

December 2012

The Tunglan News

If you find it in
your heart to care
for somebody else,
you will have
succeeded.
Maya Angelou

www.tungland.com





Direct Support Employee of the Quarter Northern Arizona

Seth Woolard

Recognized for his can-do attitude and the daily exercise of a work ethic that sets the standard for diligence and devotion, Seth has won the respect and praise of his group home manager, Stormi De Silva.

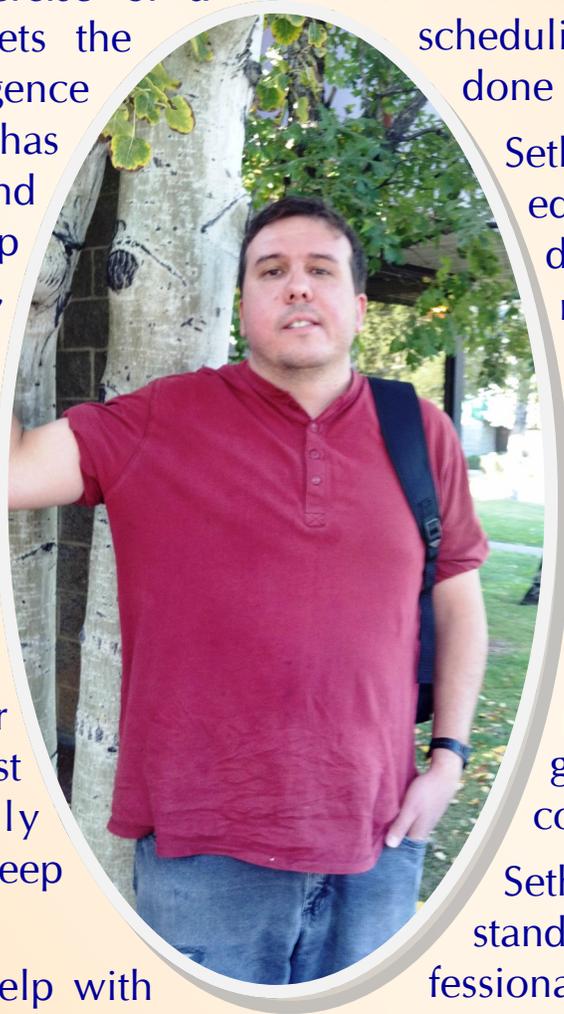
"Rarely do I come to Neptune [the group home where Seth works] and not find Seth cooking or cleaning," says Manager De Silva. "Not just mandatory daily cleaning, but deep cleaning."

"Anytime I need help with anything from staying late to coming in early to making a special trip Seth does so without hesitation or complaint. Many a time he has

had to stay past his scheduled shift to accommodate a change in scheduling and Seth has always done so without a problem."

Seth has also proved equally attentive to the daily paperwork that makes a group home run. He ensures that all daily client programs are completed and filled out properly. His manager notes that Seth is keenly aware of the need to complete all the daily group home paperwork correctly and promptly.

Seth is the kind of outstanding direct support professionals the people we serve need. We thank Seth for his devotion and hope Seth will continue to share his vision with us in the years to come.





Direct Support Employee of the Quarter

Tucson

Hassan Hammed

Starting in December 2009 as a home facilitator with Tunmland—a position in which he excelled—Hassan became a group home manager, ensuring that his home remained within budget and achieving perfect monitoring reviews. To complete his education Hassan found it necessary to step down to a facilitator position, but continues to prove himself a great asset to the agency.

Hassam works with individuals that can exhibit some challenging behaviors and he has developed respectful relationships with them to prevent many of these upsets from occurring.

After stepping down to go to school, he ensured the home continued to run smoothly until a new manager was hired. Hassam would continue to follow up on medication issues, staffing

problems and anything else that was needed. Hassan pitched in to help the new manager learn the job and ensured that all Tunmland policies were followed. Hassam continues to see to it that everything is completed and followed up during his shifts.

