (except by the recipient of the treatment), but can exist, nonetheless.

Disrespect can take many forms. Your tone of voice may be condescending or hateful; your body language may send subtle (or not so subtle) messages of disrespect; the words you choose can be hurtful and can result in hard feelings.

Whether you are aware of your conduct or not is of little matter, except that if you are not aware of your actions, you may need to do a self-check and maybe a bit of soul-searching. A little self-enlightenment may be in order. Many books and articles addressing these issues are readily available online. We have a free Employee Assistance Program (EAP) for all employees and members of their households that can help with these and many other issues.

Lack of tolerance and displays of disrespect can destroy team performance and company morale. Such conduct creates a breeding ground for misunderstandings, conflict, and hard feelings. Tolerance and respect is essential in developing and maintaining a positive and creative workplace. It must be in place at every level of our agency, from the newest entry-level employee up.

Today, more than ever before, we all need to take a step back and think about how people are treated. We need to be active in our tolerance and our acceptance of other people. We need to be inclusive, open, and encouraging.



If you've ever been to, or seen news about, Yassin's Falafel House, in Knoxville, you've no doubt seen the fine example he sets!

The sign pictured to the left hangs in both of his locations.

His restaurant was recently named "Nicest Place in the America" by Reader's Digest. We could all learn from his example!

ANGIE BROWN WALKS THE TALK!

Cindy Gregg, MaryAnn Rymer, Michael Butler

Angie has been an employee of MDC since 2009. It would be hard to imagine Work Programs without her. She is a gentle soul who loves life, is fun to be around, and simply brightens everyone's day.

Angie cares deeply about the people we support at MDC, not just the folks she is assigned to work with. She is also vested in our mission and exemplifies to the community what it means to support people with disabilities at MDC.

She has served in many positions such as: Route Driver, Shredding Operator, DSP, and is currently our Production Coordinator.

Anyone that works with or has ever worked with Angie has a positive word to say about her. She is dedicated to the people we support and goes above and beyond in her care for our customers. Angie makes an excellent impression on people and those interactions reflect positively on Michael Dunn Center.



Customers come in the door and ask for Angie, remembering a positive, or many positive, interactions they have had with her previously.

Angie is very loyal, honest, and has an excellent reputation for being ethical and professional at all times.

Angie loves the work we do at MDC. She loves to work with and support the folks she serves. She helps them be productive and successful employees.

Angie is compassionate, eager to be her best, and gives her all. Her compassion for the individuals we support is amazing. She provides excellent supports to the people she cares for and treats everyone as she would her own family.

Angie describes her job at MDC as rewarding. She says she would not want to be working anywhere other than MDC. She loves the people she supports and works with, they "make her day". She gives MDC and the people she serves her best and everyone always leaves smiling. Of course, Angie is also always smiling, as well!

Angie works overtime to help whenever needed. She is a team player and wants to be helpful and be a teammate.

We are truly thankful that Angie is part of our Work Programs. We couldn't imagine her not being a part of our team and we feel that we are better because of her!

DRAKE TAYLOR, RISING STAR!

Courtney Swafford, DSP

My son, Drake McCain Taylor, is an aspiring young musician from Spring City. Drake has been singing since he could talk, but has been singing locally in his hometown since he was around 9-years old.

He has sung the National Anthem countless times for sporting events, town meetings and celebrations, as well as doing local events and benefits around town when called upon to do so. He was chosen this past year to sing the National Anthem at the TSSAA High School Basketball Championship Games, hosted at MTSU.

Drake was blessed in August, 2018, when he was selected for a private audition for American Idol. Drake went before executive producers of the show and was chosen to move forward to the next level, which took place before the celebrity judges (Katy Perry, Lionel Richie and Luke Bryan), in Louisville, Kentucky.



This is a huge accomplishment for Drake, his family, his friends, and his community, who have greatly supported him and his love for music. Drake is a senior at Rhea County High School this year. He is a part of the boys' basketball team and loves his team and his coach very much.

Drake has 8 sisters and 2 brothers and is an amazing young man with a heart of gold! We wish him the very best in this competition!!

So keep your eyes out for him during this season of American Idol, which premieres on March 3, 2019 at 8:00 P.M. on ABC.

Let's all hope Drake receives a Golden Ticket!!!

