

July 2009

Bios News

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Bios of Tennessee Leads the Pack By: Kirk Elam

The Bios Tennessee Office is thrilled to announce a new mile stone achievement with this year's Annual DMRS Survey. Our score of 92% put Bios of Tennessee at the top end of the DMRS "Proficient" category. This is the highest score for any Tennessee Office since our expansion into Tennessee!

At Bios we value the humanity of the people we serve. Bios Tennessee's PERFECT scores in the areas below demonstrate that the Tennessee team takes very seriously our mission of "Empowering People to Reach Their Dreams!"

- Safety and Security
- Rights, Respect and Dignity
- Choice and Decision Making
- Relationships and Community Membership

- Opportunities for work
- Provider capabilities and qualifications

One of the Lead DMRS Auditors commented, "We never see scores of 100% in some those categories from an agency of your size." The Lead Auditor will be touting some of our processes as "Model Performance" and asked if Bios would share these processes with other agencies!

The same auditor was also impressed with our

Tennessee DSP's, reporting they are very knowledgeable about the Individuals they support and very dedicated to their work. Our DSP's reported to the auditors that they felt very supported by their Management Team.

Bios of Tennessee has adopted the "it takes a village" approach to providing supports to the people we support and to their employees. *Clearly, this village is thriving!*



Bios of TN Management Team: L-R: Kristi Wendling, Terry Wendling, Misty Bunnell, Marie Arsenalt, Tara Vandygriff, Brandi Boshers, Constance Gilbreath, Jessica Powell, Michael Bunnell



Then  Now  New Name ... Same Great Care



Barry Tessner enjoys the company of his friend, Phyllis's farm dog.

A Friend Indeed

By: Shannon Holcomb

A few weeks ago, my friend, Barry, and I were taking a trip to my family's farm. Barry was excited to see his great friend, Phyllis, my mother.

A year ago Barry expressed an interest in visiting our farm. During our first visit, Mom gave Barry a farm tour. He saw the cattle, horses and pigs and met a couple of the farm dogs.

During our next visit, Barry got

to enjoy Mom's chocolate sheet cake with pecans on top. From that point forward he and Mom were great Pals!

I am now the conduit for Barry and Mom to keep up with one another between visits. Barry and I schedule farm visits whenever we can. During our most recent visit, Mom and I realized that she and Barry had a one year "friendship anniver-

sary!" Reflecting on this, I realized how little effort was required to help Barry meet a new friend and how much he values the time he gets to spend with Mom.

Be aware of your opportunities to "plant" relationship "seeds" with the people you serve. You never know what wonderful things may grow!

"All people have the right to natural and meaningful relationships"

A Thank You to Kay Kelley, HR Assistant

By: Terry Wendling

Kay,

Thank you for assisting us this past year in your thorough and efficient processing of our applications. We received a PERFECT score in association to the HR side of our Tennessee Operations DMRS Annual Survey. Our survey covered a

12 month review of our records back to April of 2008 forward. We are very proud of this score and we're grateful for your hard work and contribution. You have processed 130 applications with 63 of these potential prospective employees being hired of the course of the past 12 months.

That's Amazing!

You have always treated our Tennessee Staff with the up most respect and always make them feel like they are the most important person you are dealing with at the time. We appreciate you!

Better Lives ... One Relationship at a Time

Barbara "BeeJay" David was recognized this last spring by ANCOR for her work as a Direct Support Professional. Jim Tonsing, who nominated her said, "The award Beejay received is not nearly enough for what she has given to her Bios friend, but I am glad she was recognized."

This now best friend of mine, had been in every institution in the state and finally Bios was asked to see if we could help. Since we never say no, BS

was brought to Bios. She was having a very difficult time adjusting to living in the community and was going through staff weekly and I was visiting her daily to check on her. There were weekly team meetings and a lot of late nights at her home and at the emergency room.

About two months after BS came to Bios I hired a lady to work with her that had a great outgoing personality. I did not know at the time that this was one of the best things I had

ever done. This new staff (BeeJay David) built a great friendship with BS. That was about 7 yrs ago. The relationship they have with each other gave us the ability to implement plans to help BS turn her life around. I can't really put it into words what a difference BeeJay made in this person's life. BS now has the ability to understand what friendships are and that she can let down the walls that did not allow her to care about others."

(Excerpts from Jim's nomination letter)



Barbara David worked with her friend, B to help her create "a Better Life" for herself.

