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# The Grapevine

Summer 2019

Thank you all for all you do to make a difference in the lives of those that live here. I am glad that **Public Service Recognition, Nurses Week and Speech and Hearing Month** overlaps and hope you enjoy the events this week. I want to share with you a favorite story that some of you may have heard from me or someone else.

A young girl went to her grandmother and told her about her life and how things were so hard for her. It seemed that, as one problem was solved, a new one arose. Her grandmother took her to the kitchen. She filled three pots with water and placed each on a high fire. Soon the pots came to a boil. In the first, she placed carrots, in the second she placed eggs, and in the last she placed ground coffee beans. She let them sit and boil, without saying a word. In about twenty minutes, she turned off the burners. She fished the carrots out and placed them in a bowl. She pulled the eggs out and placed them in a bowl. Then she ladled the coffee out and placed it in a bowl. She asked, "Tell me, what do you see?" "Carrots, eggs, and coffee," the young girl replied. The grandmother brought her closer and asked her to feel the carrots. She did and noted that they were soft. She then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg. Finally, she asked her to sip the coffee. The granddaughter smiled as she tasted its rich aroma. "What does it mean, grandmother?"



She explained that each of these objects had faced the same adversity - boiling water – but each reacted differently.

- The carrot went in strong, hard and unrelenting. However, after being subjected to the boiling water, it softened and became weak.
- The egg had been fragile. Its thin outer shell had protected its liquid interior. But, after sitting through the boiling water, its inside became hardened!
- The ground coffee beans were unique, however. After they were in the boiling water, they had changed the water.

Which are you? When adversity knocks on your door, how do you respond? Are you a carrot, an egg, or a coffee bean?

I am so thankful that I work with so many that are like a coffee bean.  
Nancy Condon

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## **Teamwork**

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Recently a group of staff went to San Angelo State Supported Living Center to help. Many of these people are going back this month as well. We were unable to free up DSPs although some volunteered. We sent people who had this training and skills to work in the homes at this facility. Every time we have asked for volunteers to help others, some of you have stepped forward to help.

If you see any of the following, please thank them for going:

Melissa Casey, Rebecca Love, Shateria Calhoun, Brittany White, Christine Haun, Jennifer Bray, Kandice Jackson, Brittany Greer, Yolanda Jones, Candace Mitschke, Connie Ford, Jasmine Moore, Michelle Davis.

## **Public Service Recognition**

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Public Service Recognition Week is celebrated the first week of May since 1985 (beginning on the first Sunday of the month) to honor the men and women who serve our nation as government employees.

MONDAY Download and submit a pic of you holding this selfie sign to Valerie Avery so she can get them turned in.

[https://hhsconnection.hhs.texas.gov/sites/intranet/files/assets/articles/hhs\\_selfie\\_sign.pdf](https://hhsconnection.hhs.texas.gov/sites/intranet/files/assets/articles/hhs_selfie_sign.pdf)

TUESDAY Employee Council members will walk through with items to choose from. New video from EC Dr. Courtney Phillips.

WEDNESDAY - Employee Council members will walk through with items to choose from. Another new video on The Connection

THURSDAY: NOTE CHANGE IN DATE DUE TO WEATHER Bring some cash as the following Food Trucks will be here at Lipshy Park:

- Smokin Bones BBQ
- Greek Girl Goodies
- Crown Tacos
- Kona Ice

FRIDAY- Employee Council members will walk through with items to choose from.

Watch for banner at front gate.

# Nurses Week

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To All Our Nurses at DSSLC:

How appropriate it is that Nurses' Week falls the week after survey! After a week of being monitored and interviewed, it is now time to take a deep breath, relax and celebrate being a nurse! We hope you each take time to fellowship with your co-workers this week, whether it is sitting down to share a meal, a piece of cake or just a laugh! It is an honor to be part of such a strong, compassionate, caring and skilled nursing team! We appreciate all your hard work and dedication to the people we serve.

Thank You,

Nursing Administration

# Residential Services

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To All Residential Services staff at DSSLC:

THROUGH THE LONG HOURS, WALK THROUGHS, MEAL OBSERVATIONS ETC, I CAN KEEP GOING ON AND ON, BUT THE FIRST STEP WAS TO MAKE A DIFFERENCE WITH OUR ANNUAL SURVEY AND YOU GUYS DID IT!!! NO ONE PERSON CAN DO IT BY THEMSELVES IT TAKES A TEAM AND YOU GUYS WORKED TOGETHER TO GET US TO WHERE WE ARE TODAY.