EMPLOYMENT AND COMMUNITY FIRST PROGRAM UPDATE

Misty Northern, CESP, Employment and Community First Coordinator



I first began with the Employment and Community First Choices Program (ECF) in October of 2017. At this time, we began with only one ECF member and one ECF staff. Over the last year, we have served around 25 ECF members and currently serve 13. We now have 3 full time ECF staff, which is growing as we grow the ECF program.

The services we provide through the ECF Choices program are time-limited and focus on finding the member's interest and abilities related to employment, getting them ready to work, and helping them find employment or advance in a current job.

In the Employment and Community First program, we use the Person-Centered Approach to find the members' interests. We find that by using this approach it makes for a better work experience and helps the member stay employed because they enjoy doing the job.

Through the Employment and Community First Program there are some members that are not ready to explore employment. With those members, we set up volunteer work, help them join clubs, and identify other activities that help the member become involved in their community and lead a healthier way of life. We have assisted several of the members in joining the YMCA. This helps them to lead healthier lives, gives them some fun activities to do, and allows them to meet lots of new people that are interested in similar activities.

The Employment and Community First Choices Program continues to grow throughout the state. Michael Dunn Center hopes to continue to grow the program and offer services to as many members as possible to help them become successful and thriving members in their community.



CAROLYN BUSH RODDY, ALL-STAR!

Cindy Gregg, Director of Work Programs

When you are good at something, it stands to reason that recognition and honors will come your way. After a long and decorated career in the sport of basketball, Carolyn Roddy was recently recognized as a nominee for 2019 induction into the Women's Basketball Hall of Fame.

When it comes to basketball, Carolyn has done it all- she played with and against such giants of the game as Pat Summitt, Lusia Harris, Nancy Lieberman, and Annie Myers Drysdale. Carolyn played for the Roane County High School Lady Jackets from 1966-1971. Standing 6'2", Carolyn played guard.

While in high school, she was named all-tournament, all-district, all-regional, and went to sub-state. She was named MVP 12 times during her senior year, was an All-Star at the University of Tennessee in 1975, and was featured in *Sports Illustrated*. She even appeared in Tennessee Federal Court to testify on behalf of women throughout the state in support of Title IX!

After high school, Carolyn went to Hiwassee College, where she was recognized as the best player, best offensive and defensive player, and won the Tigerette Award. She was in the National Junior College All-Tournament and was named MVP of the National Junior College Tournament. In her sophomore year of college, she was recruited by Wayland. She was Kodak All-American; Street & Smith All-American; and AAU All-American.

In 1966, Carolyn was an assistant coach for Roane State women's basketball. In 1974 and 1975, Carolyn was AAU tournament MVP and National Women's Invitational Tournament (NWIT) All-American. Carolyn has visited Russia, Japan, Taiwan, and Korea. In 1975, Carolyn was on the team that won Gold in the Pan-America Games. Carolyn helped Coach Summitt for 28 years at the University of Tennessee and Coach Jim Davis at Clemson University.

During all of this, Carolyn found time to get married and start a family. She married her husband, Steve, in 1977. Carolyn and Steve have two children, Courtney 36, of Rockwood, and Brent, 29, of Knoxville.

Carolyn is a long-time employee of Michael Dunn Center, currently working in Work Programs. She's also worked with Family Based Services, has been a case manager, and has worked as a direct support professional.

On February 4, 2019, Carolyn was selected as a 2019 Women's Basketball Hall of Fame Inductee. She will be traveling to Tampa, Florida, early in April for the Women's NCAA Final Four. The induction ceremony will be June 8, 2019, at 6:00 p.m., at the Tennessee Theatre.

Carolyn is also a survivor of breast cancer. If you ask Carolyn, she will tell you that she is a survivor due to her faith in God.

Congratulations for all you've accomplished, Carolyn Bush Roddy!!



James Whitworth Pinkerton

Former MDC Board Member and Chair

1945-2019

Jim Pinkerton was a very hard working and dedicated MDC Board Member from 2013 until 2018, serving for two years as Board Chair. Sadly, Jim passed away on February 7, following a lengthy illness. His loss was, and will continue to be, felt by many, as he touched many lives. Putting together a 'brief' statement about Jim is difficult, because he did so many important things during his lifetime.



Mike McElhinney, who delivered the eulogy at the funeral service, recalled first meeting Jim in January of 2006 at the Harriman Rotary Club's Thursday meeting. "The Rotary Club is a civic organization with the motto 'Service Above Self'. As I reflect upon the life and times of Jim Pinkerton, I see a theme of 'service' running through it.

