

October 2024

# BENCO NEWSLETTER

A Newsletter for Benco Staff



## Tools for Having Clear and Productive Conversations

Earlier this year, Benco partnered with Refound a leadership training and support company which can be found here <https://www.refound.com/>. Program Coordinators were provided with a special log in for Ren.

Ren is a remote AI leadership coach that can help guide PC's on their leadership journey and help them respond to situations that may come up in their supervisory roles. Ren also has great ideas for personal and professional development and growth with features for open conversations and also prompted questions. Sarah Frazzini met with the Ren staff to incorporate Benco specific policies into the software, to provide support that would be the most meaningful for our agency.

REN was developed by Jonathan Raymond, the author of Good Authority and the Director of Refound. The Good Authority goes through what it means to hold yourself and others accountable in a clear and compassionate way.

In addition to the software, the DOP and RD worked together to present information on the Accountability Dial to our PC leaders. <https://refound.com/accountability-dial-what-it-is-how-to-use-it-and-how-it-will-help-your-team>.

The Accountability Dial™ method is not just about managing others – it's a valuable tool for your own growth and development as well. This can help you become more aware of your behaviors and their impacts, identify areas for improvement, and take steps to change.

The Accountability Dial™ offers a step-by-step guide to ensure conversations stay productive and direct. The beauty of this method is that it breaks down into five manageable steps: The Mention, The Invitation, The Conversation, The Boundary, and The Limit. So, next time you have a conflict or growing concern, rather than getting frustrated or avoiding the issue, try following the steps to make your interactions more meaningful and productive.

## Honoring Strengths & Supporting Areas of Growth Values Corner by Sarah Frazzini



As Dr. Suess says, “There is no one alive that is youer than you!” At Benco we recognize that each employee and each person in our services are unique individuals who bring many strengths and contribute to the overall strength of Benco as an organization. Being able to show up each day as our authentic selves contributes to feelings of worth, value, and allows us to thrive.

While Benco wants each person in our services to thrive and each employee to thrive, we also recognize that sometimes there are barriers and areas of growth become illuminated.

Each one of us has infinite potential to become whoever we desire to be and live the life that we design for ourselves. As a Benco employee, Benco’s values, policies, and training provide expectations and a framework for how we must show up at work. It is important to navigate roadblocks and hurdles that come up, find a path forward that works for you and works within the expectations of your job.

Always maintaining professionalism and working within the rules and responsibilities of the job may require you to look within and identify your own areas of growth. Identifying this and working on areas of growth does not mean you are becoming someone different. It means you are evolving and becoming a version of yourself who shows up with vitality and feels confident, valued, and seen!

Working within a team may require you to acknowledge that there is

strength in diversity and that coming from different backgrounds, different perspectives, living life differently than one another is how we become stronger together.

Releasing bias, our own ego, and harnessing the power of honoring strengths in others will help ease tension. It will help you to see more clearly who the person is and the wonderful contributions they make.

It may also require you to think about how you may help support areas of growth in your co-workers and in those you provide care to.

Each of us has the power to positively influence growth, but individually we cannot, do not, and should not have control over that in others. Meeting people where they are, walking alongside them in their journey, and cheering them on through their success can be very transformative.

Take a moment to reflect on this: What does support look like? What does support feel like? Going back to Dr. Suess, that will look and feel different for each person. What works for some does not work for all, what works for me may not work for you.

Self-awareness and setting intentions are two key tools to lean on. Be curious and invest time to really get to know the people you support and build professional relationships with your co-workers, hold space for your own self-reflection and awareness. Stay open and always direct your thoughts back to yourself and how you may honor strengths and support areas of growth in yourself and for those around you. That is how we, at Benco, care without limits.

# Let Me Count the Ways: A Few Ways Benco Recognizes Staff



Benco prides itself on making staff feel appreciated and supported. Here are a few of the ways, but just know we are always on the look out for new and inventive ways to make you feel seen! The **Employee of the Month** nominations are due by the 10th of each month. These are sent to Katelyn at [katelynr@bencocorvallis.com](mailto:katelynr@bencocorvallis.com) or they can be turned in directly to her. Katelyn types up the nominations anonymously and places them in the Executive Director's box. The ED reads through the submissions without knowing who the staff is and where the staff works. The ED looks for values-based actions and examples of how the employee has gone above and beyond in their interactions and care.

Employees are nominated by their supervisor or any other staff who thinks that they have gone above and beyond in their job duties. Program Coordinator's and Administrative Staff cannot be nominated for Employee of the Month. All nominations are considered, and one person is chosen. The person who is Employee of the Month gets their name on a plaque that is displayed at the office.

