

EMPLOYEE OF THE MONTH: BERNETHA JACKSON

Congratulations to Employee of the Month, Bernetha Jackson! Bernetha is a DSP in Day Services, and has been with Progress for over three years. Bernetha has a great personality, she is always on time, and she can always be counted on to have her notes completed. Bernetha works well with others and is willing to help out anywhere that is needed. She has a heart for the people we support, and helps them enjoy meaningful days connecting with the community. And lastly, she doesn't complain...too much...according to her manager Chris Carr. :) We appreciate all that she does each and every day. Congratulations, Bernetha!



APRIL ANNIVERSARIES

Allen, Celestine 1
Bowman, Rebecca 3
Bradley, Kim 3
Goodaker, Donna 28
Henn, Donna 2
Jargi, Younis 3
Jenkins, Charles 6
Jenmi, Monsurat 9
Lally, Lisa 2
Lynch, Craig 20
Malde, Yirgalem 5
Moore, Anita 1
Scruggs, Vanessa 12
Stevenson, Stacy 1
Walker, Natalya 5

BONUSES



We are happy to announce that for a 5th consecutive year, Progress is able to pay bonuses to staff! Bonuses will be paid on April 1st, and both full and part time staff will receive them. Bonus amounts are based on three factors - Length of time employed at Progress, Full/Part time status, and the Bonus Requirement criteria established last year. These Bonus Requirement criteria are shared here in the newsletter throughout the year and are always available on the employee website, so it is important that you keep your records up to date throughout the year through each quarter. In any given year we cannot guarantee that bonuses will be possible, so any year we are able to pay them it is a special occurrence. Congrats everyone! Thank you for all that you do each and every day, we appreciate you!

PERSON-CENTERED PRACTICE

We talk about it a lot but what does it mean? How do we know when we're getting it right? It's not always easy!

Think about this: The person you support just asked you a question. Before you answer, ask yourself:

- "How would I want this question to be answered if I was the one being supported and I'd just asked my staff?"

Think about this: You realize you're getting ready to tell somebody "no" about something. They can't do something, have something, go somewhere, etc. Ask yourself:

- Why am I about to say "no"? Is it something they actually can have but might not be the best choice? If so, provide alternatives, but ultimately, you can't say "no." Is it something that really isn't possible at that particular time? If so, don't just say "no," explain why it might have to wait and work on a plan to do it. Is it something that seems unrealistic to you for that person? If so, don't say "no," just listen and say something like, "wow, that sounds great" or "wouldn't it be amazing if that happened."
- Try to see how few times you can use the word "no" in talking with the people you support. Remember, in a support role, you aren't a parent or babysitter, you're the person who fills in gaps and helps people reach a little further toward success and independence every single day.

Please see HR during your anniversary month to pick up your anniversary gift card! Cards are available for pickup M - F from 9-4. Please let Joyce know you are here to pick up your anniversary card.

Remember to check the Employee Website for staff information at Progress-Inc.org/Employees

The most current Employee Handbook is always available on the website.



Staff Appreciation Committee



GAS CARD GIVEAWAY

Congratulations to Emanette Hibart and Ihunda Boms, who are the Gas Card Giveaway winners this month! Each month, names will be drawn and two \$20 gas cards will be given away, courtesy of the Staff Appreciation Committee. All staff are automatically entered (excluding Directors).

THE PROGRESS STORY

Donna Goodaker, Executive Director

Did you know?

Progress used to contract with the Department of Children's Services for an adolescent residential treatment program for boys called Our House. Our House was located on Maplewood Lane in Inglewood, right next door to the two houses we still own.

The boys who came to Our House had come into care with DSC for a variety of reasons. Some had minor involvement with the juvenile justice system and some simply had challenges in their family home, requiring that they be removed. Most came from the Memphis area, as Memphis at that time didn't have enough capacity for boys who had intellectual disabilities and needed a residential option.

For those of you who know Bonnie Sanders, this is how she originally came to Progress!

DCS was faced with a lawsuit about, among other complaints, children going to placements so far away from home, it was difficult for their families to remain involved and work toward reunification. The settlement of this suit required children to be placed as close to home as possible. It was during this time that the Our House program closed.

SAFETY CORNER

As we enter spring, it's a good time to review what to do in extreme weather such as tornadoes. Below are a few tips on tornado safety from the Red Cross:

Top Tips

- Identify a safe place in your home where household members and pets will gather during a tornado: a basement, storm cellar or an interior room on the lowest floor with no windows.
- In a high-rise building, pick a hallway in the center of the building. You may not have enough time to go to the lowest floor.
- In a mobile home, choose a safe place in a nearby sturdy building. If your mobile home park has a designated shelter, make it your safe place. No mobile home, however it is configured, is safe in a tornado.