Home Sweet Home By: Susan Rutledge



An important part of our service is assisting our customers in having a pleasant

home environment. One of our Principals states: *All people must be involved in and carry primary responsibility for the decisions which affect their lives.* In relation to people's homes this involvement includes selecting where they live, based on their financial resources and desires, how their home is furnished and decorated and how their home is run.

Because the State oversees our service, they have specific requirements regarding the health and safety of people's homes: emergency items such as flashlight, smoke detectors, fire extinguisher, first aid kit and working

radio; completion of fire/tornado drills; working telephone; at least two means of exit; working appliances and visible house numbers on the front of the home. There should be an adequate supply of food. Cleaning supplies should be stored correctly and the home should be well furnished and personalized to the tastes of the person (s) who live there. Each home must also be clean and smell good.

We want our customers to be proud of where they live and how they live. We want people to be actively participating in the cleaning, decorating and maintaining of their home It is our responsibility to assist with this.

When you go to a home to work, start looking at it from the time you pull up. Is the lawn mowed

and well cared for? Does the front of the home look inviting for guests to come visit? Does the home look like the neighbors? Do we need to plant flowers or put out a decorative flag to brighten things up?

Would you want to come visit or live here? If the answer is, "no," come up with a plan to correct this. There are many low cost things you can do to improve the looks of a home both inside and out. Be creative and involve everyone. Schedule a house-warming party. Have fun with it!

Our customers should feel proud of their homes and to be able to share it with others if they choose. We must teach our customers the joy of loving and caring for a home.



Home should be a pleasant place for people to share time with family and friends.

"All people must be involved in and carry primary responsibility for the decisions which affect their lives."

Like a Good Neighbor By: Kirk Elam



I've been reading about Hannibal Barca, who was from Carthage and lived around 200 B.C.

Considered one of the greatest military minds ever, he is famous for leading elephants over the Pyrenees, waging war against the Romans for more than 15 years and occupying much of Italy.

I am intrigued by Hannibal's approach to "occupying" cities during his war with Rome. Once Hannibal won a battle, he freed

the captives from the local territories, put the local leaders back in place and made improvements to the infrastructure and governments of the cities he passed through. Thus, rather than leaving behind enemies, he built allies, who felt they had been liberated and whose lives had been improved. Consequently these allies supported and assisted this improbable man in becoming a legend.

I received an email from the neighbor of one of our customers,

complaining about our staff's "Boom-Boom music."

We believe, "all people should live in and be a part of their communities." That means blending in and being a good neighbor. Concentrating on providing great service AND on being a good neighbor means we leave the lives of those we encounter better for the experience. So, we will leave behind converts and allies who will support and assist the people we serve as they pursue their own legend.



Helping people learn life skills is one way we help them contribute to their neighborhoods and communities.



James and Heather have been fast friends for more than four years.

OKC Employee Spotlight: Heather Roberts

By: Gordon Fujii

Trustworthy, Knowledgeable, Caring... these are just a few of the words used by supervisors and peers to describe DSP, Heather Roberts. A veteran of over 6 years with Bios, Heather has spent the past 4 years with Mr. James Eischied (pictured with). When asked to talk about working with James, Heather said, "I'll put it like this... I love James... he's truly like one of my family. Probably, my favorite memory with James was his birthday two years ago. Everyone was there, and

there were a ton of presents... you could just tell that James was truly appreciative of everything. It wasn't about doing something for someone with a disability... it was doing something for someone we all cared about... it was special."

Heather always said that she wanted to follow in the footsteps of her grandma, Odessa Williams, and she is well on her way. A CNA, her grandmother always had a job helping people, and Heather has done the same, every

since graduating high school. "This has been my job for 14 years now, and I can't see myself changing a thing," she explained. "I guess it's the challenge... every single day is different. I like that."

For all of your time and effort, Heather, we would like to extend our greatest appreciation. You are a tremendous example for all, and we look forward to many more years with you as part of the Bios family.

"All people are capable of growth and development."

Take Precautions in the Heat

By: Karla Montgomery

When the weather is extremely hot:

- Stay indoors as much as possible and limit exposure to the sun.
- Stay on the lowest floor out of the sunshine if air

conditioning is not available.

- Consider spending the warmest part of the day in public buildings such as libraries, schools, movie theaters, shopping malls, and other community facilities.

Circulating air can cool the body by increasing the perspiration rate of evaporation.

- Eat well-balanced, light, and regular meals. Avoid using salt tablets unless directed to do so by a physician.

Emily Sandefer Works Hard Gains Recognition

By: Gordon Fujii

Bios OKC's Emily Sandefer (pictured with DSP, Reesa Wilson) was one of only four nominees from her district for the Social and Life Skill Achievement Award, presented May 7th at the Goodwill banquet.