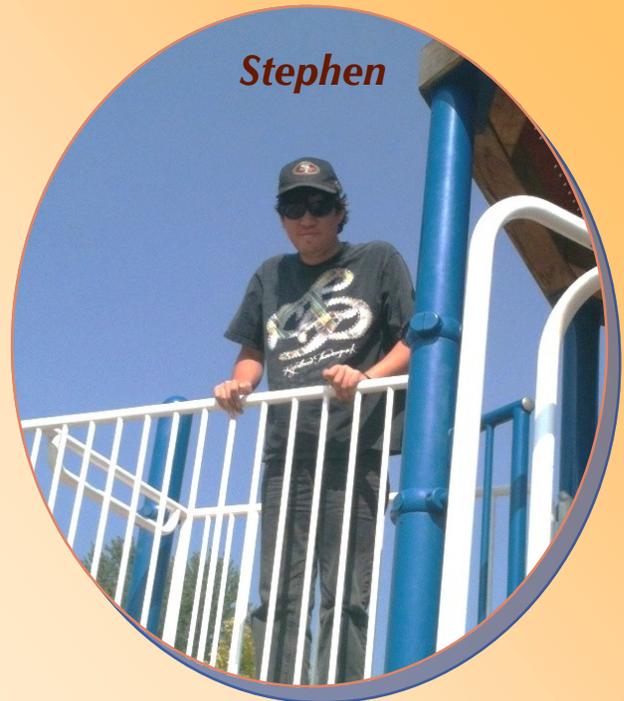
Administrators that carry the Emergency Phone Support know that Hassam will call with not just the

issue but with the resolution to the problem. Whenever anything is needed you only have to ask. Hassam is always willing to put forth the extra effort to ensure that the needs of the individuals we support are met.

We believe that Hassam is an outstanding home facilitator. He has made a meaningful impact on the lives of the individuals we support.



Mike McCormick (left) presents Employee of the Quarter gift to Hassan Hammed at the Tucson Regional Office.



Northern Nevada Staff Helps Her Clients Overcome Isolation To Forge New Friendship

Living in two separate supportive residential services facilities in Northern Nevada's Fallon area, Tom and Stephen (*photos above*) both enjoy every chance to get out to go bowling and visit a pizza parlor, among their other favorite community activities.

What they didn't realize was that their staff, Monica Bueno (*next page*), while a brand-new direct support professional, instinctively believed that the two men had enough in common to start a good friendship.

Monica's instincts were keen. Working with both men separately at first, she started taking them out together to the local bowling alley and various other places. In a short time the two became fast friends and started shar-

ing some fun times.

With strong support from Area Director Lesa Johnson and the Tunland Northern Nevada management team Monica arranged for Stephen and Tom to travel to Wild Island, a well-known Nevada family adventure park near Reno that features many state-of-the-art amusements, such as laser-lit bowling alleys and black-light miniature golf in a pirate's cove.

The trip to Sparks provided Stephen and Tom with a welcome chance to take a break from their small enclave and share some interesting new adventures.

We wish Stephen and Tom many, many more adventures as their friendship grows—and we honor Monica on the following page for her professionalism.

Direct Support Employee of the Quarter
Northern Nevada



Monica Bueno



Starting out in 2011 as a Tungland Corporation direct support staff with no prior experience, Monica has distinguished herself by going above and beyond the routine to provide high quality service in everything she does—never hesitating to take on additional responsibilities, helping out other programs, assisting the house manager, becoming the go-to person for the management team. Says Program Coordinator Tamara Tenney, “Not only is Monica a role model for all team members here in Northern Nevada, but she is also the most improved team member.” We congratulate Monica and welcome her contributions to upholding Tungland quality services.

Direct Support Employee of the Quarter

Phoenix

Chris Fitterer



When Chris Fitterer talks about his work with Brandon, Cassell, and Johnathan, there is pride and deep emotional commitment in Chris's voice.