Jim was a brilliant man, graduating with a Bachelor's Degree in Civil and Environmental Engineering from Vanderbilt University in 1967. Over the subsequent years, Jim took additional classes at the University of Tennessee, Vanderbilt, and Roane State. Of course, Jim obtained many additional trainings, certifications, continuing education classes and additional professional credentialing and memberships. His wife, Wanda, described him as 'intellectually curious', always wanting to challenge himself mentally, to learn more."

Born in Nashville, Jim earned a Bachelor of Engineering Degree in Civil Sanitary Engineering in 1967. After graduation from Vanderbilt, he worked for the Boeing Corporation, performing stress analyses on the Saturn V Launch Vehicle. In 1968, Boeing presented Jim with their Cost Savings Award. From 1969 through 1973, Jim worked as the State Hydrologist for Tennessee. From 1973 through 1985 Jim was Executive Vice President and Co-Owner of Wayne L. Smith and Associates, Inc. of Knoxville. From 1985 through 1996, he served as County Engineer for Citrus County, Florida. In 1996, returning to Knoxville, Jim became Chief Executive Officer for Flynt Engineering Company. Jim was City Manager of Kingston from 2001 until his retirement in 2016.

Again, from Mike's delivered eulogy, "One of the things I admired most about Jim Pinkerton was his perspective on his career as an engineer. Jim saw engineering as a discipline, a tool to be used to serve people, to make people's lives better, to solve problems, and to provide the basic services that too often we as a society take for granted. Jim understood that people needed and expected clean, safe drinking water, a sewer and sanitation system that worked, an environmentally safe way to dispose of the trash, all the basic infrastructure that is essential for us to function.

At first thought, you might not think of a career in engineering as a career of service to others, but I can promise you that Jim saw his career this way. He enjoyed sharing stories about his work life, about a flooded landfill, about a forest fire, the ash spill. And this is why Jim's work life, his lifelong membership in a service club like Rotary, his membership and leadership on the Michael Dunn Center Board of Directors, and his service to his Lord and God almighty through his active, lifelong church membership, were all consistent, systematic and harmonious. These, indeed, were the hallmarks of Jim Pinkerton."

Now You Know

Back issues of Now You Know can be found at
www.michaeldunncenter.org



Phone Numbers:

Poison Control...1-800-222-1222

Abuse Investigator.1-800-579-0023

MDC Engineering On-Call...(865) 335-0549

Employee Assistance Program (EAP)... (866) 219-1232

Michael Dunn Center provides an Employee Assistance Program (EAP) for every employee, full time and part time. EAP services are also available for any person living in the employee's household.

EAP provides short term counselling with up to eight visits per issue per year to help our employees and members of their households manage everyday needs and life events including:

- Emotional issues
- Relationship concerns and family issues
- Coping with serious illnesses and health concerns
- Sleeping difficulties
- Loss of loved ones
- Smoking Cessation
- Child care and development
- Services and care for parents and elderly adults
- Pet care
- Financial concerns
- Adoption, pregnancy, and infertility
- Retirement plans
- Consumer education
- Eating disorders and weight control
- Workplace problems and concerns
- and more....

EAP also offers access to free 30-minute legal or financial consultations on issues such as real estate, retirement planning, divorce and separation, and budgeting and debt reconstruction. Further legal and financial services are discounted at 25%. More information and useful tools are available on the Lifesync website.

Contact EAP any time, any day, at (866) 219-1232.
Lifesynch.com/eap

Mission

Empowering individuals living with disabilities and challenges to gain independence

Vision

We strive to be a premier agency providing the highest quality of person-centered services with an emphasis on positive communication, while inspiring people to open their minds to acceptance and inclusion.

Values

We value a person-centered culture by promoting:

• High Ethical Standards

Compassion

We value honesty and openness, and treat people with dignity, compassion and mutual respect

Integrity

We have a positive reputation in the community and maintain the highest standards of professional conduct, ethical behavior and personal responsibility

Diversity

We value the dignity, worth and uniqueness of each individual and respect the diversity of opinions, backgrounds and cultures of others

• High Quality of Services

Professional Commitment

We maintain a disciplined, results-oriented organization reflecting the highest professional standards and ethical behavior

Teamwork

We strive to develop positive working relationships based on trust and respect as we work together to achieve our common goals

Responsiveness

We believe that our future is based on our current actions and decisions. Remaining open to change will define how we manage the challenges that come our way.