While she did not win the award, the nomination itself is a wonderful depiction of the growth and development that Emily has exhibited over the past year. Congratulations, Emily, and keep up the great work!



Nicole Griner Graduated from Sapulpa High School on May 7th.

Proud Graduate Nicole Griner

By: Shannon Holcomb

Nicole Griner began receiving services from Bios on 7/6/2007 in Bartlesville and moved to Sapulpa in April of 2009. Nicole says since moving to Sapulpa she is happy because she feels like she is part of a family with her roommates and House Team. Nicole says that gradu-

ating was an exciting day for her and she is happy to be starting work on her new goals after high school. Nicole would like to obtain a job with the Sonic Corporation at one of their drive in restaurants in order to save money. Nicole's savings will go toward purchasing a vehicle and putting

money back so that some day she can live in her own apartment. Nicole is currently studying to take her driving test. We are very proud of Nicole for her accomplishments and are looking forward to seeing what big things she achieves in the future.

The President's Corner

By: Eddie Miller



Recently I read that The Hissom Memorial Center is slated to be demolished through funds appropriated by the

Oklahoma State legislature sometime in the coming months. It was 15 years ago the last person was liberated from The Hissom Memorial Center marking the successful transition of hundreds into the community.

Many people were joyful that day, parents, siblings, and numerous professionals. Similar sentiment was shared by some of the people once "served", but I recall a few joy eluded. They were not saddened by the closure of a place others chose or made their home. Rather their hesitance was driven by the fear that as long as the buildings and grounds remained, Hissom could rise again.

In the days and weeks following the last person's move into the community, I remember being asked by a wonderful young lady, "Eddie will I ever have to go back to Hissom? No, I would reply. How do you know? Because the last person just moved out, it is closed. But it's still there, we drove by it, people are still there mowing the grounds, she told me. I promise you it is closed, they are just taking care of it until someone buys it. When other people buy it will I have to move back? No, it will be used for other things, businesses, nobody will live there like before, I replied." Others couldn't bear to travel

down Highway 51 on their way to Stillwater to the annual Oklahoma Special Olympics without reassurance. When making the left or right off of Hwy. 97 often a nervous question would be asked as Hissom came into sight.

"We're not going to Hissom? No, we're going to Special Olympics. Can't we go a different way. We're not stopping, I promise."

Perhaps you're thinking because of their challenges they couldn't understand closure. To be honest for years that's what I thought. In reality, I was the one with the challenges, I forgot what closure truly means, the many shapes and forms it can take. While I understood why Hissom had to be closed, I underestimated its terrible impact upon so many lives.

I wasn't challenged in understanding why Jenny, *Forrest Gump's* true love, prayed to fly away, threw rocks, and cursed her home even after her abusive father had died. I fully understood even with his challenges why *Forrest* chose to buy, destroy, and burn the very place that caused Jenny so much pain in her life. I, we all understand as long as buildings stand, so do the memories. Places of beautiful memories and experiences send people clamoring to buy a piece of them when they are destroyed i.e. the old Yankee Stadium. Places such as Hissom continually haunt former residents as long as they stand, robbing them of closure.

Over the years many people have

asked me what was so bad about The Hissom Memorial Center. My answer is derived from another far better than me, Judge James O. Ellison, a very insightful, caring, and intelligent man. In his Court Plan and Order of Deinstitutionalization, he highlights the most fundamental issues with Hissom, the denial to be an individual, live with your family, and your civil rights.

"As Americans and citizens of Oklahoma, we believe in rugged individualism, the sanctity of the family and in taking care of our own. We grow from the experience of living together in the community. We admire those who work and we work hard so that our children can have the best life and education possible. We have sacrificed to maintain our freedom and a life which is nonrestrictive. These values are our heritage which we preserve so that it can be passed down to our children – all of our children. The quality of life made available in the United States as a result of this value base is the vest in the world for those who are allowed to share in it. The "American Dream" rests at the foundation of the values we defend. From the evidence presented it is apparent that these values have been denied to that portion of the citizens of Oklahoma who carry the label of "mental retardation".

Once the date for Hissom's demolition is set, I plan on accompanying several people to watch it happen. It will be a good day, a day to finally put to rest The Hissom Memorial Center, a symbol of fear and failure for all of us.



Photo from Hissom Memorial Center, Sand Springs, OK. Contrast this to the pleasant home environment discussed on page 3.

"We grow from the experience of living together in the community."