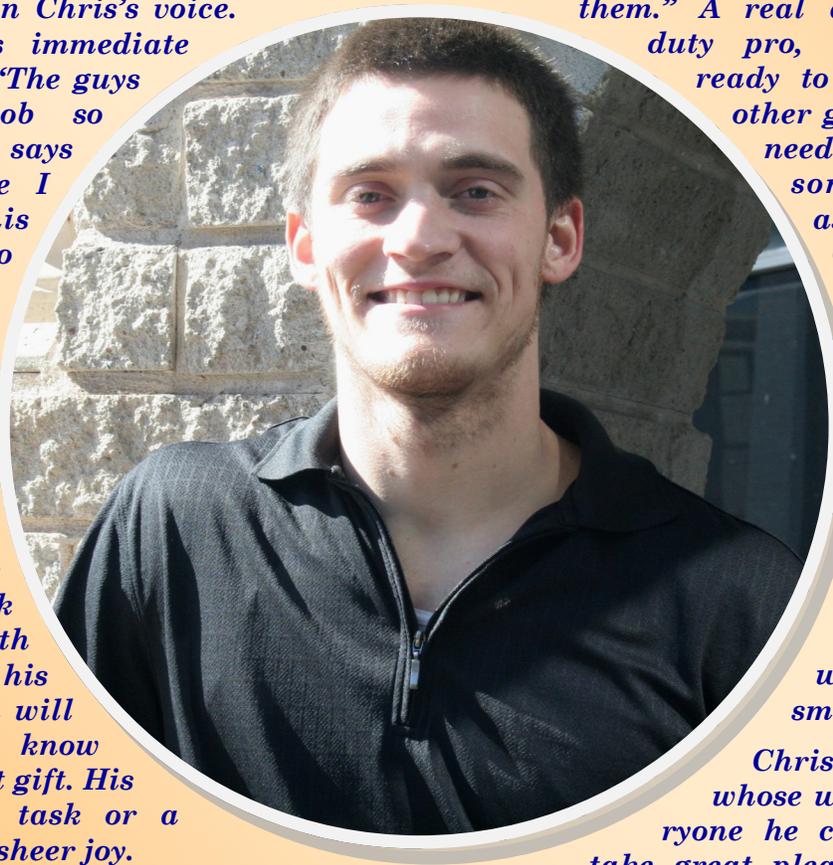
The effect is immediate and moving. "The guys make my job so easy," Chris says simply. "Once I started [this job] it was too easy." Some who serve people with disabilities have a unique ability to tune into the lives of the people they work with. Talk with Chris about his work and you will immediately know Chris has that gift. His work isn't a task or a drudge. It's a sheer joy.

According to Mario Villacosta, Chris's Program Coordinator, and Manager Elijah Savage, Chris has had a big impact on the three teenage boys at Tillman group home, who have found a friend and mentor in Chris. "Since Chris started working with them there's

been a big, big change in the boys," says Mario. "Their mood has improved a lot because of Chris's work and activities with them." A real above-and-beyond-

duty pro, Chris is always ready to help, serving in other group homes when needed, driving a van somewhere when asked. Beside work Chris is pursuing college studies in mathematics and Spanish and is an avid sportsman. "I'd really like to be a coach someday," he says. "I'll coach any sport, it doesn't matter," he adds with a winning smile.

Chris is one of those whose work enriches everyone he connects with. We take great pleasure in acknowledging Chris's dedication, commitment, and strength of heart as our Employee of the Quarter for Phoenix. We thank Chris for the friendship, caring, and good example he gives to the young men in his care and for his leadership with his co-workers in the direct support profession.



For many people celebrating the season starts at Halloween. At Stepping Forward Vocational center in Phoenix the staff and clients wanted to show the rest of us that they really know how to party. We're grateful to Supervisor Jay Alexy (below) for a photo album of the event on the following pages.



Making Spirits Bright At Stepping Forward Vocational Phoenix





Valley Commerce Center 4747 North 7th Street
Suite 300 Phoenix, AZ 85014-3653

Telephone 602.224.5052 Fax 602.224.9536
Editor: Vincent Kruse email vincek@tungland.com