

From Our Offices



HOME CARE's 20th Anniversary Celebration Continues in our Whiteville Office

HOME CARE is proud to introduce you to the professionals in our Whiteville office. Pictured from left to right are:

- **Robin Rothfuss**, Administrative Assistant
- **Tammy Whitlow**, BA, QP, Clinical Supervisor
- **Teresa Dowless**, BS, Office Manager
- **Erica Posey**, BA, AP, Assistant Supervisor
- **Twyla Hodges**, MA, QP, Clinical Supervisor
- **Jennifer Moore**, MA, QP, Regional Manager (not pictured)

Our Whiteville office has been providing Intellectual and Developmental Disability services for over 15 years. Today, they are supporting more than 120 individuals through the Innovation Waiver with In-Home Skill Building, Personal Care Services, Respite, Residential Supports (AFLs) and Supported Employment as well as state funded Personal Assistance and Developmental Therapy.

The Whiteville office supports not only services in Columbus County but also Bladen, Robeson, Cumberland, Brunswick, Scotland, Duplin and Sampson.

If you would like to learn more about these services call 910-640-1153 or drop by and see us at 2208 James B. White Hwy. North, Whiteville, NC.

Margaret

Margaret K. Mason, MA
Chief Operating Officer
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Employee Spotlight

Shirley Campbell's journey of working with children began long before she became an Early Intervention Specialist for HOME CARE Management Corporation in June of 2013. Shirley began this journey of working with children nearly 20 years ago as she was a Cub Scout leader with a local Boy Scout Troop. Shirley continued her journey of working with children as she opened her home to provide childcare services by having an in-home daycare for more than eight years.

Shirley earned a Bachelor of Science in Birth-Kindergarten from Western Carolina and started working as a Teacher at a Developmental Day School.

HOME CARE is very happy that Shirley's love of working with children began 20 years ago. Shirley's passion for children is illustrated through her caseload, which has grown to full capacity in 6-months. Congratulations on a job well done!



Client Spotlight

This month's client spotlight shines on **Patrick Marshall**.

Patrick is 22 years old and lives in Alexander County with his family. He has been receiving services from HOME CARE Management since 2000. Patrick recently graduated from Alexander County Schools and is now enrolled in Catawba Valley Community College's Next Step program in Taylorsville. Patrick's teachers say that he is a great reader and enjoys reading to his classmates.

Patrick and his family are very involved in their community and their church. Recently, Patrick sang a song in front of his church congregation. Patrick also enjoys participating in the Special Olympics program every Saturday, driving his golf cart and going to sporting events with his brother, Chris. Patrick is a big



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Communication and Empowerment

By Megan Lee, BS, AP, Assistant Supervisor
Wilmington Office

Communication can be difficult. Listed below are a few suggestions to consider when communicating with or about individuals with disabilities.

One of the first areas to consider when communicating to people with disabilities is the usage of words. Remember to use positive language and always put the person first. Negative phrases such as mentally retarded, mentally defective, the blind, the disabled, or the handicapped should be avoided. Instead use positive phrases that put the person first (i.e. person with an intellectual, cognitive, or developmental disability, person with a disability, or a person who is visually impaired). **Positive language is empowering!** You should strive to empower the person you support.

The next area to consider is action. Be mindful of how your actions and body language may be perceived. Always treat the individual with respect and courtesy. The following are tips from the U.S. Department of Labor's Office of Disability Employment Policy:

- *When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)*
- *Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others.*
- *Don't be afraid to ask questions when you're unsure of what to do.*
- *If you are in a public area with many distractions, consider moving to a quiet or private location.*
- *Be prepared to repeat what you say, orally or in writing.*
- *Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.*
- *Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.*

Remember to ask questions, listen and always treat the person with dignity, respect, and courtesy.

Reference: U.S. Department of Labor's Office of Disability Employment Policy: www.dol.gov/odep/pubs/fact/comucate.htm

Anniversaries

Celebrating **15** years this month is *Bess Clancy-Becker* from Wilmington, **14** years is *Christine Collins* from Boone, **13** years is *Doris Skipper* from Wilmington and *Marcella Lates* and *Cynthia Clark* from Statesville, **11** years is *Amanda Potter* from Boone and **10** years is *Debbie Padgett* from Wilmington and *Karen Blair* and *Sheka Rankin* from Statesville.

Also celebrating anniversaries this month are:

- 9 years: Cindy Anderson
- 8 years: Pearlene Messer and Jan Kay
- 7 years: Annie Bowles, Shawn Faison, Lenore Smith, Rena Smith, Tosha Byers and Lasanda Thomas
- 6 years: Darrell Powell, Marchella Castrenza and Victoria Bordeaux
- 5 years: Cassandra Johnson, Elexis Levan, Pearl Gilmore, Ruth Green, Steven Green, Aaron Harvey, Mary McNeely, Nadia Rubio and Mary Adam

Thank you for putting our mission to practice on a daily basis. *Since 1994, the mission of HOMECARE Management Corporation is to provide the services necessary for people to be as independent as possible in their own homes and communities, rather than having to live in institutions.*



CLIENT SPOTLIGHT (Continued from page 1)

Appalachian State football fan. Go Mountaineers!

Patrick is an Innovations Waiver recipient and receives In-Home Skill Building and Personal Care services from HOMECARE. He is fortunate to be able to have his aunt, **Karen** and brother, **Chris** as his Behavioral Technicians, as well as **Mary Harmon** and **Cindy Clark**.

Clinical Supervisor **Susan Williams** is very proud of all that Patrick has accomplished in the Next Step program and in Special Olympics. Patrick is always willing to do whatever is asked of him. With the support from his family and HOMECARE Management, Patrick will continue to thrive at home and in his community.