

September 2024

BENCO NEWSLETTER

A Newsletter for Benco Staff



VALUES CORNER

Thoughts from Benco's
Executive Director: Sarah Frazzini

Why do you work for Benco? How does the work you do fuel your mind and your heart? I began working for Benco in June of 2000, 24 years ago. I did not realize at that time the direct impact my interactions would have in the lives of those supported by Benco. I realized quickly that the laughter brought on by swinging at the park, the feelings of pride exhibited after turing cans and bottles in, and the calm and relaxed demeanour a person showed after a scalp massage and applying lotion to dry feet, were just a few of the things that fueled me to keep showing up.

Our work comes with the need to balance varying priorities and a wide spectrum of needs. Sometimes it requires more than we expect that we can give. It is in these moments, where we push ourselves outside of what is comfortable in meeting the needs of someone who relies on us. Those moments can bring some of the greatest rewards from the important work we do. Self care is so important. Fuel your body and your mind with nutrients that will sustain you and help you power through your work day. Set yourself up for success by getting adequate sleep.

Let others in your personal life know your work schedule so that they can get what they need from you outside of your work hours and don't hesitate to set boundaries for home and for work. Establish a gratitude practice and regularly look for things in your life that bring you joy. Breathe. These are just a few ideas for how you can show up to work as your best self. How you show up matters and is the greatest indicator of how your work day will go.

Always remember the Caregiver Code of Ethics. It should be hanging up at the program you work in. There are nine key tenets that all Benco employees should focus on within the work that they do for Benco.

1. Person Centered Supports
2. Promoting Physical & Emotional Well-Being
3. Integrity & Responsibility
4. Confidentiality
5. Justice, Fairness & Equity
6. Respect
7. Relationships
8. Self-Determination
9. Advocacy

I want to highlight, PERSON CENTERED SUPPORTS.

Person-Centered Supports:

As a Benco employee, my first allegiance is to the people I support; all other activities and functions I perform flow from this allegiance.

Furthermore, I will:

Commit to person-centered supports as best practice.

Focus first on the person and understand that my role in direct supports will require flexibility, creativity and commitment.

Recognize that each person is capable of directing their own life.

Honor those who cannot speak by seeking other ways of understanding them.

Recognize that the unique culture, social network, circumstances, personality, preferences, needs and gifts of each person I support must be the primary guides for the selection, structure, and use of supports for that person.

Advocate with the person I support and others when the demands of the system override the needs of those I support, or when individual preferences, needs or gifts are neglected for any reason.

In building person centered supports we must think about each person we interact with and understand what works and what does not work for them and adapt our own style to what works for the other individual. Sometimes this takes a lot of practice before it becomes a habit or feels natural.

All Benco employees have the responsibility to act within Benco's values. Hold yourself and your team accountable to the high level of professionalism that you know is expected. It is important to also recognize that each of your co-workers brings unique strenghts to the team and may have styles, prefrences, beliefs, etc. that are different from your own. Diversity is a strength, especially in teams. We must remember that professionalism requires us to hold ourselves accountable to respectful communication, kindness & compassion, treating others with dignity, and following through on our commitments both with the people we support and also with our coworkers, resident family members, outside agencies, and when out in the community.

According to the National Quality Forum for Person Centered Planning & Practice's final report published in April of 2020; Building relationships and maintaining positive communication are essential in facilitating person centered supports. Here are 4 key components of person centered support delivery:

- Self-awareness—The person delivering person centered supports must be cognizant of their own cultural assumptions, psychological development and temperament, personality, dynamics, and prejudices to avoid imposing their beliefs on the process.

Values Corner continued

- Respectful—The person delivering person centered supports applies the understanding that all persons are deserving of respect.
 - Minimizing cognitive biases—The person delivering person centered supports should have a working knowledge of biases that may influence their own thinking—such as the halo effect, confirmation bias, and implicit stereotypes—to minimize their effect on the planning process.
 - Empathy and emotional intelligence— The person delivering person centered supports must form an understanding of and articulate the person's desires, goals, needs and wants, which in most cases will involve an emotional component. The facilitator must understand the person from the person's perspective.
- Let's stay curious, ask questions, build relationships, and deliver services where people feel seen, valued, understood, and are living their best lives! That is what caring without limits is all about.

DOP Updates

I am working with one of our awesome staff members who is a photographer to update our website!

Sean Snyder will be reaching out to programs to set up photo opportunities. I will be reaching out to each program to set up times and will be providing PC's a list of those who have photo releases.

Our Final Drug and Alcohol Learning session will be October 2nd at 2-3PM. Be sure to check the YouTube channel if you are unable to attend it live.

Please remember that the administrative team is here to support our staff. Each of us have a special role in creating a positive, healthy and supportive place where people not just work, they thrive. If you ever want to talk through issues, concerns, or just feel that a listening ear would help, please know that the role of DOP was created with that in mind. I am here to support each member of our Benco Team in whatever way they need in order to be ready and able to do their job. It is a big responsibility and one that I take very seriously, I have a broad range of expertise and can pledge that you be treated with empathy and respect-- regardless of the subject matter. I am available to all staff at all hours, please reach out if you need support.

