

# Innovative Services Newsletter

*"In Every Person, A Possibility ..."*

## ISI Recognizes Caregivers

November is National Caregiver Appreciation month. To show our appreciation, events were held and will be held throughout the regions to recognize the hard work and dedication our caregivers provide on a daily basis. In the Northeast Region staff were invited to celebrate at our Madison Street office. The celebration included food, refreshments, raffle prizes and hearing firsthand from a person



supported how the services and approach ISI provides to him have enabled him to improve his life drastically. Allen Ray, CEO of Innovative, was also able to share some heartfelt words of appreciation as well as many other program managers and Madison Street personnel.

Upcoming events are being held in other regions. The Fox Valley Region will hold a similar event December 5 at the Appleton office at 9 a.m. and at 1p.m. at the Gateway location. The Central Region will hold its appreciation event December 6 at 10 a.m., 1 p.m. and 4 p.m. at the Stevens Point Office. The Western Region will hold its Open House/Appreciation event December 14 from 1 p.m. to 3:30 p.m. at the La Crosse office. The



Northwest region met its caregivers in their programs and via Facebook to share appreciation, donuts and prizes.

ISI will continue to recognize our caregivers not just in the month of November but year round. Stay tuned for more events and innovative ways to show appreciation to our direct support professionals.

## Make a Difference—Donate Toys

That time of year is right around the corner, and the Snowdrop Foundation Wisconsin appreciates our help and generosity in collecting new toys, socks, underwear, pajamas and comfort items, which will be distributed to pediatric cancer patients (ages 0-21) at Children's Hospital of Milwaukee this holiday season! Many children will be spending Christmas undergoing cancer treatments, and by providing them with a small gift, you will help to make their holiday very special.

Let's work together to brighten their holiday season! Donations may be dropped off at the Appleton office, Allied Street office or Madison Street office. Thank you to all who donate.



# Latest Innovative News

## Tax Time

Tax time will be here before you know it. Make sure you have any addresses changes in to HR by the 1st of the year. Any W-2s that need to be mailed will be sent to the address on file. An outdated address may cause a delay in receiving your paperwork. Thank you for your cooperation.

## Giving Trees

We want to lend a helping hand to our employees who need some assistance this holiday season. If you want to be an elf this season,

you can contact the Northeast, Fox Valley, Central or Madison Street offices to pick a person to sponsor. The tags come with age, gender and interests to make gift buying easy.

Anyone interested in purchasing a gift needs to pick up a tag by December 7 and return presents by December 14. Those who requested gifts may pick up their presents between December 20-21.

## ANCOR Nominations

The ANCOR Awards (American Network of Community Options

and Resources) are given out yearly to DSPs who go above and beyond to provide exemplary service to our members. This year Innovative Services is creating its nominations from the winners of our Employee of the Year awards.

Nominees are judged in a variety of areas from Communication to Crisis Prevention. Information is gathered through a variety of resources and submitted to this national organization. We wish our nominees the best of luck as they are exceptional individuals.

# Donate to Diversion's "Cover Me Closet"

The "Cover Me Closet" was originally started in 2012 to help serve the basic physical needs of some of the clients supported at our Diversion program in Green Bay. For a period of time, this program didn't receive the donations it needed to be successful.

In 2017, under new management, the return of the closet, was a huge priority for Diversion's new Program Manager, Amy Davis. Amy recognized the donation closet was a very important part of the functioning of the facility and directed her focus on how to make the closet come alive once again.

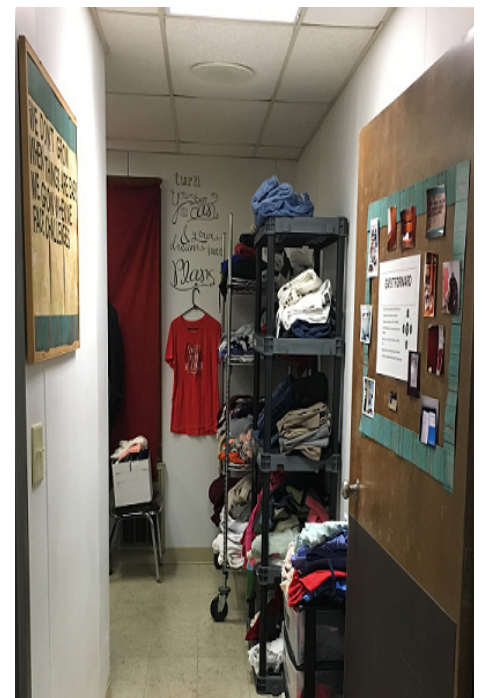
"Clients have presented to intake at Diversion with no coat in the middle of winter, or even worse, no shoes," Amy said. "To be able to provide the basic necessities of daily living is extremely important to someone who

literally has nothing."