Photo from Hissom Memorial Center. Life at Hissom definitely was NOT "living together in the community." Even swimming was segregated.

July Birthdays

By: Cindy Ledbetter

LISA R. ESHELMAN	07/01	MCKENZIE MCCALLISTER	07/18
TERESA POLLACK	07/01	PETER ROWLAND	07/18
MARK E. DODSON	07/03	WILLIAM R. RISBY	07/19
SHERRY A. WOOD	07/03	MICHELLE R. MOODY	07/20
CRYSTAL BOREN	07/04	LINDA L. DOVER	07/20
KRISTINA J. CARDER	07/04	CHRISTOPHER C. DOLAN	07/20
TCHLINDA R. LILLY	07/05	CHRISTOPHER JEFFRIES	07/21
MARY C. SHERMAN	07/05	FRED RICHARDSON	07/22
MIRAFLO BRADLEY	07/06	ANDERSON CHEATER	07/22
BRENDA L. GRAGG	07/06	MELISSA PILKINGTON	07/23
CISSIE L. CONSTUBLE	07/06	TEDESSA M. MONTOYA	07/23
ABEL T. TULU	07/07	DAVID H. BROERMAN	07/23
LISA R. ARNEY	07/07	LARRY R. MORGAN	07/23
AMY COUNTRYMAN	07/08	DORIS PORCHIA	07/23
REGINA L. FARROW	07/08	LORI M. MOUSE	07/23
JERRIE A. WYNN	07/08	KRISTI D. WENDLING	07/24
JINA K. HARRIS	07/09	SHERRY SLY	07/25
PAULA J. BOSWELL	07/09	DANIELLE N. BOND	07/25
ANTHONY L. DAVIS Jr.	07/10	JENNIFER R. GIRTS	07/26
LINDA M. ARNOLD	07/10	CORA L. JARRETT	07/26
LUANN FIFE	07/10	MARY A. SHARP	07/27
TERRIE L. MALONE	07/11	AMDEA T. BELAY	07/27
BARBARA R. SNYDER	07/12	SABRINA A. DORRIS	07/27
PEGGY A. BEERS	07/12	LARRY D. COWAN	07/28
TIFFANY A. TRICE	07/12	ASHLEY D. NEFF	07/28
KERRY E. YOCHUM	07/13	REBECCA A. BRUMMETT	07/29
CATHERINE M. BURGIN	07/15	HESHAM HENDAM	07/30
CATHERINE M. BURGIN	07/15	KEVIN L. PICKETT	07/30
ANNABELLE G. BUENDIA	07/15	BILLY J. CALCOTE	07/31
JASON L. MAJORS	07/15	JEFFREY KARCH	07/31
BETH E. WILSON	07/15	PAMELA L. CONSEDINE	07/31
PAMELA BALLARD	07/17	DAVID S. GYLES	07/31
WINNETT R. BOUKHARI	07/17	C GRANDBERRY	07/31
MAKIA E. TURNER	07/17	LARRY J. WILLIAMS	07/31
ALLISON J. SPENCER	07/18	TOMMY J. HUGHART	07/31
DAVID MCCALLISTER	07/18		

*"At the end, it's not
the years in your
life that count. It's
the life in your
years."*

—Abraham Lincoln

July Anniversaries

By: Cindy Ledbetter

COOK, BRITTANY L.	GRAY, MARITA
DEASON-FERRIERA, GAIL A.	WOSBY, STEVEN M.
LED BETTER, CYNTHIA A.	AVENDANO, KATHALENA I.
HALL, SHERRIEL M.	CHURCHILL, BYRON J.
NEFF, ASHLEY D.	DAVID, JOEL A.
RIVERA, ROSARIO C.	MACKEY-DAVIS, LUSTA A.
SMITH-PURDUNN, TAMARIA L.	MORRIS, CATHERINE L.
DECKER, NEMA R.	PHILLIPPE, SANDRA E.
BOULWARE, REDONNA K.	POTTER, RONDA
BRYANT, LEONARD C.	WILLIAMS, REKEISHA D.
BRYANT, LESLIE	GARMON, SHIRLEY N.
DUNCAN, DIANE L.	CLOUD, KATHALEEN J.
KIRKLIN, ROXANN	FLOYD-FITZGERSON, RICC
LANE, DONNA D.	NEAL, OLGA S.
LUCAS, JOE J.	PLUNK, ALICE C.
ROBINSON, HAZEL E.	SROGGINS, JOHNNIKA T.
TATE, TRINA L.	SHERMAN, MARIE C.