Program Spotlight: Garfield

What are your favorite parts about working for Garfield?

Watching both staff and residents have big wins. Garfield has an amazing team full of unique and skilled staff who truly care about the work they do. They are all willing to help out in a time of need and are so positive while doing so!

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

Garfield has had some big shifts throughout the past year! From supporting a resident with their last journey in life, to staffing shortages and training a whole new team with a new PC! our residents have rocked and rolled through the changes and are having fun along the way.

Shout outs to staff:

Savannah is Garfield's newest staff and APC. She has brought a range of skills to Garfield. She is so creative and enthusiastic! **Peyton** thought this was a tech job when he applied and rolled with it. He has since been promoted to lead staff and changed his major to psychology! He is instrumental in spontaneous fun activities.

Neil is reliable and thorough. He is a hard-worker and strives to always give his best. Sarah brings a soothing presence and is calm through chaos. She has an amazing singing voice and plays guitar for our staff. **Julia** has been with Garfield the longest and was flexible during a change in management. She jokes with our guys and makes them feel cared for and comfortable. Her smile is contagious.

Alyssa has been strong through all of the transitions at Garfield and cares deeply about the resident fiercely.

Let me introduce you to the people I support:

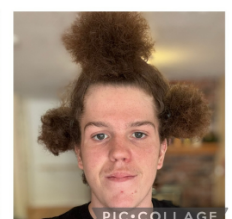
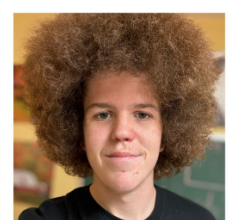
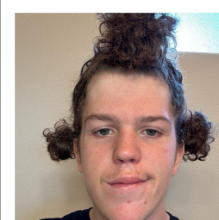
GP has a remarkable memory and enjoys joking with staff. He makes us all feel special!

BK has spunk and a fabulous style! He likes to show off his fancy suspenders.

DK shows great appreciation towards his staff and jokes around using fun words and sounds!

The Garfield Program Staff participate in every Festive Fun day and were the first to win the Golden Pineapple!

Below are pictures from Crazy Hair Day!



PIC•COLLAGE

September Dates to Remember

HAPPY

BIRTHDAY



Breanna G 9/2
Mandi C 9/3
Dylan P 9/6
Owen P 9/11
Patricia M 9/13
Jason C 9/20
David R 9/22
Mason B 9/23
Laurie 9/24
Sarah L 9/28
Sean S 9/27



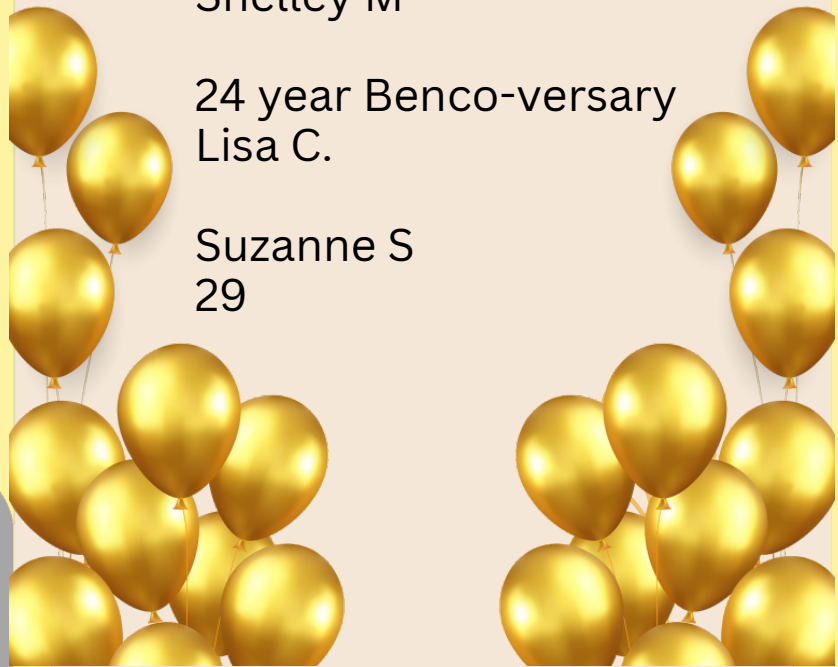
Happy Anniversary

3 Year Benco-versary
Jennifer H
Erin L

7Year Benco-versary
Shelley M

24 year Benco-versary
Lisa C.

Suzanne S
29



Congratulations!

Employee of the Month
July: Brandon K
August: John B



Don't forget:

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

WELCOME
TO THE TEAM



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!

Meetings this month!

DSP Meeting
October 15th
2:30-4PM at the MLK
Park

APC/Lead Staff Meeting
October 16th
2:30-4PM
at the admin office in the
large conference room.

Benco's Drug and Alcohol Policy Learning Sessions

8/22/24 2pm-3pm

This session will be focused on drugs including cannabis

8/28/24 2pm-3pm This session will be focused on alcohol

9/4/24 2pm-3pm This session will be focused on
prescription medication

9/11/24 2pm-3pm This session will be focused on random
drug testing

10/2/2024 2pm-3pm This session will be focused on
reasonable suspicion testing