

## VISION

To open up the world to people to encourage them to experience everything it has to offer; to communicate effectively; and to be as healthy, safe, and financially secure as possible.

For people to feel good about themselves and their relationships with others, to have fun, be happy, and have meaningful things to do.

For people to live in safe and decent neighborhoods where they are accepted, valued, and respected including their cultural preferences.

To guide people on their journey to discover their abilities, talents, and desires by empowering them to be interdependent; to encourage people to make their own choices and decisions so they will have control over their own lives, and over the services and supports they use.



## RESPECT

R E S P E C T- we certainly hear that word around STEP a lot, but do we live the word? I was talking to a couple of folks we serve about RESPECT and what it means. Jessica Harmon was telling me that RESPECT is not based on your size or the eye level; it is your commitment to the word. Being a person in a wheelchair means at times people may look down to speak to you but that should never change the RESPECT level. It is all in the attitude, I say right on Jessica! Chuck Betz was saying at a recent training that not only should consumers expect to be RESPECTED but they also must return the RESPECT to their staff and people they meet. RESPECT is not a one way street- it is given and it is received. Many times people will say I am not being RESPECTED-they owe it to me. RESPECT is earned based on you as a person, how you treat others, how well you listen and respond to others. At times we feel that our way to do something is the best way but maybe we need to step back and realize that people are unique and different, they may approach things differently. It is not wrong or right, it is their way and our job is to RESPECT their choice and encourage the person to be an individual. I worry at times that the people we serve are being told by so many people how to live their lives, what to do and when to do it that we forget it is their lives and their choice and our job is to support and to RESPECT their choices. Do we let someone hurt themselves? NO. Do we show them and encourage them to make good choices? Yes we do, but we also must know that after all is said and done it will be their choice. "R- E- S -P- E- C -T - find out what it means to me". "Re Re" (Aretha Franklin) said it best, so our challenge is just that-what does RESPECT mean to the people we support and the staff we hire? What does it mean to you, do you know what it looks like? How you feel when it happens? Those are big questions if you truly take the time to consider them. Your mission if you choose to accept it, is to write down what the word RESPECT means to you or the person you support. The next newsletter will share your responses. Send or write your response to [jacquied@stepsite.com](mailto:jacquied@stepsite.com) or give it to Bonnie at the front desk.

R E S P E C T -find out what it means to YOU! - Jacquie Dillard-Foss

# STEP News

March 2004 Volume 3 Issue 3

# STEP STARS

Thank you to **Des M, Diane M, Sam H, Rob H** and everyone else who set up and cleaned after the Valentine Party. Your efforts were very impressive!

**Julia Sanchez** for your assistance in preparing food at party.

**Debbie Smith** and her crew for decorating the party at the last minute.

**Angela Olson** for coordinating the music and dancing as DJ.

**Olaf Betts** for helping with purchasing food and assisting before the party.

**June Klock** for all your ongoing support and dedication to John Krieger.

**Stephaine Tate** for being there for Donna and Bonnie through this very tough time.

**Doug Findlay** for taking up some with Cherrl and Cesar. I am sure they truly appreciate the assistance for CJ.

**Gloria G and Melani R:** Thanks for your ongoing support with Todd and Melissa and the changes in their lives.

**Michelle A:** Thanks for all you do and your courage to try new things!!

**Cindy, Denise, Deanna and Sara**-thank you for supporting our Housing rally recently.

**Tammi Smith** for filling in and enduring difficult situations.

**Ray and Mike** we appreciate your perseverance in working with challenges.

**Nakita Ivy**- your flexibility is awesome

**Lakiya Lowe** for arranging transportation and hospital discharge.

**Rob H** for handling his clients with behavior crisis-you responded very well and followed the STEP values.

Thanks **Janice Reid** for your hard work with Suzanne to motivate her to be more independent.

**Michelle Noschese** for trying hard to follow through with Tina's medical even though it was overwhelming for her. Keep it up!

