

The Tunland News

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Supporting ALL people to be part of their community

*Nothing will work
unless you do.*

— Maya Angelou

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our new CEO, Stephen M. Barkley*

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September 2013

Happy 30th Birthday, Tunglan!



A MESSAGE FROM OUR NEW CHIEF EXECUTIVE OFFICER STEPHEN M. BARKLEY

Thirty years ago, Bob Tunglan started The Tunglan Corporation as part of a movement for innovative progress in supporting people of all abilities. Happy Thirtieth Birthday, Tunglan!

The growth and success of Tunglan could not have happened without the support and commitment of thousands of individuals. I extend my deep gratitude to each and every member of the Tunglan family, including our employees, clients, parents, siblings, guardians, support coordinators, and all the other dedicated, loving people who enrich so many lives every day. I am deeply proud to be part of this very special group.

After nearly six years with the company, I am honored to have been selected as the new Chief Executive Officer for The Tunglan Corporation. Building on the foundation of one of the largest and most successful providers for people with developmental and intellectual disabilities, this is the beginning of a new era at Tunglan. We look forward to providing the highest quality of services for many years to come. While drawing on the best of our traditions, I invite you to join me as we introduce exciting changes to enhance and improve Tunglan as a place to work and live, and to support and enrich our communities. Our key

goals include the development of opportunities for both our staff and clients to become better and stronger by supporting and enabling each of you to succeed and excel. My commitment to you is a culture of mutual respect and responsibility which will allow improvement and growth at the personal and organizational levels.

Tom Peressini has rejoined the company as Chief Financial Officer. As many of you know, Tom was instrumental in the development and implementation of many useful tools to empower managers throughout Tunglan to be more efficient and effective. Tom spent countless hours working with managers and many others throughout the company to support their goals, improve their performance and, ultimately, increase the quality of services that we deliver. Many of you have expressed to me your appreciation of Tom's past contributions and your enthusiasm for his return; please help me welcome Tom as we look forward to his future contributions.

Finally, I am happy to report that Bob Tunglan will continue to be active as Chairman of the Board. However, he will now be joined by several additional Members of the Board of Directors who, together with the executive team, will provide the leadership and guidance to ensure that The Tunglan Corporation continues to provide the best possible services for people of all abilities. □

Direct Support Employee
New Mexico Region
April—June 2013

Mary Ann Warner



Mary Ann (left) receives her well-earned Employee of the Quarter award from New Mexico Region Administrative Assistant Terri Mike, who nominated Mary Ann together with La Plata Manager Antonio Begay.

Dedicated support professionals are always set apart by their flexibility and their ability to create choices for the people they serve. These characteristics amply describe Mary Ann Warner.

Assigned to the La Plata home since it opened in January 2011, Mary Ann has worked very closely with one young man who has had a difficult time adjusting to life in the residential setting. Prior to moving into the home the young man was living on the streets in a nearby town, and as a result he presented the staff with some strong behavioral challenges. Crafting a well-defined, workable behavioral support plan has proven a challenge for the entire team of behavioral support specialists in New Mexico.

Mary Ann's effective support for this man flows from her strong belief in him, demonstrated to the young man each day by her willingness to try different ways to help him keep motivated and focused. While this has not always been smooth and some setbacks have occurred, Mary Ann never gives up, remaining upbeat and positive in her interactions with him after two-and-a-half years. "We take it day by day and we're doing very well," Mary Ann says with a big smile on her face.

We congratulate Mary Ann on her exemplary professionalism and consistent hard work in helping her clients.



Direct Support Employee
Southern Arizona
Tucson Region
April—June 2013

Thuy Nguyen

Thuy Nguyen (left) receives his Employee of the Quarter award from La Canada Manager Weston Knipe at the Tungland office in Tucson.

Another characteristic of dedicated support professionals is their support for their co-workers; their ability to think about the whole process rather than just their own individual part; their attention to detail, and the need to work together as a team. According to his group home manager Weston Knipe, Thuy Nguyen is just such a direct support professional.

Always on time for every shift, Thuy never fails to show new staff what needs to be done and how to do it correctly. Performing tasks without being asked, Thuy will consistently complete the medication count in order to ensure that the night staff complete the job properly. No stranger to maintaining cleanliness, he pays attention to details such as making sure that the residents' dresser drawers are clean and organized.