THANK YOU FOR ALL OF YOU HARD WORK!!!!

Dora Tillis

# Kudos

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**Kudos to the QA Auditors for finding issues and correcting them before Surveyors found them. I appreciate you always helping make this Facility great. Lori Powell**

**Congratulations to everyone for the best Annual Survey in years! Your hard work has paid off! I appreciate everyone's help this week getting documents to me and to the Surveyors so quickly. Lori Powell**

**To all staff within 522C, thank you for assisting the individuals with appropriate clothing choices for the weather. Your home always looks very clean and neat. Thank you for providing a soothing and cheerful environment for the individuals! Great Job!!! --Nashara Cockrell**

**Thank you to Maintenance for all the work to keep everything looking nice but also keeping the residents and all of us safe.**

**Thank you to the JRCs who are always so polite and professional! --Katy**

**Scorpio, Today you went above and beyond helping your co-workers. While they were trying to collect money for the State Employee Charitable Campaign in 95°F weather, you not only contributed at the gate but returned with refreshments for those who were working the campaign. Your efforts were greatly appreciated. - Luz Mendoza**

**512D - Great Job with active treatment! This home always ROCKS. - Omega Colbert**

**Kudos to 523C for their cleanliness and maintaining their LOSs. Thank you for having such a pleasant apartment. --Anonymous**

**Timberhill Unit, Great Job!! --Nashara Cockrell**

**Kudos to 503B staff for regularly conducting active treatment with the individuals, providing fantastic engagement and interactions, maintaining LOSs, and providing all individuals with any assistance needed. 503B is very clean and organized. Kudos to the staff for a job well done. - JaCory Griffin**

**Thank you to the QIDPs and RN CMs for working hard to follow-up and ensure all of those plans are implemented.**

**Building 512s – Thank you for working so hard during fire drills! They are a lot of work but you complete them excellently! - Omega Colbert**

**KUDOS to staff in 520A, 523B, and 523C. When visiting your apartments the environment is very pleasant and clean, while the staff are often actively busy, cleaning, folding laundry, and providing assistance to individuals. -Anonymous**

**Thank you so much to all of the facility employees and managers who work so hard to keep this facility functioning so well! You matter! --Katy Sutton**

**Great job GR on maintaining level of supervisions and working as a team! - JaCory Griffin**

**Thank You Melbie for stepping up and doing coverage in the mornings.- Omega Colbert**

**Kudos to Lonnie Martin for his help with getting our new admission set up regarding his bed! Thank you for the timely response!- Kris Ruuska**

**512B - Great Job with active treatment!- Omega Colbert**

**Thank you so much to Juana Lopez and Maria Munuz for all of your hard work! You both are amazing and so appreciated! -Katy Sutton**

**Kudos to the amazing Campus Coordinators and Administrators at DSSLC. You respond when help is needed and help to prevent problems everyday!**

**Kudos to all of Houston Park 10/6 - the apartments were very clean and organized. Great Job!-Nashara Ashley Cockrell**

**KUDOS to all 16/6 staff. When I walked through the home I observed all staff actively working. Staff were knowledgeable of the LOSs, the homes were clean, and staff I encountered all had great attitudes. -Anonymous**

**Kudos to Allison from 525B. Thank you for always providing the individuals you serve with quality service. Thank you - Nashara Cockrell**

**Kudos to 527's staff for staying engaged with the ladies. You are doing a great job, keep up the great work. - Lisa Hughes**

**512B REALLY SHINES. This home works hard in assisting the individuals. During meals, the dining cards are available, drinks are on the table and staff verbally prompt the individuals when needed. GREAT JOB 512B YOU ALL ROCK. - Omega Colbert**

**Thank you to the WAC warehouse staff for working so hard with the individuals and totes – we appreciate you!-Katy Sutton**

**Kudos and Great Job to the staff on 525B for keeping the individuals involved in activities! - JaCory Griffin**

**KUDOS to HTL, Victor Idiagne for his professionalism and quick reporting. -Anonymous**

**Kudos to Zachary, 522B, for showing great improvement! -Nashara Cockrell**

**Kudos to Angela Miller for all of her assistance with Special Olympics. What you accomplish with the clients every year is spectacular! -Luz Mendoza**

