



Doing more of what works and less of what doesn't

What are we working on?

Gym Etiquette

Recently our Jackson location has started going 3-4 times each week to planet fitness. We also have several people throughout our company who independently go to a gym. Many people we work with have difficulty picking up on social cues, so we created a training to introduce rules, but also social norms in the gym.

What do we talk about?

Some topics covered are:

- What to wear/not wear
- Giving others space and not staring at people while they are exercising or in the locker room
- Being mindful of time limits on machines
- Tech Use: Phone/music/selfies
- Cleaning up/ wiping off equipment
- And much more!



Fox 8 filming Mark making Candy!

Connie feeding a calf



Fox 8 New Day Cleveland filmed at our Jackson location!

Check out the segment at on our Facebook page!



Learning together on the computer!

"The Kim's" from NC1, having waaaay too much fun with stuffing!



Catching Sherry while painting!

Shelly has quite a talent!



"In the spring, I have counted 136 different kinds of weather inside of 24 hours."

Mark Twain

From the Desk of Tom Rickels

We need to deal with our Fear-Based Culture

When I worked with a national consultant out of Oregon, Jean Tuller, she stated Ohio has a fear-based ISP process. I would take it a step further and say we have a fear-based culture.

One recent example of this. One of our Day Hab's had a young man come in and his speech was difficult to understand. Both he and the staff were frustrated. Our staff looked up a communication app on the tablet and found one that was usable for this young man and things greatly improved. But what was their first response to our manager? "Did we do anything wrong?" Hell no, you didn't do anything wrong. You did a great job. So why does this happen?

It starts with the concept that MUI's are "bad." We wrote 17,000 MUI's in 2018 which is better than the 19,000 some in 2016 and 2017.

We tend to write ISPs that "make staff do things" rather than explore what individuals really want to do.

We have the concept that we have to protect health and welfare but then treat people like everyone else. Or at least until something goes wrong, then we blame, we don't correct the situation.

Our new Director, Jeff Davis is trying to infuse the culture with "Be Kind." I think that is a good start.

Tom

Gift Shop Highlight- *We can customize anything you see!*

Supply your Shirt
Simple Logo/ Saying
5x5- \$5

Detailed logo/ Saying
5x5- \$10



We have a Heat Press!
Order your shirt today!



We buy your shirt
Basic T-Shirt w/ decal
Sm- XL \$10

DSP Spotlight



*Bill
NC1*

If you could go anywhere on vacation, where would you go?

The Bahamas. I went in 2007. I loved the people and the atmosphere. It was hot!

You have been in this field a long time. Why do you stay?

The fact that I can help someone have a better life. I try to remember that we could all be in a situation needing help from others.

Why does Bill love Kim?

I have known Kim for over 18 years. She is kind and always looking to help the people around here. She is beautiful inside and out.

What was one of your first jobs?

I worked at Sugardale meats. When the shifts were over I cleaned up the lines.

Questions were asked by Kim (pictured above)

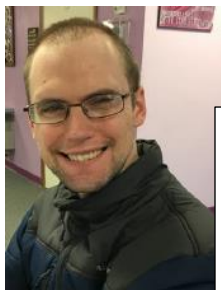
Echo Dot

X-Excel recently purchased an Echo Dot for each of our locations. We have been surprised to see how much positive feedback we have received from the people we serve.



Jason asks Alexa trivia questions on the Echo Dot. He's the best trivia master around.

Each morning Jackson, the vocational habilitation site, asks the Echo Dot for an inspirational quote, this day in history events, and then the weather. It not only preps them for the day, but they can plan on when to ride SARTA based on the weather!



Aaron likes using the Echo Dot to ask Siri about Cartoons, Video Games, and other facts that he finds interesting.

Helen was frustrated because Alexa could not understand her. She worked with the staff to slowly and clearly say "Alexa, play the beach boys." A few days ago, Alexa understood her!



A small group went to Starbucks the other day. One of the baristas knew Ben's order and started filling it when she saw him! The Barista's all were so happy to see us, and one said the people we serve brighten her day and she wished we could come more often!



Community Inclusion can be a slow process, but it's possible!

K-9 Experience

A few days ago, K9 units entered the Alliance Mall to start training. Michele, the PC, posted a sign saying "four-legged friends welcome here." In minutes the Stark County K9 Unit, specializing in recovering and detecting explosive materials entered the day hab and conducted a mock search. It was explained these dogs are officers doing a job and would welcome some love when off duty. We are looking forward to seeing them again in the future.



Abby adores dogs and police officers! She was in heaven!



Anniversaries at X-Excel

Shannon B.

5/9/2017

Kendra V..

5/12/2013

X-Excel
1098 N. Main St.
North Canton, Ohio 44720
330.768.7786
www.xexcel.net