The process for **PC of the quarter** is the same as the employee of the month, except that Laura, Sarah, Suzanne, and Misty each vote. The winner is the one with the most votes. Nominations for PC of the quarter can come from DSP's, other PC's, or Administration staff. These are due:

Quarter 1, submissions will be due by **March 10**;  
Quarter 2, submissions will be due by **June 10**;  
Quarter 3, submissions will be due by **September 10**;  
and for Quarter 4, submissions will be due by **December 10**.

**Out of the Blue Awards** are given to Benco employees who go above and beyond. Benco Administration staff nominate employees at the monthly staff meeting.

These awards are just one of the many ways that Benco shows appreciation to their staff. Every September we celebrate DSP appreciation week with special treats, letters, and other tokens of appreciation. **Benco Bravos** are a great way to show appreciation and can be written and given to staff at any time.

Coffee's, snacks, treats, and flowers/ plants are also little ways that the Directors have shown programs that they are seen and appreciated.



## Program Spotlight: 29th Street

### **What are your favorite parts about working for this program?**

I love hearing a song a resident made up or the excitement another has about their favorite song. I love it when another gets excited about their snack or happily tells me the plot of a movie. I love to see and hear the camaraderie and friendships that my staff have with one another. Staff are always willing to help fellow staff members on shift.

### **What would you like people to know about the program you manage?**

Staff at 29th St are the bee's knees, the cat's pajama, and the Crème de la Crème. Here at 29th St we are always laughing and making jokes. We can go from listening to Halloween music to watching SpongeBob to Jeopardy in a few hours. Staff are almost always flexible and willing to work around a call out or by providing coverage with short notice. The average length of time our staff have been at Benco is 4.8 years with staff ranging from over 15 years to just a few months.

We currently have four residents with a wide variety of talents and interests, from sharks and video games to Harry Potter and the Wheel of Fortune.

Our residents have all been at 29th St for 6-17 years. As we always talk about at Benco, our residents are more than their diagnosis or support that they need. They are multifaceted individuals that are amazing in their unique ways. Their diagnosis and protocols are just some of the tools in our tool belts that help us best support them.

You will never run out of interesting conversations from whether zombies are real, to the latest Michael Jackson documentary, or updates on a new video game. We are always trying to think of new places to go or things to do, from going to the coast to getting Dutch Bros.

### **Would you like to shout out a special skill, talent, or point of interest about your staff?**

**Alberto** always asks questions and wants to make sure that he fully understands new or changing pieces of the program. He always takes one of our residents on the bus and it is the highlight of their day.

**Cindy** is a sub and has been at 29th St longer than almost any other staff. She always connects well with our residents and is a calming presence in the program. **Chevelle** is always willing to step in and help, from covering a shift to helping her family.

**Clayton** has played video games with our resident video game enthusiast. He helps solve things in the games that confuse other staff.

**David** loves Pokémon Go and Solitaire. He also takes one of our residents on several walks a shift rain or shine.

**Devon** came to work one day saying that he walked up to a group that was LARPing and joined them. He also loves dungeons and dragons.

**Emma** is obsessed with cash budgeting and can talk to you for hours about it. She has bought several staff their own budget book.

**Jason** is one of our newest staff and loves video games. He has played with a resident several times.

## Program Spotlight: 29th Street Continued

**Jim** is a good go-getter. Even as a sub, he still has been willing to come in and help despite his busy schedule.

**Michele** is amazing at helping those around her feel welcomed and loved.

**Owen** is one of our newest staff, and if you ask him anything about planes or electronics, he can almost always give you an answer!

**Robert** works both at 29th St and RHA. He is willing to step in and help when it is needed and always has a new perspective that helps to make sure that each new program change is the best it can be.

**Would you like to shout out a special skill, talent, or point of interest about those you support.**

NN absolutely loves all magic. She has read and watched the Harry Potter series several times. She loves to go on trips to Las Vegas, Pendleton, Disneyland, Disneyworld, or Hawaii.

SG loves random facts. And will try to often use them to make staff or residents laugh. He loves video games and is always wanting to find new games to play.

TJ absolutely loves snakes and sharks. He always has a green plastic snake with him and will always show it off. He is super friendly and always wants to say hi to every person that he sees.

TY has an immense knowledge of music. He often will be in his room listening to music and hear the opening notes of a song in the living room and will zip out to excitedly tell staff what song it is and how much he likes it.