Thuy takes relief staff in hand, showing them the details of what and how to perform their duties. He has also instructed staff on the fundamentals of cooking—so necessary to the nutritional needs of residents. Completing inventories is another task Thuy never shies from. According to Manager Knipe, "He knows what I expect from my staff and works to see it gets done, even when I'm not here. Thuy helps other staff find coverage when needed. Thuy is a real team player and a professional in all areas."

We offer our thanks and congratulations to Thuy Nguyen for showing us how a truly caring direct support professional works.

Direct Support Employee
Northern Arizona Region
April—June 2013

Penny Anderson



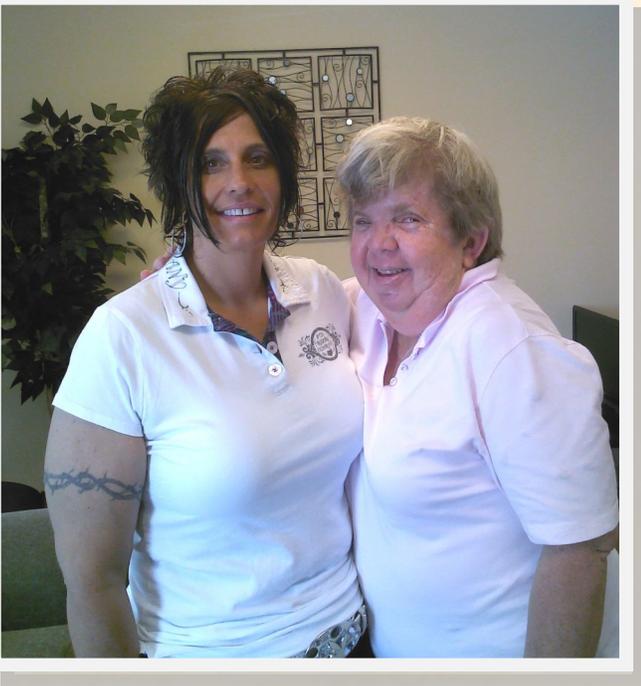
Enthusiasm is a priceless quality in a direct support professional. Enthusiasm means one is willing to give one's best no matter what the challenges each day bring. Most direct support professionals know that each day will be different, and that on some days there will be difficulties.

Enthusiasm helps the staff to maintain a calm, supportive manner so that they never forget that each person is unique, has goals, and the goals are achievable. Patience, consistency, and compassion are the tools.

Even when an injury sidelined Penny to the office for a while, her enthusiasm didn't wane. Penny couldn't wait to get back to her support work with the vocational crew.

Penny Anderson is the soul of enthusiasm, says Assistant Program Coordinator Laura Sutton, who nominated Penny for the Employee of the Quarter award. According to Laura, "Penny is always enthusiastic at work. She is able to maintain a calm, supportive attitude even when presented with challenging situations."

Thank you Penny! May your standard of excellence be the norm for all direct care professionals.



Direct Support Employee
Nevada Region - Fallon Area
April—June 2013

Melissa Danovich

Melissa Danovich (left) with her friend Kathy. Thanks to the depth of Melissa's support for Kathy she has taken some new steps in her life—and lost 14 pounds!

The willingness to see our people as fellow human beings who can realize their full potential with the right kind of encouragement and support is an indispensable characteristic of dedicated direct support professionals.

Melissa Danovich, working in Support Living Arrangements (SLA), lives by this every day. The fact that Melissa's nomination by her Program Coordinator, Karen Baughman, was joined by her client Kathy (pictured above) shows that Melissa's impact on the lives of the people she works with has been felt.

Seven days each week Melissa works with Nick, helping him to follow his doctor's orders, ensuring that he attends each of his medical appointments, helping him change his diet to preserve his life.

Another client, Rhiannon, has broken out of her shell with Melissa's encouragement. Rhiannon is an artist who loves to paint. Melissa has encouraged Rhiannon to display her painting and has contacted a local museum. With Melissa's encouragement Rhiannon has also taken up sewing and attended a local dance, where she sang Karaoke.