Upcoming Events

By: Juanita Williams, Leslie Bryant

Bartlesville

Camping at Birch Lake August 8th and 9th

Muskogee

June 27th: Employee Appreciation Picnic, Muskogee Bios, 11am-3pm, Food, Inflatable and Prizes.

June 18th: Dinner and a Movie, Muskogee Bios, 5:30pm (Paul Blart: Mall Cop)

June 24th: June Anniversary Party, Muskogee Bios, 4pm

July 2nd: OBI Blood Drive, Muskogee Bios, 3:30pm-5:30pm and Dinner and a Movie: 5:30pm

July 16th and 30th: Dinner and a Movie, Muskogee Office 5:30pm

July 24th: Shake off the Heat Dance, Muskogee Office, 6pm-8pm

July 29th: July Anniversary Party, Muskogee Office, 4pm

August 13th and 27th: Dinner and a Movie, Muskogee Office, 5:30pm

August 26th: August Anniversary Party, Muskogee Office, 4pm

August 28th: Cookie Lee Jewelry Party, Muskogee Office, 6pm-8pm

September 10th and 24th: Dinner and a Movie, Muskogee Office, 5:30pm

September 26th and 27th: Muskogee Campout, Sequoyah State Park

September 30th: September Anniversary Party, Muskogee Office, 4pm

October 8th and 22nd: Dinner and a Movie, Muskogee Office, 5:30pm

October 17th: Halloween Carni-

val, Muskogee Office, 6pm-8pm

October 28th: October Anniversary Party, Muskogee Office, 4pm

November 5th and 19th: Dinner and a Movie, Muskogee Office, 5:30pm

November 12th: Muskogee Thanksgiving Dinner, Muskogee Civic Center (Room E) 6pm-8pm

November 24th: November Anniversary Party, Muskogee Office, 4pm

December 3rd and 17th: Dinner and a Movie, Muskogee Office, 5:30pm

December 18th: OBI Blood Drive, Muskogee Office, 4pm-6pm

December 29th: December Anniversary Party, 4pm

Bowling every Tuesday night at Thunderbowl Lanes in Tahlequah



Fun times in Sapulpa

*“Play together
and stay
together!”*



More Birthdays

Richard Eastep
Olen Hubbard
Robert Clay
Antwonne Hall
Robert Vaughn
Virginia Brown
Jay Handley
Paul Cordray
John Silence
Barry Tessner
Johnny Abbott
David Dobbs
David McCallister
Peter Rowland
Rose Rowland
Brandon Houston

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Xanthus Houston
Chris Cunningham
Chris Jeffries
Phyllis Brewer
Anderson Cheater
Fred Richardson
Latina Lewis
Sharon A. Johnson
David Broerman
Melissa Pilkington
Timothy Franklin
Alyssa Ewert
Ashley Pirtle
Kenny Matchinske
Albert Fox
Ashley Neff
Tyrone Coleman

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Bridgette always has fun at summer time cookouts!

Ulti-Pro Web: Information at Your Fingertips By: Kendyll Miller



Kendyll Miller is Director of Human Resources for Bios Management Company.

Information at your fingertips! That was the goal and #1 reason Bios rolled out Ulti-Pro Web to our employees. This software program is available on the web and offers employees a “bird’s eye view” of their entire employee file. It can be accessed from any computer with internet access. To use Ultipro Web:

Into your browser screen type:
<https://ultiproweb.bioscorp.com>

- User name will be your last name plus the last 4 digits of your social security number. Example: miller5555.
- Password will be your birthday (monthdayyear...no dashes). Example: 01011981
- You will be asked to change your password. Please write it down so you won’t forget it and keep it in a secure location.

- Once logged in, go to “Myself” tab on left side, then to “Pay” tab.

Here’s what you can find under “Myself” tab:

- Your personal information... address, phone number, status, company property
- Job information...your rate of pay, job history, evaluations
- Pay...all check stubs, direct deposit information, tax information
- Benefits...all benefits you participate in, beneficiaries
- Training...completed classes, scheduled classes
- Documents...copies of all documents you have signed or that

have been sent to you such as class schedules, benefits information, etc.

With this information at your fingertips, you can self-serve by printing out the information you need or updating HR with current and correct information. If you are unable to print (not all documents are printable) contact the HR office.

Maintaining Security:

Bios ensures that all employee information is safeguarded and provided the highest degree of security possible. In order to protect your personal information, your password should never be shared with anyone. Always use care when logging on especially when using a public computer, be sure to completely log off of the system.



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