View the full list with details at:

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/tornado.html>



CQL

ACCREDITATION CORNER



RIGHTS PROTECTION AND PROMOTION

Protecting and promoting rights doesn't need to be hard or complicated - it starts simple, with respect!

HISTORY

For a large part of history, people with disabilities were often viewed as "less than," and were treated as such by being placed into institutions that dehumanized them to the point where society didn't believe those with I/DD have the same rights as you and I.

Why Does It Matter?

It wasn't until 1973 that the first federal legislation to address access and equity for people with disabilities was passed, The Rehabilitation Act. Prior to this, there was little to no advocacy for this specific demographic of people

THE PEOPLE

Some of the people we serve might have experienced institutionalization in their lifetime, therefore might need guidance exercising their rights.

- Some might need staff assistance to understand that they have the same rights as everyone else.
- Some might need staff assistance to promote their rights - meaning they need staff to help them advocate for the ability to exercise their rights in situations that might prevent them from doing so.
- Some may need assistance protecting their rights, as restrictions can potentially occur without going through the formal process.

TIMELINE - FOR PERSPECTIVE

- 1964: The Civil Rights Act was passed, prohibiting discrimination based off race, color, religion, sex, or national origin. It did not make provisions for people with disabilities
- 1983: The National Council on the Handicapped issued a call to Congress to "act forthwith to include persons with disabilities in the Civil Rights Act of 1964 and other civil and voting rights legislation.
- 1990: George W Bush signed the Americans with Disabilities Act which guarantees unrestricted access to public buildings, equal opportunity in employment and equal access to government services/employment opportunities.
- 2015: Cloverbottom Institution was closed. It opened in 1923, and was the first institution for those with disabilities in the state of TN.

It took *twenty-six years* for people with disabilities to obtain the same rights others did after the passing of The Civil Rights Act prohibiting discrimination.

HOW CAN I PROMOTE RIGHTS?

- Educate those you support about what their rights are and how to exercise them.
- Make an effort to correct others when they assume the person you support doesn't know how to exercise their rights
- Use positive social praise when someone exercise's their rights correctly, which will encourage them to continue to do so
- If you hear or see someone denied a right, remind their staff that they have rights!

HOW CAN I PROTECT RIGHTS?

- A quick and easy way to protect someone's rights is by respecting them!
 - Example: The person you support is in the ER, and states they do not want their family to have access to the room. When the family arrives, you maintain the boundary the person you support had set.
- If the person you support wants to partake in an activity, but you'd prefer them not to, remember that even if you don't like it, they have the right to do it.



Shout Outs!



Shout out to Katherine Moseley for being a fierce advocate for Kim's health and for taking such good care of her!

Shout out to Pam Styles for being the greatest event documenter of all times!

Pam's Team – for stepping up when Pam was out. They all rocked it!

April, a member of the Day Services team, goes above and beyond to assist the person that she supports on a daily basis, as well as assist other companions. She is loved by staff and the people she supports very much.



Companion Rhondaa Jones goes above and beyond to assist the other companions in her complex, assisting with transportation and medications. Her teamwork with the people in her complex is a great example of how we should all work together and never walk alone.

Shout out to Richie for all that he does behind the scenes to make sure we can all get our jobs done!



Shout out to Heather for taking a lunchtime dance break at Smart, because she loves dancing and it was a great way to fit it in!



Share your shout outs and we'll publish them in the newsletter each month.

Text them to 815-529-2370 or email them to info@progress-inc.org



MED CLASS, CPR, FIRST AID

Those needing medication class will be notified prior. CPR and First Aid is a hybrid class. It consists of an online portion and a in-person skills test. Eric will send the link for the class to those in need. PLEASE REMEMBER, once the online portion is complete, you MUST see Eric for the in-person skills portion. The skills portion only takes about 30 minutes. Eric will contact those in need.

**Welcome
New
Hires!**

LOFTIES, ANTHONY
MUHIRE, ALEXIS
RUTEKEREZA, NINIA

6 MONTH/90 DAY ANNIVERSARIES

The following staff will reach their 90 day or 6 month anniversary with Progress this month! Be sure to congratulate them, and let them know what a great job they're doing.



6 MONTH

BRENSTON, KENNETH
DENISCO, KIM
HENDRIX, PAUL
KAZEEM, OLUWASEUN
KOHLER, KOLEYNA

90 DAY

ABDO, LINDA L
AKPOYOVWARE, EUNICE
LAVENDER, DEONA
LAVENDER, YOSHAMIKA
MAYAL, NYAWARGAK
ODIAHI, EMMANUEL
PARRISH, JIM
REDMOND, MORGAN
SULLIVAN, CASEY



\$250 DSP & SENIOR REFERRAL BONUS!