**Jacquie and Kelly** for sponsoring sports and their contributions to the Deaf community.

**Matt Waters** for being actively involved with Olaf in J.J board meeting.

**Artye M.** for being willing to work as PA with Mike and flexible schedules and following duties as roommates policy.

**Jason Skinner** for willing to work weekends as PA and taking up the extra load without asking.

**Clayton H and Henry S** for their great team work on wkends with clients. Clients always look forward to seeing you on the weekends.

Thanks to the following job coaches who have been turning their weekly schedules in on time: **Tom Waters, Tim Fischer, Stacie Young, Matty SPanton, Ted Welsh, and Walter Price.**

**Terry Terriot**- I appreciate you taking Scott to Joe joint by walking from house to Joe Joint.

**Diana Miller**, your supportive, assist, teamwork for team one. Way to go Diana.

**Alexus Lee**, I appreciate you take up extra hours at Sarah's.

**Katie McDonald**, I appreciate your take up extrahours and follow through vision value

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*Happy Birthday*

Katherine Cavanaugh

3/1

Matthew Scott 3/4

Mike Emory 3/4

Tara Chasar 3/4

Leslie Kendall 3/5

Londa Brock 3/5

Brad Boulger 3/6

Raquel Valdez 3/7

Hugh Long 3/8

Stacie Young 3/9

Kelly McGurran 3/11

Anna Venteicher 3/13

Linda Grizelle 3/15

Charles Edwards 3/17

Ashia Gibson 3/18

Bobbie Jean Smith

3/18

Gene Cochrane 3/18

Tina Harris 3/19

Sarah Gee 3/20

Beth Engle 3/21

Jude de la Concepcion

3/22

Lorraine Richards 3/23

Charlotte Barnes 3/24

Ruby De La Cruz 3/24

David Wade 3/25

Laura Tighe 3/25

Charles Betz 3/26

Patti Dixon 3/26

Matthew Callaghan

3/27

Linda Taylor 3/28

Larry Bartman 3/30

Fred Deatherage 3/31



## *SLS-Deaf*

The Deaf Unit would like to say Happy Be Late Valentine. We really hope those who showed up at the party had a great time. It was nice to see our folks enjoy the food, music and getting a chance to dance with their loved ones. We also want to say Many Thanks for those who helped with the party, especially those who came early to set up and stayed late to clean up the mess.

The Deaf Unit would like to take the time to say special Thanks to Robin, Jen, Lisa, Bonnie, Laurie, Charlene and Patti D for all their hard work helping with our unit. Many Thanks to you for going out of your way and helping with interpreting our conversation over the phone related to client's issues. There were times we needed help calling doctor's offices, contact different stores to get medication refilled, or always offering your hand to help interpret phone calls at the front desk. You guys are Great and we are Thankful for all you've done for us!!

## *SLS- Hearing*

The hearing team is very proud of their recent accomplishments working together as a team and becoming a strong network of support. The SLS hearing department would like to welcome two new SLS Coordinators, Renee Mikbel and William Marks. We are proud to add their expertise to the team. We would like to give extra recognition to some of our employees: Bobbie Jean Smith, Londa Brock, Nicole Kitchen and Cecilia Querel. You have a special gift waiting for you in Patti Uplinger's office! Thurston had a blast in the snow and now wants to move closer to the snow with his cat Patches.

## *Human Resources*

The weather is changing! Please remember the dress code when doing your clothes shopping for Spring and Summer. Shorts are allowed and must adhere to the "fingertip Rule". This means that the hem will extend below your fingertips when standing with your hands at your sides. Remember that you also must wear a closed shoe, no open toed or slip ons. Dress codes are in your handbook on pages 5-11 through page 5-14.

For those of you who are interested in changing your tax withholding for next year, blank W-4 forms are available in the black "staff forms" filing cabinet. Fill it out and turn it in to Robin's box and she will enter it into the payroll computer.

