

# Branching Out News

July 15, 2008

ISSUE 11

Message from the CEO: Melissa Gourley

## Employee of the Month

**June – James Anthony** - James works at several different sites and often works over eighty hours per week. James is an extremely hard worker and is always willing to help his co-workers and the administrative staff. James works with several challenging consumers and always maintains a positive attitude. We are honored to have James as a part of the UPREACH family. For being employee of the month James will receive an extra vacation day.

*Do you know someone you think should be employee of the month?* Let your supervisor know all the great things your coworkers are doing to improve the lives of the individuals we serve.

## Consumer Vacations

As many of you know we are leaving for our Dollywood vacation this week (July 15<sup>th</sup>). We also have the Disney trip coming up at the end of October. If you think the consumer you work with would enjoy attending the Disney trip or if they have an idea of another trip they would enjoy taking, please let Beth or Melissa know ASAP. These trips are a lot of fun and we look forward to many more adventures.

## Employee Appreciation (REMINDER)

We know we often get busy and forget to thank you for all your hard work and dedication. So to show you how much you are all appreciated we are offering free chair massage every Friday from 11:00 am – 2:00 pm. We will offer ten minute sessions, so time is limited. If you are interested, please contact Jackie or Sherryl to reserve a time. And again, thank you for being a part of the UPREACH family. Please make sure you take time to treat yourself.

## WISDOM OF THE AGES

BY Pat Gourley

If you gathered 100 experienced managers together and asked for their advice, they probably wouldn't say much about "competing values models" or "temporal rhythms" instead; this is a good idea of what you'd hear:

**"Don't Be Afraid of the Phrase, "I don't know."** If you don't know the answer, don't try to bluff. If you're at fault, take the blame. If you're wrong, apologize. A wise person once said, "If you always tell the truth, you never have to remember anything."

**"Never gossip."** And if someone wants to gossip with you, politely say you're not interested. This corporate adage rings true: When someone gossips, two careers are hurt – the person being talked about, and the person doing the talking.

**"No Task is beneath you."** Don't think you are above anything. Be the good example and pitch in – especially if the job is one that nobody wants to do.

**"Share the Credit Whenever Possible."** Managers who spread credit around look much stronger than those who take all the credit themselves.

**"Ask for Help."** If you think you are in over your head, you are. Before it gets out of hand, ask someone for help – most people enjoy giving a hand. Besides saving yourself from embarrassment, you'll make a friend and an ally

**"Keep Your Salary to Yourself."** Discussing salary is a no-win proposition. Either you'll be upset because someone is making more than you, or someone will be upset with you.

**"When You Don't Like Someone, Don't Let It Show."** Especially if you outrank them. Never burn bridges or offend others as you move ahead.

**"Let It Go."** What shouldn't happen often does. You weren't given the project you wanted, you were passed over for the promotion you deserved. Be gracious and diplomatic.... and move on. Harboring a grudge won't advance your career.

**"When you're Right, Don't Gloat."** The only time you should ever use the phrase "I told you so" is if someone says to you: "You were right. I really could succeed at that project."

\_\_From *The Manager's Intelligence Report*

## THE 7 TRAITS OF EFFECTIVE LEADERS:

How many do you share?

Are leaders born or made? Can you learn superior leadership skills? No one is sure, but experts have noticed seven specific actions that successful leaders carry out, regardless of the organization or cause they lead.

### Effective leaders....

....**Make others feel important.** If your goals and decisions are self-centered, followers will lose their enthusiasm quickly. Emphasize their strengths and contributions, not your own.

....**Promote a vision.** Followers need a clear idea of where you're leading them, and they need to understand why that goal is valuable to them. Your job as a leader is to provide that vision.

....**Follow the golden rule.** Treat your followers the way you enjoy being treated. As abusive leader attracts few loyal followers.

....**Admit Mistakes.** If people suspect that you're covering up your own errors, they'll

hide their mistakes, too, and you'll lack valuable information for making decisions.

....**Criticize others only in private.** Public praise encourages others to excel, but public criticism only embarrasses and alienates everyone.

....**Stay close to the action.** You need to be visible to the members of your organization. Talk to people, visit other offices and work sites, ask questions, and observe how business is being handled. Often you will gain new insights into your work and find new opportunities for motivating your followers.

....**Make a game of competition.** The competitive drive can be a valuable tool if you use it correctly. Set team goals, and reward members who meet or exceed them. Examine your failures, and celebrate your group's success.

\_\_Adapted from *the Toastmaster*

## News from Human Resource Dept. by Susan Sadauskas

### July Anniversaries

TINA DIXSON	2 years
HUSSEIN HAILE	1 year
JIMMIE MORELAND	1 year
SHERRYL COOPER	1 year

### Changing Shifts

As a reminder, there is a formal process for switching and/or giving up a shift. A Change of Shift form must be completed and given to Tammy. Tammy will review the form with a supervisor for approval. It is a violation of Upreach policy to switch a shift with another employee or give a shift up without permission. All violations of this policy will result in disciplinary actions.