**Thank you to the Timberhill HTL Rodney, he has been doing a great job with 528C - Omega Colbert**

**Kudos to all the DSP Staff in 522B for being extremely welcoming, professional, working extremely hard and having a positive attitude. Anon**

**Garden Ridge staff - Israel and Kamal – Keep up the great work! -Nashara Ashley Cockrell**

**Kudos to 512s for providing excellent active treatment!- JaCory Griffin**

**Kudos to 508C staff for being extremely polite and welcoming! DSSLC appreciates you! - Nashara Cockrell**

**KUDOS and thanks to 10/6 staff John Ombiro for quickly reporting a witnessed injury and speaking with CA in a very professional manner. -Anonymous**

**528C – Thank you for always decorating your home for the holidays with the clients. You do an awesome job!- Omega Colbert**

**Kudos to Stacy Kraus! She is amazing and is always helpful. You can always count on her for up to date information and she is always willing to help in any way she can! I call on her a ton and she has always come through with whatever I have needed her help with! Thanks for being an awesome team player and always going above AND beyond for DSSLC staff and residents!-Amber Shotts**

**Thank you to Life Skills, Recreation and Vocational Services for all of the creative options you offer that allow the residents so many choices!**

**To 508C staff for being extremely polite and welcoming! DSSLC appreciates you! -Nashara Ashley Cockrell**

**Kudos to the West Ridge Unit and apartments – you all decorated beautifully for the holidays. So Stunning! -Anonymous**

**Thank You Mustapha (10/6) for being there when (GR) needs you, you are always doing overtime with a positive attitude.- Omega Colbert**

**Kudos to Nursing staff for the great survey and showing the amazing things you do each day to keep everyone as healthy as possible**

I may not say thanks often but thanks to all the staff and residents who attend Life Skills 24C-you guys rock from WR20C, WR23C, GR25A, GR26B, GR26C and GR26D thanks for the hard work weeks leading up to survey and the week of survey. Thanks again for all you do the activities, loading/unloading the bus for dances, mass and walking up the hill to go to the pavilion. You rock and God bless each of you/ Thanks, Janette Price

I would like to give Kudos to Elizabeth Corona here at Central Kitchen!!! She came in early and stayed late all week making sure everything here was good to go. Even completely exhausted, She stayed positive and on top of everything. She also kept everyone motivated and in good spirits.

I would also like to say Kudos to all the Central Kitchen staff..... Everyone worked together and made sure everything was clean, dated and that the meals were sent out in a timely manner. Whenever there was a problem everyone got together and figured out a solution. – Victoria Stowe

Cedar Falls Unit- Housekeeping, DSP's, BC's, Q's, Behavioral services, and Medical staff/nursing.

Your can- do attitude has made a positive difference in the lives of the individuals we serve at DSSLC. Great achievements are nurtured with the cooperation of many minds with a common vision and purpose, working toward a common goal. Your commitment and dedication is much appreciated. Thank you for your persistent hard work and diligent effort to provide the best care possible to the individuals. Kiyonia Mosley, Nezar Tantish and Cedar Falls

KUDOS to all CF/HP nurses! Your hard-work and dedication during survey week is appreciated and noted! A special thank you to the nurses who were monitored during med pass: Vanessa, Traci, Demetria, and Amanda. As we celebrate Nurse's Week we are all reminded that nursing is not a job but a calling, and we are blessed to have you with us! Thank you again- Mayra and Susan

RNCMs: We soared through another annual survey! You all remained calm under pressure and that shows the level of confidence you have in the care that you provide! You are ROCK STARS!!! – Christie Sewell

Kudos to Eileen Hollingsworth. She handled herself so professionally (as she always does) and provided calm leadership for the Behavior Services department not only during survey, but during the DOJ visit as well. Her leadership is much appreciated by everyone in the Behavior Services department. Christine Haun

The HAB department would like to give kudos to Jasmine Moore, Connie Ford and Yolanda Jones for volunteering and going to help out San Angelo in their time of need.

I would like to give a big kudo to Charlene Payne for being who she is and being a great team player. – Deborah Jennings

Billy Bennett for all the hard work he has done for us with data collection.