While Melissa was working with Kathy at a pottery class, the Tunland Fallon office received a phone call from a community member who told Director Lesa Johnson that Melissa's interactions with Kathy were truly impressive. Melissa's support doesn't stop there: thanks to Melissa's support and encouragement Kathy has achieved a personal goal—losing 14 pounds!

For all of these reasons, we welcome and congratulate Melissa Danovich as our Employee of the Quarter.

Cottonwood long-term staff tell how—and why—they provide high quality direct care

Story and photos by Julie Svoboda, Program Coordinator/Trainer, TTC Northern Arizona

Direct care workers are zealous, tolerant, and above all things patient. They must be reliable and committed to providing the best care possible, be able to work as part of a team and work independently. Caring for others requires tireless effort, energy, and empathy.

There are physical, social, and emotional impacts of care giving. It takes special people to manage their personal day-to-day lives while continuing to have a positive influence on those they serve and their peers.

That is why it is my pleasure to shine a light on my co-workers and thank them for their service and commitment:

“Strong”—Sharon Saldecke—15 years Group Home Facilitator.

“Kinetic”—Kathy Spencer—11 years, Group Home Facilitator.

“Maven”—Michael Easton—11 years, Group Home Facilitator.

“Cordial”—Cruz Villegas—8 years, Group Home Facilitator.

“Genuine”—Georgina Behlow—5 years, Residential Program Coordinator.

All of these people are humble and modest. I was able to get them to sit and talk with me so that I could learn what makes them who they are.

Sharon is one of those wonderfully nurturing ladies with a lot of life experience and wisdom to share. When asked about the secret to her success, she smiled and said she was still trying to figure that out. Then she said she was reminded of something her grandmother once told her, “You have to be a little crazy to stay sane”. When asked what made her want to be a direct care worker she said, “We need police, firemen, garbage collectors—and we need caregivers”.

Kathy is one of the most heart-felt and brutally honest people I have met. I nicknamed her “Kinetic” because of the energy she brings with her. When asked the secret to her longevity at TTC, Kathy quickly answered, “I really love my job, and these people are my family”. I asked her if she had any advice for new caregivers. Kathy stated, “Knowledge is power! Get to know the people you serve. Also, watch people

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Happy birthday, Richard!

Celebrating birthdays is a Tunkland tradition.

Employed at the Special Touch Auto Shop in Phoenix for several years, Richard was glad that his co-workers, friends, and staff joined him in celebrating his birthday at work on August 3, 2013.

Richard enjoys his job and likes the camaraderie of the staff and co-workers at Special Touch Auto. He lives with a provider in an adult developmental home licensed by Tunkland’s STARS program.

Happy birthday Richard. We hope your future will be as sweet as birthday cake.

Experienced caregivers on what it takes to be a caregiver

(continued from page 7)

who have been at their jobs for a while. I still learn from observing my peers”.

Michael is a reserved and thoughtful artist who feels that caring for others means always doing the right thing. His advice for any newcomers is not to get overwhelmed. When asked what the most important aspect to remember is when one is faced with a new or challenging situation his answer was simple: “Communication”.

When I think of **Cruz** only one image comes to mind—Clark Kent. Cruz is one of those soft-spoken and easygoing demeanor is only a secret identity that conceals his super ability. He does his job and then some, going above and beyond expectations, taking on extra hours and anything else that’s needed, when it’s needed.

He says the secret to his success is never take things personally and have patience, patience, patience. His advice to new staff is, “Leave home at home and work at work”, and “Think before you act”. Super advice!

Last but by no means least is **Georgina**, known to us as **Jo**. When I asked Jo what her secret to success was she said, “There is no secret. Put yourself in others’ shoes and treat them as they want to be treated. Organization helps a lot too!”

Her guidance for rookie caregivers: “Ask questions if you don’t know. There is no such thing as a stupid question and no shame in asking for help”. When I asked Jo what made her want to be a caregiver, she answered, “I have always been a caregiver in one form or another. It’s what I do and what I like”.

Most of these people have a similar mind-set and heart. They aren’t here for the paycheck or to be recognized for what they do. They are here doing what they do, for as long as they have, because they care about people and about making a difference in their lives. □

Sharon Saldecke



Kathy Spencer

Michael Easton



Cruz Villegas

Georgina “Jo” Behlow



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