### Picking up Shifts

Please make sure you are able to work before picking up a shift. Once you pick up a shift to work (example-you tell Tammy you can work on Saturday 7/19/08 with John from 11a-11p), **you are scheduled to work that shift**. You cannot back out of the shift later.

### Tardiness

Please arrive on time for shift. It is unfair to other employees and to the consumers we serve when you are late to shift. We have heard that staff are not reporting employees who are constantly tardy. Upreach expects all employees to report to work on time. If you are going to be late to shift, call a Supervisor or the On-Call Supervisor.

## Thought of the Month

By Beth (Swegheimer) Hunter

### DID YOU KNOW?

### July 20 – 26 is National Smile week

According to an Invisalign Smile Survey conducted by Align Technology.

- 96% of people survey see a smile as very important to someone's overall appearance
- 84% of the people surveyed believe that an attractive smile is important for dating
- 75% of people surveyed stated that an attractive smile is important for making new friends
- 71% believe that having an attractive smile is important for making new friends
- It takes as few as 5 pairs of facial muscles to smile. Smiling causes fewer muscles to contract and expand than frowning, so it's easier to smile than frown

MAKE PEOPLE SMILE!

Tell a joke, pay someone a compliment, make a silly face, or tell your family "I LOVE YOU"

CHARACTER CANNOT BE DEVELOPED IN EASE AND QUIET. ONLY THROUGH EXPERIENCES OF TRIAL AND SUFFERING CAN THE SOUL BE STRENGTHENED, VISION CLEARED, AMBITION INSPIRED AND SUCCESS ACHIEVED--Helen Keller

## Nurse Department

by Beth Snider/Rick Tucker

### Psychotropic Medications Symptom Relief, Not Cure

Just as aspirin can reduce a fever without clearing up the infection that causes it, psychotherapeutic medications act by controlling symptoms. Like most drugs used in medicine, they correct or compensate for some malfunction in the body. Psychotherapeutic medications do not cure mental illness, but they do lessen its burden. In many cases, these medications can help a person get on with life despite some continuing mental pain and difficulty coping with problems. For example, drugs like chlorpromazine can turn off the "voices" heard by some people with schizophrenia and help them to perceive reality more accurately. And antidepressants can lift the dark, heavy moods of depression. The degree of response ranging from little relief of symptoms to complete remission depends on a variety of factors related to the individual and the particular disorder being treated.

How long someone must take a psychotherapeutic medication depends on the disorder. Many depressed and anxious people may need medication for a single period perhaps for several months and then never have to take it again. For some conditions, such as schizophrenia or manic-depressive illness, medication may have to be taken indefinitely or, perhaps, intermittently.

Like any medication, psychotherapeutic medications do not produce the same effect in everyone. Some people may respond better to one medication than another. Some may need larger dosages than others do. Some experience annoying side effects, while others do not. Age, sex, body size, body chemistry, physical illnesses and their treatments, diet, and habits such as smoking, are some of the factors that can influence a medication's effect.

Please return yellow envelopes with medical information to Rick Tucker so he can reuse them.

### Dates to Remember

#### **CPR - First Aid**

July 28, 2008

Aug 4, 2008

Aug 18, 2008

9:30am - 5pm

#### **Lead Meeting**

July 23<sup>rd</sup>  
Aug 20<sup>th</sup>

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### CYCLE FILL DATES

*July 23, 2008*

*Aug 20, 2008*

### NURSING CERTIFICATION CLASSES

July 23, 2008

Aug. 13, 2008

Aug. 20, 2008

ALL CLASSES ARE  
SCHEDULED  
9:30 AM – 4:30 PM

# CONSUMER OF THE MONTH



## **ASHLEY LAPE**

ASHLEY IS OUR CONSUMER OF THE MONTH BECAUSE OF HER FRIENDLY & BUBBLY PERSONALITY. ASHLEY RECENTLY MOVED INTO HER HOME WITH TWO OTHER ROOMMATES AND THEY GET ALONG GREAT TOGETHER. ASHLEY ATTENDS THE LEARNING NEVER ENDS DAY PROGRAM and HELPS OUT AT THE MANNA CAFÉ. ASHLEY LOVES TO SPEND TIME WITH HER GRANDMOTHER, PLAY BASKETBALL, SWIM, AND PUTT-PUTT GOLF, BOWLING AND GOING TO YARD SALES. ASHLEY HAS MANY FRIENDS AND IS A JOY TO SEE HER EVERYDAY HERE AT UPREACH. PLEASE CONGRATULATE ASHLEY THE NEXT TIME YOU SEE HER.