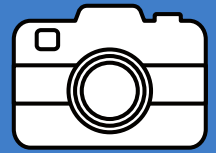
Refer someone to work as a DSP or Senior Care Attendant at Progress, and get \$250!

Rules are as follows:

- Both referred new staff & existing staff must be employed at the 90 day mark
- New staff MUST place the referring staff's name on their application before the conclusion of orientation. No exceptions.



Photo of the Month



Enter the monthly photo contest for a chance to win a \$25 gift card! Snap a picture of happenings with the folks we support and text it to 815-529-2370 or email it to info@Progress-Inc.org before the end of the month. Include your name, and the name of the person you support. Each month the best photo winner will receive a \$25 gift card!

Congrats to winner Lisa Zekany with this great picture of Tyrone and police officers at a Nashville Preds game!



HAPPY BIRTHDAY



Staff

Persons supported

WELCOME NEW PERSONS SUPPORTED

April Reminders



KROGER COMMUNITY REWARDS

Did you know every time you shop, your Kroger purchases can help Progress? Kroger will donate a percentage of every purchase to a non-profit of your choice - at no cost to you! This costs you nothing at all, all you need to do is register your Kroger Plus card on the Kroger Community Rewards website, and choose Progress Inc. as your non-profit of choice.

In the most recent quarter, 29 households donated \$87.74 to Progress through their purchases. If you have any questions on how to register your card, contact Kelly O'Connor at K.O'Connor@Progress-Inc.org or 615-577-2716.

Full instructions on how to register your card are also available on the Progress Employee Website at Progress-Inc.org/employees

TAX PREP ASSISTANCE

Need help with your taxes? The Internal Revenue Service (IRS) created the Volunteer Income Tax Assistance (VITA) free tax prep program to provide free tax preparation for low- to moderate-income taxpayers using community partners and volunteers. Each year, United Way volunteers help thousands of individuals and families prepare their taxes. For more information, visit <https://www.unitedwaygreaternashville.org/vita-free-tax-prep/>

PAYSTUBS & W2S

W-2 forms are viewable in your ADP app. Open the app, click on the Pay icon. Scroll down to Tax Statements. Under W2 Progress Inc, click View Statement. W-2s have also been mailed to your home address, but this is the last year they will be mailed. Moving forward, all staff must use the ADP app or website to view your W-2 form. If you have any questions, please see Kathy Curran. To set up your ADP account, view the instructions on Need to access your paystubs? Employee check stubs and W2s can be accessed anytime at <https://www.paycom.com>. If you have not logged in before, view the log-in instructions [here](#), where the instructions are listed at the bottom of the web page. Setting up your ADP account will enable you to view your paystubs, PTO balances, W-2 and more. It is vital that all staff take time to set up your account.

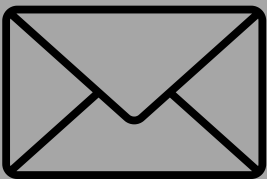
LET'S KEEP CAMPUS CLEAN!

A reminder to be mindful of keeping campus clean, both indoors and out. Place trash in trash cans, please do not litter, and if you happen to see trash or garbage outside, please place it in the proper trash receptacle.

PROJECT SEARCH OPEN HOUSES

Project SEARCH at Vanderbilt University Medical Center is a 9 month internship program for high school graduates 18 years and older with disabilities. Interns rotate through various departments at the hospital and are employment-ready by graduation.

A virtual open house will take place on Wednesday, April 24th from 7:00 PM - 8:00 PM. If you know someone who might be interested in the program, contact Pam Hollingsworth at 615-477-9287 for information on attending the Virtual Open House.



April Reminders



ONLINE TRAINING VIDEOS ON WEBSITE

Need a refresher on using EZ-Pro? View a variety of videos on the employee website to brush up on important tasks in the software. Training videos cover many topics, including clocking in, comprehensive daily notes, checking email and more. Videos are created and maintained by EZ-Pro, so you are always seeing the most up to date information. To view the videos, visit the employee website, and click on the the Training tab. <https://www.progress-inc.org/training>



SAFE DRIVING

A reminder to all staff who transport persons supported - it is vital that you follow all laws pertaining to road safety, including driving within the speed limit and seatbelt wearing. Progress vehicles are GPS monitored and speed and location are tracked. Tennessee has a Hands Free law, which means cell phone use while driving is prohibited, unless it is being used Hands Free. Please remember to drive safely when transporting persons supported (and also when not driving persons supported).