## DOP Updates

Sarah, Laura, Suzanne, and I (your Benco Team of Directors) work closely together to support each and every member of our Benco staff. Each of us has a different role, but we are all here for you. We know that feeling appreciated and supported is critical to job satisfaction. What works for some may not work for others. Please be open about your needs to your Supervisor or come to the DOP to talk through what support looks like to you. It is a priority for us to ensure that each staff feels heard, seen, and supported. We do our best work supporting others when we have our our basic needs met. If you haven't heard it lately, please know that you are appreciated. Thank you all for the incredible work you do every single day. And please remember to put some of that care and attention into taking good care of yourself. If you need help with that last part, reach out to Misty for resources or referrals, or just a listening ear.

Our Final Drug and Alcohol Learning session was October 2nd at 2-3PM. The recording will be posted soon so be sure to check our YouTube or subscribe so you never miss a post.

@bencocorvallis1926

# October Dates to Remember



- Suzanne S. 10/3
- Mike S. 10/3
- Nakkitta M. 10/17
- Clayton M. 10/11
- Katelyn R. 10/15
- Iolanda W. 10/20
- Cassady T. 10/22
- Tabitha G. 10/26



## Happy Anniversary

2 Year Benco-versary  
Kevin C.  
Chevelle G.

3 Year Benco-versary  
Lauren H.

4 year Benco-versary  
Jim V.

6 year Benco-versary  
Dani G.  
Jake S.

7 year Benco-versary  
Iolanda W.

8 year Benco-versary  
Danielle H.

16 year Benco-versary  
Ian M.

23 year Benco-versary  
Demetrius D.



## Congratulations!

Employee of the Month

August: John B

PC of the Quarter: Patricia



And don't forget the recruitment bonus: refer a friend, have them put your name on the application, and at their 6 month anniversary you get \$100!

### Don't forget:

Halloween is around the corner, your program could win the next Golden Pineapple Prize!

# November Dates to Remember

HAPPY

BIRTHDAY



Reyman W.	11/6
Aleen H.	11/7
Sarah H.	11/9
Randall T	11/12
James S.	11/17
Jennifer H.	11/19
Monika N.	11/23
Nicole L.	11/26
Lisa C.	11/27



*Happy Anniversary*

2 Year Benco-versary  
Clayton M.  
Kay V.

3 Year Benco-versary  
Katelyn R.

7 year Benco-versary  
Dominique C.

9year Benco-versary  
Micha F.

11year Benco-versary  
John B.



And don't forget the recruitment bonus: refer a friend, have them put your name on the application, and at their 6 month anniversary you get \$100!



Don't forget:

Sign up for your BBP, MAR, and CPR on Therap!



# Meetings this month!



DSP Meeting  
October 15th  
2:30-4PM at the MLK Park  
and November 19th  
2:30-4PM  
at the admin office in the large  
conference room.

APC/Lead Staff Meeting  
at the admin office in the large  
conference room.  
2:30-4PM  
and November 20

Let's Talk with Benco's  
Executive Director  
Thursday October 24th from  
3p-4p  
Benco Main Office  
Your quarterly opportunity  
to share ideas,  
Ask questions, and have  
conversation.

PC Brainstorm session  
Collaborate, ask questions,  
socialize. Drop in  
Nov 1 from 12-2 @ the office



**Garfields  
Halloween  
Party**  
October 31,  
2024  
2pm-4pm  
**Activities:**  
Arts & Crafts  
Pumpkin designing  
And more  
Snacks & beverages  
will be provided

**HALLOWEEN**  
*at the office*

**31 OCTOBER**  
STAFF AND RESIDENTS CAN  
DROP BY ANYTIME DURING THE  
DAY FOR TREATS AND PRIZES

**COSTUME CONTEST CATEGORIES:**  
FUNNIEST COSTUME, MOST  
CREATIVE COSTUME, AND BEST  
OVERALL COSTUME. EACH WINNER  
WILL RECEIVE A \$25.00 GIFT CARD.

## Benco PC of the Quarter Nomination

Please turn in to Benco's Office Assistant.

For Quarter 1, submissions will be due by March 10; for Quarter 2, submissions will be due by June 10; for Quarter 3, submissions will be due by September 10; and for Quarter 4, submissions will be due by December 10.

PC Nominee: \_\_\_\_\_ Month/Year: \_\_\_\_\_  
Nominator: \_\_\_\_\_ Date: \_\_\_\_\_

What value(s) did this PC exemplify? Circle applicable or add your own:

Respect Positivity Diversity  
Empowerment Empathy Creativity  
Compassion Person-Centered Inclusion

Please describe how the PC went above and beyond:

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Residential Director Response:

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Executive Director Response:

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