Reminder regarding vacation requests: To take vacation, employees should submit a written time off request to their direct supervisor at least (2) weeks in advance. Requests are approved based on client need and staffing availability. Time off request forms are in the black "staff files" cabinet. Remember that a request is not a guarantee of the time off. The policy is on page 8-2 in your handbook.

Thank you to those folks that have been turning in their paperwork upon request, it really helps things to operate more smoothly!

# ILS

Well as you all may have noticed, there are already changes happening in ILS due to the budget. Our focus, as always, has been on providing the best services possible for each of the folks we serve.

We would like to welcome Alex Nero, Alex Vasquez, Casey Chastain, Linda Horton, and Monica Soaves to the ILS department. We are looking forward to helping them achieve their dreams. Also we would like to welcome back Tina Centeno and Scott Aamold.

Congratulations go out to Shirley Schonewald for passing her written DMV test. Way to go! Oscar has started school at ARC and has recently become a US Citizen. Susan Thompson and Troy Hadley have gotten new jobs! Good luck to you all!

Parenting Support Group will next meet again on Feb. 19th at the STEP office from 3:30 to 5:00pm. Topic is "Positive Discipline: Maintaining Relationships."

## Day Program

Extra Step Welcomes new clients Atif Shabbir and Demond Jackson. Next Step welcomes new clients Casey Chastain and Monica Soares. We are excited to serve you and look forward to all you will teach us. We also welcome our newest Job coach Alexander Silva. Next Step welcomes new staff Karel Tankink.

We would like to acknowledge Godfathers Pizza in Roseville for recognizing the contribution of Chris Stephens to their business. Recently when they decided it would be necessary to close their Foothills Blvd location, they made the decision to transfer Chris to their restaurant on Douglas blvd rather than lay him off. We thank them for their commitment to Chris and to hiring people with disabilities. Please patronize their business so we can thank them for their wisdom! We also thank Holly Ahrens for her efforts to advocate for Chris in this situation.

Day Programs recently held a very successful training for clients on the topic of sexual harassment. Everyone who attended seemed to enjoy the role playing and it was very beneficial. This class is the first in a series of client geared trainings. The next class will focus on Safety and will be in April. If you have ideas, or would like to be involved, contact Debbie Waters.

Day Programs are always looking for substitute job coaches. Please contact Debbie Waters, Roger Miller, Stephanie Sgro or Lynn Vaughan if you are interested.

## Special Recognition:

"Dear Aaron and ETC,

After being a guide with ETC for so very long, it can be hard for me to "give up" a free weekend to volunteer on yet another trip.

And then I get up to the cabin or the river, and the group arrives and my whole world shifts. The current takes me and I am thrown in to the present moment, swept away by the goodness and purity of both participants and guides. ETC is a magical environment, whether on the bay, river or in the mountains.

This past weekend I volunteered as a winter guide on a **STEP** trip, with friends who are deaf, hard of hearing and have developmental disabilities (one man is also blind). It was a fabulous, fabulous trip. Some people in the group had never seen snow, and others, had not been in the snow for over 60 years. Wow.

There were so many highlights of this trip. **Thurston** is 69 and he uses a wheelchair and has a cognitive disability. We rigged up a system to pull his wheelchair through the snow to get him into the meadow at which point he transferred to a walker. I was delighted and surprised to be completely tackled and beamed with snowballs by this man. For me, it was a reminder, once again for the millionth time, that most of the limitations put on people, with or without disabilities, come from the outside, not from within. So ofcourse I had to bean him back, with him falling in the snow, and the thoughts "this guy is old and can barely walk I should be careful" flying out of my brain as I'm pummeling him with snow, and he is just giggling and sporting the biggest s\*\*\* eating grin on his toothless face!

**Bibi** on the sit ski - two of us pulling and one pushing and her poling as fast as she can. We hit a bump and Bibi tumbles out of the sit ski onto the snow, smiling like a Cheshire cat.