IMPORTANCE OF NOTES

Residential/Day staff - please remember to stay up to date on your daily notes. The notes are a key factor in how we get paid as an agency from the State of TN. Missing notes affects billing, which affects the budget, which affects salaries and bonuses. Ensuring your notes are complete for every shift you work has a direct affect on Progress' bottom line, which ultimately impacts you. If you are unsure about completing notes, please check in with your manager. There are also refresher courses for EZ-Pro on the employee website in the training section at <https://www.progress-inc.org/training>.

DSP TENNESSEE WEBSITE

The DSP Workgroup of the Statewide Planning and Policy Council & Regional Sub-Councils has announced the launch of Tennessee's first-ever Direct Support Professional Website, DSP Tennessee.

The site seeks to bring this expertise and experience into a landing spot where all things DSP in Tennessee and the latest information is available. The website seeks to elevate the passion and work of Tennessee's DSPs by pulling together the latest resources available into one space.

The website also offers opportunities to engage with other DSPs from other areas of the state, as well as opportunities to attend DSP workshops, seminars, DSP advocacy, and DSP professional development events.

<https://www.dsptn.com/>

YOUR BENEFITS



If you are a full time employee, you are eligible for health insurance, dental and vision coverage through Progress. These benefits are part of the State of TN health benefits program, Partners for Health. Progress pays a portion of your health insurance each month (\$365), and you pay the difference. Progress also covers the cost of vision and dental coverage. Each fall in October you have the option to change or add to your coverage during a period called "Open Enrollment." A packet is mailed to you in September directly from the State of TN Health Plan, and it outlines all available coverage options. October is the only time in the year you can make changes to your health plan. For details on our insurance program, visit <https://www.tn.gov/partnersforhealth.html> The website covers insurance rates (Progress falls under the "State Plan"), details and other benefits. For benefits questions, contact Kathy Curran at 615-577-4725 or K.Curran@progress-inc.org

MENTAL HEALTH RESOURCES

Taking care of your mental health is important. There are many resources in our area that provide mental health services:

EAP - If you receive health insurance through Progress, you have access to the EAP, or Employee Assistance Program through the State of TN. As a part of the EAP, Master's level specialists are available 24/7 at 855.437.3486 to assist with stress, legal, financial, mediation and work/life services. They can even help you find a network EAP short-term counseling provider, a plumber who works nights, services for your elderly parents, theater tickets, all-night pharmacies and so much more. Included in the EAP is short-term counseling, which includes five visits per problem, per year, per individual at no cost to you. Available in person, by phone or by virtual visit. For more information on the EAP, visit: <https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

Additional mental health resources can be found through [Davidson County](#), the [State of TN](#) and [NAMI Tennessee](#)

EMERGENCY MENTAL HEALTH SERVICES:

TN Mental Health Crisis Hotline - 1-855-CRISIS-1 (1-855- 274-7471)

The line is available 24/7 for anyone experiencing a mental health emergency

In-Person Emergency Psychiatric Services - Mental Health Coop

The Mental Health Coop now offers Emergency Psychiatric Services at the Metro Center location 24/7 at no cost. 275 Cumberland Bend, Nashville, Tennessee 37228 <https://www.mhc-tn.org/locations/>

a focus on WELLNESS

Take care of you! Visit the [TN Partners for Health website](#) for access to educational materials, wellness tips, health programs and mental health resources. Employees receiving health insurance through Progress always have access to this free website and services offered. If you do not receive health insurance through Progress, the site still has helpful information for all to access. Other wellness websites from trusted sources include the [CDC's Healthy Living website](#), the [Mayo Clinic](#), [WebMD's Healthy Living website](#), [AARP](#), and [Harvard's Healthy Living Guide 2021/2022](#).



EASY SUSTAINABILITY

Gardening season has officially kicked off! Whether you have a small patio container garden or a big backyard, incorporating native plants can have a big impact on the environment. According to the American Society for Landscape Architects, native plants can help you save money and the planet. How? Native plants are healthier and stronger, requiring less water, fertilizer, pesticides and maintenance than their non-native counterparts. They have adapted over time to provide vital support to pollinators and birds, which non-natives lack. "When native plants thrive in their original environment, they create a natural habitat for wildlife that is both beneficial to the environment and adds life to your outdoor space. We think of the obvious pollinators, like bees, birds, and butterflies, but these plants can also help create homes for small animals, warm and cold-blooded, and microscopic organisms in the soil." The reasons are endless for adding a native plant or two! <https://www.asla.org/nativeplantssavemoney.aspx>