The "Cover Me Closet" was officially "re-birthed" in the spring of 2018 and has received a lot of positive attention. Diversion staff are available 7 days a week, between 8 a.m. and 5 p.m. at the staff office to accept donations. Donations may also be dropped off at the Allied or Madison Street office, and please note those donations are for Diversion.

The closet accepts ANY gently used clothing items and is currently in need of winter apparel and apparel suited for job interviews.

The closet also provides hygiene items such as shampoo, conditioner, body wash/bar soap, toothbrushes, toothpaste, razors, and lotions. If you have a stockpile in your home from hotels, those can be put to excellent use by donating them to Diversion.



The Madison Street office recently hosted a combination clothing drive and Thanksgiving celebration for Diversion.



# Thankful for Extra Help

Staff in Hayward have a passion for Thanksgiving. They also saw a need for some individuals in the community unable to have a home-cooked Thanksgiving dinner. That is when they decided to take matters into their own hands.

They decide this year they would try to improve on a innovative program they launched the previous year. Last year around October, Jessica Brede, Program Manager, noticed a lot of our clients were not

going anywhere for Thanksgiving.

“It was then I decided to see if we could make a Thanksgiving meal and deliver it to all of them,” Jessica said. “It was approved, and, let me tell you, it was a huge success! Our clients were so happy and thankful! Just seeing the smile on their faces was so worth it.”

This year the program now has more than 30 clients. This is triple the clients served last year.

“We wanted to do it again cause

it was such a huge hit last year,” said Jessica.

It was approved, so staff began preparing food Sunday and delivered meals to all clients at our Hayward program.

“They were so gracious and thankful,” Jessica said. “Some were even surprised, in a good way.

We’re thankful, as an organization, for all our staff who make the holidays special for those we’re privileged to support.

## Fun and Treats, Not Tricks



Youth Programs in Appleton and Central Regions got in the swing of Halloween and had some fun!



Many of our programs celebrated Halloween with parties, festivities and treats. The RCC in Central and Gateway in Waupaca hosted hauntingly fun Halloween celebrations.



# Featured Employee Title

Norm started with Innovative Services 6 years ago and has proven to be an essential part of the Gateway team ever since. When discussing Norm at Gateway coworkers often say if Norm sees a client is struggling he will go out of his way to make sure he is able to give them the 1:1 support they need. This and his calm caring approach have made him a favorite of our clients. Norm is one of the first to show his support to his peers by being a mentor, friend, and a team player. New staff look forward to working with Norm due to his patience, his willingness to teach them, and his drive to never give up. Norm is a man of few words. His calm demeanor and his ability to take in the details have made him an asset at Gateway. There's not a lot that gets Norm "worked up." He is often times the staff member that others

rely on when tensions are high. He observes a lot, and then works to best choose the manner in which to proceed. Norm has been a steady face at Gateway, and he is a favorite of many, because of his ability to take in and process information before acting or responding. This has been very valuable at Gateway as often times clients are struggling with their mental health, or are struggling with the various rules the court has assigned them. Norm is the peacekeeper at Gateway for all people involved in day to day operations. When asked what his favorite memory from work is, Norm stated, "Memories are all good at Gateway even with the ups and downs, hardtimes and easytimes. There have been days with laughter and days without. No two clients are the same so we all adapt to meet that client's needs. We have great

staff and a top notch program manager. Most of all it's always great to see a client succeed.



Norm has been a long-time employee in the Fox Valley region. Staff and clients agree he goes above and beyond on a daily basis. Thank you Norm for all you do!

## Lighten Your Stress Load

Here's 10 helpful hints to make your holiday season happier:

1. Getting some rays of sunshine (AKA vitamin D) can help reduce stress and re-energize the soul.
2. Eat a mango, this fruit contains linalool, a compound that naturally eases anxiety.
3. Visualizing your happy place, whether it be camping, sitting around the table chatting with a loved one or just hanging out in bed watching your favorite TV show.
4. Stretch it out, this will help with tension in the muscles and help with blood flow.
5. Brew some green tea: Green tea contains L-Theanine, a chemical compound that soothes tension and rage with each calming sip.
6. A teaspoonful of honey can help shrink inflammation, which can cause anxiety.
7. Dabbing cold water on your main arterial points.
8. Jamming out to your favorite tunes.
9. Chew on some gum, this has been proven to reduce stress and anger.
10. Talking a 15 minute brisk walk.