**Noel**, who has never seen snow, skiing like a semi professional. All he could talk about for the rest of the trip was his love of skiing...the sign for skiing is now permanently etched in my brain. But the best part, which I can't capture in writing, is the sound of his infectious and rapturous laughter erupting every few moments during the entire trip. The kind of laughter that wipes away any trace of negativity or distraction and brings you right into the joy of his moment.

I could go on and on and on and on about this trip. What I get out of these trips - the abundance of fun and laughter and pure delight that I experience and share, far outweigh what I give. It turns out that the notion of "giving up" my weekend is completely factually incorrect. The truth is that I'm actually "receiving up" and increasing the value of my life.

Keep the magic coming."

Elisaa Berrol

See pictures on back page

## STEP SPOTLIGHT

### Mason Leland

Mason was hired as an SLS Coordinator two months ago. Mason was born in California but moved to Juneau Alaska when he was a year old. He says contrary to popular belief, there are no igloos in Juneau and the whole 6 months of darkness thing is a myth. Mason says he is happily married with two kids; two year old daughter and 6 month old son. We asked about Mason's hobbies and he said, "what hobbies? I have kids!" He loves to be outside, and to read and write. Mason says he is on an eternal quest for knowledge and the ability to push forward even in hard times, like when his wife drinks the last cup of coffee. Before coming to STEP, Mason worked as a personal attendant in Alaska and has worked as a rafting guide and also delivering pizza. When asked what he finds most rewarding about his position here at STEP he said, "being able to improve the quality of life for another person and seeing his clients smile at the end of the day". If Mason came into a lot of money, he said he might run for Governor, but after saving some for education, buying a house on the beach, and traveling. Mason says that although he may come across as serious and reserved, he loves to laugh and have fun. Wind him up and watch him go!



Any articles, announcements, STARS, and resource information is welcome. The deadline for the next newsletter is 3/15/04.

The next Deaf PA Training will be on February 23rd, 2004 from 9:30a to 11:30a. The SLS-Hearing PA's will meet on 3/8/04. Both trainings are at the S.T.E.P. office.

The next Deaf Social night at Starbucks will be held in March 3rd. It will be always on first week wednesdays once a month.

"It is always your next move."

-- Napoleon Hill

Exciting news!!! The Supported Life Institute will add a Deaf and Hard of Hearing strand to its 2004 conference. There will be six sessions over the two days and several consumers and employees of STEP will be presenting. The conference dates are October 7-8, 2004. Please put the dates on your calendar and plan to register early. You can visit the supported life website at [www.supportedlife.org](http://www.supportedlife.org).

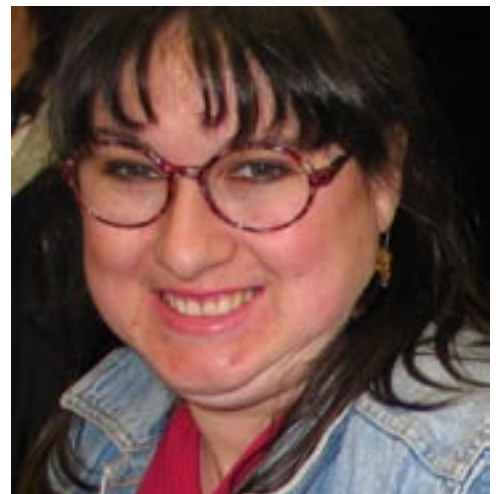
## Happy St. Patrick's Day!

