

# ***THE PACESETTER***

## QUOTE OF THE MONTH

Hope is a force of nature. Don't let anyone tell you different.

Jim Butcher

## PACESSETTERS NEWS

- ❖ White County will be hosting a bake sale/yard sale this summer in June! They are currently accepting any donations except for clothing and stuffed animals. If you have questions or want to donate anything, give them a call at (931) 738-9515.
- ❖ It's time for the Employee Engagement Survey! All who participate will be eligible for an in-county \$25 gift card drawing and also will be eligible for an agency-wide \$250 gift card drawing. Surveys will be distributed at DSP/Management team meetings in April, and participants will be given a gift card voucher to fill out and submit when their survey is placed in the confidential designated survey box. Surveys will be opened at Admin end of April or the first of May. Drawings will be held in May. Surveys will be tallied and shared with employees by no later than the end of June.

## TEN PERFORMANCE STANDARDS FOR STAFF

1. Speak to all people politely
2. Include people in conversations; speak with them, not about them.
3. Use positive verbal and non-verbal communication; avoid being negative
4. Explain things in ways that the person supported can understand and observe how the information is received.
5. Encourage the person supported to think by asking questions rather than giving commands.
6. Teach persons supported to do as much as possible for themselves rather than doing it for them.
7. Include the person supported in making decisions; provide choices when necessary and try not to be bossy.
8. Respect differences and a person supported's desires, needs, and values.
9. Consider a person's feelings and concerns, even if neither seems important to you.
10. Listen to other peoples' points of view, if involved in a disagreement. If you are upset, don't allow it to affect your behavior.

## SERVICE ANNIVERSARIES

Patricia Johnson—1 year  
Chris Dean—2 years  
Samantha Cintron—2 years  
Anthony Titsworth—4 years  
Katie Shirley—4 years  
Matricia Wingo—4 years  
Lindsay Young—5 years  
Billy Smallwood—5 years  
Tammy Walls—12 years  
Ann Braswell—17 years  
Bill Toye—27 years

\*\*Oops! Don't see your name? We don't have permission to share 😊 Change by contacting HR!

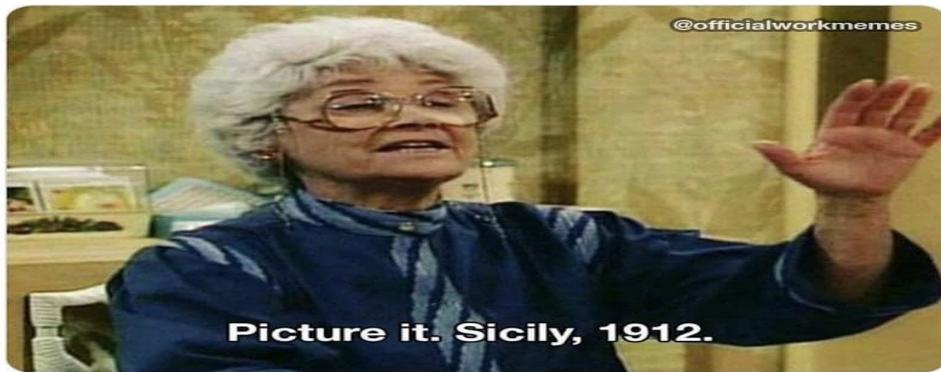
## WELCOME NEW HIRES!

Payton Anderson    Lauren Beckham  
Holly Cagle    Daniel Crabtree  
Selena Gonzalez    Amanda Green  
Kendall Noble    Emily Pate  
Tammy Putney    Cris Sappington  
Tana Taylor    Brandice Wooten

**Easter is April 9th!**



Me trying to remember the last time we were fully staffed at work



## **EMPLOYEE SPOTLIGHT:**



**Sara Rosales was nominated by Beverly Chrestman!**

**Sara has been with Pacesetters since 2019.**

**Thank you, Sara, for all your hard work and dedication!**

*Employee Spotlight: Beverly says, "She has been an outstanding worker she goes above and beyond for the individuals that she supports. I want to take the time to let her know that we all here at Hutchins appreciate everything she does."*

Want to nominate someone? Send their name and a brief description of why you think they should be showcased to Lindsay Young at [Lindsay.young@pacesetterstn.com](mailto:Lindsay.young@pacesetterstn.com).

## **Happy Birthday!**

### **Supported Individuals**

Rick—4/1  
Carl Powell—4/2  
Jason Love—4/4  
Anna Ruth Henry—4/7  
Amy Prater—4/7  
Richard Whittemore—4/8  
Barron Garrett—4/23  
Adam Bullard—4/28

### **Staff**

Chasady Eells—4/3  
Sharman Farris—4/6  
Lauren Polston—4/10  
Braylien Abbott—4/17  
Cindy Mabery—4/18  
Ann Braswell—4/21  
April Schroeder—4/21  
Kelli Ealey Autrey—4/24  
Selena Gonzalez—4/25  
Georgette Sullivan—4/25  
Carol Glover—4/26

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## **JOB OPENINGS**

**\*Overnight Med SL LPN**

**\*Med SL DSP**

**\*DSPs**

# CHECK IT OUT!

Have you seen our new website? Same address—new, updated look!

See for yourself!

[www.pacesetterstn.com](http://www.pacesetterstn.com)

## Let's Talk About: CQL—The Council on Quality and Leadership

### Basic Assurances®--Factor Expectations (Where We Want to Be)

#### Factor 9: Continuity and Personal Security

The organization's mission, vision, and values promote personal outcomes through person-centered services and supports. People feel secure that their services and supports will remain as long as they need them. Person-centered services represent the foundation of the organization's structures itself so as to promote people's feelings of security. It follows basic, sound business and fiscal practices to ensure the continued viability of the organization. Sound accounting practices are verified by annual audits, as well as internal controls.

The organization ensures people have sufficient resources both to meet life's basic needs and to achieve their goals. People have sufficient financial supports to enjoy life. Equipment people need to be as independent as possible is obtained and maintained in working condition. The organization ensures any records they keep about people are organized and maintained in working condition. The organization ensures any records they keep about people are organized efficiently. Finally, the organization protects people's privacy. Thus, people are aware of, and have access to, any information the organization keeps about them and decide, for each instance, when and to whom that information may be disclosed.

#### Factor 10: Basic Assurances System

The organization maintains and evaluates a system of Basic Assurances. Basic Assurances evaluation focuses on both the individual's and the organization's system of supports. There is no substitute for direct knowledge of the issues impacting people's health, safety, and personal security. The organization has a formal plan that outlines how it will monitor and evaluate the presence of Basic Assurances for people. It also has policies and procedures that carefully delineate how it will develop, implement, and monitor the plan. Ongoing evaluation of Basic Assurances occurs at two levels: the individual and the larger organization.

Once the organization is aware of individual concerns or larger trends in providing Basic Assurances for people, action is taken to correct the situation.