He has gone above and beyond to make that program work for all our many requests and without delay. It seems he drops everything to help us. We are very grateful! – Stacey Turner

Another crucial person that has stepped up to help us, the dental department, in our staff shortage is our contract dentist, Dr. Alford. He is an absolute JOY. Working without complaint tirelessly and quickly learning our specific programs and protocol in order to better serve our patients. We are very grateful for his presence – Dental Department.

I would like to thank each of the staff from 524D for a job greatly done at all times. Stephen, Trinan, DeLane and Yolanda (YoYo) I really appreciate all you do ad ya'll rock!!!  
Sandra Cooper-Ham

I would like to thank the Gardenridge unit for all their hard work and dedication for help making our unit a success. I would like to thank the HTLs and staff that came in early and stayed late. Thanks to the staff that stayed over to make sure the unit was covered. But most Important thanks to all the Gardenridge staff you all are greatly appreciated.

Tracy Davis

Thank you, Alfina our fearless leader and Dora for helping us to get our act together.

I would like to say a Big Thank You to all the staff that was here Tuesday 4/30/19 during the storm as soon as the sirens went off staff very quickly had Westridge clients in the hallway. Big thank you to the BC's who stayed until it was safe to go home what an awesome team we have. Patsy Peterson

I would like to congratulate the staff of 506A and 506C. You guys did an AMAZING JOB this week and ALWAYS!!!! It has been a long road for 506A. Everyone worked together with TERRIFIC TEAMWORK!!!! The meals have greatly improved. The active treatment is looking AWESOME!!!!. Thank you to my HTL Kameshia Benton.... Thank you for taking my advice and the advice direction of others and keeping your positivity and outlook on any and everything you do. You are AWESOME!!! Thank you to my HTL Monique Wilson for always ensuring the ladies for 506A and 506C look AMAZING!!!! You ensure the homes are decorated beautifully. You ensure the ladies ALWAYS have BEAUTIFUL clothes, shoes and anything they need. Thank you for assisting the ladies with shopping.

TO EVERYONE FOR 506A AND 506C YOU ROCK!!!! THANK YOU LADIES SO MUCH!!! THANK YOU FOR GOING ABOVE AND BEYOND!!!!

Jammie Hawkins Building Coordinator for PineRidge 506A and 506C

My Kudo is for the entire Food Service Department. Each one of my staff went above and beyond in preparation of Survey since the beginning of March. Knowing how well we did makes me very proud!! I can't even really express just how proud I am. I have an amazing team!!! Thank you all so much!!! -Liz Corona, Assistant Director of Food Services

Thank you to all the staff on Timberhill for your hard work and dedication to ensure that the needs are met for the individuals in which we serve as well as the facility. The compassion and commitment that you all display does not go unnoticed thank you for all that you do.

Bill Heilman

I would Like to thank 15C and 15D 6/2 and 210 staff for all the hard work that they put in especially for this week, but also for every day. The dedication that they have goes above and beyond my expectations. Thank you for everything that you all do I greatly appreciate you. Your BC Shea

Fernando is one of the hardest working people you have working here at the DSSLC. Since I have worked here he has made himself available for any situation that has presented itself on campus. He has sacrificed a lot of time coming in at 4 am to ensure that 512 and the infirmary had hot water, all the while continuing his workday for the communications department. I have never heard him complain, and he even motivated me when I became discouraged. He is a shining example of the quality of people that I love to work with. Justin made similar sacrifices for DSSLC leading up to and throughout survey. Justin also came in at 4 am and continued his workday. Although Justin does not work for me in communications, I did see him continue to chase down the many problem that occur in the Plumbing Department everyday he came to work. I never witnessed him complaining about the amount of time spent here at work. This showed me his level of maturity, and willingness to accept responsibility.

Archie Price

Kudos to: Greg Medina! Robert Ampuero! Pat Peterson! Harry Brown! Lisa Southerland! Misty Donatto and Jaclyn Telles! Joseph Shittu! Our Janitorial and Maintenance Folks! Deb Jennings! Devilyn Allen, Diane Bankhead, Brienne Givens and Lea Moore for covering dietary for the whole campus! Anonymous

Dean Brewer, A special thank you for your caring and amazing leadership, patience and kindness, and you're ability to push us all to be better both personally and professionally. We are all so blessed to work with you and thankful to

have you as our Director. Latoya Lawrence