## STEP SPOTLIGHT

### Sofia Pacheco

Sofia has been receiving services from STEP for almost 6 years. She was born in Berkley and was raised in Northern California. Sofia attended California School for the Deaf in Fremont and also Helen Keller National Center. Sofia has Usher's Syndrome which is the combination of Deafness and an eye condition called Retinitis Pigmentosa. Sofia is currently working through Next Step doing general labor. Sofia says she would like to go to school and major in psychology. Sofia is a very curious person who loves to chat. She likes reading, collecting magazines, and shopping. She also likes spending time with her boyfriend, Oscar. She likes staying in touch with old acquaintances. Sofia attends the Amercian Association of Deaf-Blind conference every other year and really looks forward to that. Sofia is a food enthusiast and isn't afraid to venture out, she's tried Ethiopian food and Sushi to name a few. Sofia takes a lot of pride in her appearance.

When you first meet Sofia, she may seem "stand-offish" but it is probably because she can't see you very well. If you adjust to be in her line of sight you'll have a fscinating conversation with a fascinating young lady.





At Ski Trip Above is Bibiana and



## Value

- To realize the value of a sister  
Ask someone who doesn't have one.
- To realize the value of ten years:  
Ask a newly divorced couple.
- To realize the value of four years:  
Ask a graduate.
- To realize the value of one year:  
Ask a student who has failed a final exam.
- To realize the value of nine months:  
Ask a mother who gave birth to a still born.
- To realize the value of one month:  
Ask a mother who has given birth to a premature baby.
- To realize the value of one week:  
Ask an editor of a weekly newspaper.
- To realize the value of one hour:  
Ask the lovers who are waiting to meet.
- To realize the value of one minute:  
Ask a person who has missed the train, bus or plane.
- To realize the value of one-second:  
Ask a person who has survived an accident..
- To realize the value of one millisecond:  
Ask the person who has won a silver medal in the Olympics
- Time waits for no one.
- To realize the value of a friend:  
Lose one.

## H.E.L.P.

The Health Education Liaison Project (H.E.L.P.) continues to implement the STEP vision to ensure our clients are as healthy as possible. Towards that goal, HELP has established a multi-unit collaborative committee designed to ensure all units are working together to assist our clients in achieving their health goals. The HELP committee will focus on individual clients and advise staff on health management techniques. Currently the committee is developing a HELP referral process protocol and information regarding the referral criteria will be presented at unit meetings in the near future. Additionally, the committee is developing educational courses on topics such as: nutrition and diabetes as well as creating other health management tools i.e. physician visit criteria and medical checklists. Your input and suggestions are invaluable to improving our services, please send them to HELP Director, Jaimie Dillard at: [jaimied@stepsite.com](mailto:jaimied@stepsite.com) or 916-679-1555 ext. 103. Thank you all for your continued commitment to ensure our clients are as healthy as possible.



## Safety Alert

HEATING WATER IN A MICRO-WAVE OVEN (an excerpt from an email forward)

My 26-year-old son decided to have a cup of instant coffee. He took a cup of water and put it in the microwave to heat it up. I am not sure how long he set the timer for but he told me he wanted to bring the water to a boil. When the timer shut the oven off, he removed the cup from the oven. As he looked into the cup he noted that the water was not boiling. Then instantly the water in the cup "blew up" into his face. The cup remained intact until he threw it out of his hand but all the water had flown out into his face due to the build up of energy.

While at the hospital, the doctor who was attending to him stated that this is a fairly common occurrence and water (alone) should never be heated in a microwave oven. If water is heated in this manner, something such as a wooden stick or a tea bag should be placed in the cup to diffuse the energy.

From a science teacher: It is caused by a phenomenon known as super heating. It can occur any time water is heated and will particularly occur if the vessel the water is heated in is new. What happens is that the water heats faster than the vapor bubbles can form. If the cup is very new then it is unlikely to have small surface scratches inside it that provide a place for the bubbles to form. As the bubbles cannot form and release some of the heat that has built up, the liquid does not boil, and the liquid continues to heat up well past its boiling point. What then usually happens is that the liquid is bumped or jarred, which is just enough of a shock to cause the bubbles to rapidly form and expel the hot liquid. The rapid formation of bubbles is also why a carbonated beverage spews when opened after having been shaken.

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