

THE INCIDENT REPORT

WORKABILITIES INC.

OUR FIRST NEWS LETTER!!! WHAT TO EXPECT

We are very excited to be publishing a WorkAbilities newsletter! Some of you may recognize the name of the newsletter from a previous publication back in 2008. We are hoping to continue this newsletter as well as make a digital copy of it to be shared with client homes, team members and staff. The Incident Report will be distributed quarterly. We have an area in the newsletter called "Sharing the News". If you have a special occasion (birth announcement, engagement, wedding, anniversary, graduation, ect.) that you would like to share, you can contact one of the Newsletter team members and we can place your news in the upcoming issue. Please let us also know if you have any suggestions or questions! Thank you very much and I hope you enjoy! :)



~ Cassie O.

VOLUME 1, ISSUE 1

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Look at what's coming up!!

October Time for our annual trip to the Apple Orchard!! We will be heading to Minnesota Harvest in Jordan for hay rides, apple picking, and a lot of fun!



Halloween!! Time to start planning your costumes and decorations! Your ideas have been great over the years! Keep it up! There will be client and staff costume contests to participate in and a Haunted House in Group 1 at room 21!

November

Thanksgiving!! What types of activities do you like to do for Thanksgiving? There will be lots of fun parties and delicious food to eat here at WorkAbilities! Start gathering your recipes and planning your menus!

December

Holiday Season!! It will be here before we know it! We will celebrate with festive parties, decorations, and our annual visit from Santa!! There will also be a Toy Drive so start looking for some fun things to donate! Don't forget to plan something fun to do over winter break!!



Completed by Lisa N.

Welcome New Employees

Micah E

Group One

Micah worked at Meridian Services prior to coming to WorkAbilities. Something interesting about Micah is she seems to get 'de ja vu' often! Some hobbies that Micah enjoys doing are singing, dancing and reading. When asked what she would do if she won the lottery Micah answered, "Buy a HUGE house with 10 bedrooms and 10 bathrooms, and hire a maid to clean it all! ..Oh yeah, and a chef!" Micah's favorite food is chicken wings. Favorite TV show would be anything paranormal or on sci-fi. Favorite movie is, "Coming to America". Favorite book is, "Flowers in the Attic" series by V.C Andrews. Favorite artist is Beyonce. Favorite actor is Denzel Washington. Welcome Micah to WorkAbilities!!



Rachel

Group Two

Rachel has worked at Mary T Inc., Age Well Home Care, and Fraser prior to coming to WorkAbilities. Some activities that Rachel enjoys doing are going to concerts, swimming, reading and photography. When asked Rachel said if she were to win the lottery she would pay her bills, give some of her winnings to her family and then put the rest of it in the bank. Rachel's favorite food is Swedish meatballs. Favorite TV show is Dexter. She has too many favorite movies to narrow it down to one! Favorite musical group is Nirvana and Silver chair. Favorite actress is Drew Barrymore. Welcome Rachel to WorkAbilities!



Heather L

Group Two

Heather worked at Zenith day services and Arsys—In Home prior to coming to WorkAbilities. Something unique about Heather is that she was adopted and has four brothers and four sisters (she is the middle child). Heather enjoys spending time with her son, going to the zoo, going up to the lake and fishing! When asked what she would do if she won the lottery Heather responded with: Buy a house, a new car and would buy LOTS of clothes! Heather's favorite food is Mexican (specifically a burrito from El Loro's). Favorite TV show/channel is the food network (although she says she cannot cook!). Heather said she is not a big movie person, therefore does not have a favorite. Favorite books are mystery books. Her favorite music is from all genre's; no favorites. Welcome Heather to WorkAbilities!

WELCOME

Heather B

Group Four

Heather worked at Zenith day service and at a chiropractic office as a massage therapist prior to coming to WorkAbilities. Something interesting about Heather is that her and her fiancé recently adopted two Australian Shepherds. Some hobbies that Heather enjoys are camping, hiking, snowmobiling and scrapbooking. If Heather won the lottery she would help out her close family, invest in her retirement, pay off her upcoming wedding and go on a great vacation! Heather's favorite food is a pasta. Favorite TV show is 'Law and Order'. Favorite movie is '21 Jump Street'. Favorite book is 'The Shack'. She likes all genre's of music. Favorite actor is Denzel Washington. Welcome Heather to WorkAbilities!



Look who's New to WorkAbilities!!!

Michael

Group One Started 9/4/12

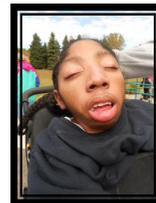
Michael is a new client in group one. Michael likes to swing, listen to music and being read to. Since Michael has started WorkAbilities he has got to the State Fair, Twins Game, various parks and many parties! Something unique about Michael is that his mom drives him here and home everyday from Eden Prairie. Welcome Michael!



Kewane

Group One Started 9/19/12

Kewane is a new client in group one. Kewane love to listen to music, especially SADE, and dress in great clothes! Since Kewane has been at WorkAbilities he has participated in many parties and picnics. Something interesting about Kewane is that he has very beautiful dread locks. Welcome Kewane!



Andrea (Andi)

Group Two Started 7/16/12

Andi is a new client in group two. Andi loves to be helpful. She likes to help others by pushing their wheelchairs to lunch. She also likes to shred and color. Since Andi has been at WorkAbilities she has gone to the Como zoo for a picnic. Andi loves to help out everyone with anything that she can. Welcome Andi!

Rachel

Group Two Started 9/24/12

Rachel is a new client in group two. Rachel enjoys playing with legos, holding on to bouncing balls, and playing connect four. Rachel is still fairly new to WorkAbilities so she has not got a chance to attend any of the outings. Welcome Rachel!



Francis (Frankie)

Group Four Started 7/2/12

Frankie is a new client to group four. Frankie enjoys bowling, and dancing to oldies music. Since Frankie has started she has gone on a fishing excursion out on the St. Croix river. Frankie is looking forward to making money here as well as gaining some friends. Something unique about Frankie is that she has two sons ages 24 and 27. Welcome Frankie!

Judy

Group Four Started 9/10/12

Judy is a new client to group four. She loves to dance and go bowling and she LOVES to eat Red Lobster! Judy will be attending the upcoming apple orchard outing. She is also very excited for her upcoming Disney World vacation in October. Something that Judy would like people to know is that "Mohamed is HER man!" Welcome Judy!



Rebecka (Becky)

Group Four Started 9/21/12

Becky is a new client in group four. Becky really like Star Wars, and fishing. Becky is a very fashionable girl. Becky will be attending an upcoming fishing excursion with the group at the beginning of October. Something that Becky would like people to know is that she likes to be called 'Becky' not Rebecka. Welcome Becky!



Question of the Quarter

A green Bay Packer
- Patrick S

Rock Star
- Anthony

Superman
- Joe W

A Black eye
- Smooch

Johnny Rivers

- Don R

Pilot
- BJ

Pumpkin
- Shannon

Vampire
- Missy G

A Car
- Deb E

A Rock Star Drummer
- Marlene

What are you going to be for Halloween???

Star Ship Captain
- Larry L

Vikings Fan
- Amy

A Witch
- Vince

A Big Hat
- Wendy

A Viking
- Steve S

Whoopy Cushion
- Betsy

Cleopatra
- Meenah

Miss Peach (Mario Brothers)
- Heather B

Something Scary
- Gordy

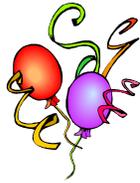
Doctor
- Paul



Upcoming birthdays:

October:

6th Becky Ryan
16th Larry Lemke
18th Sylvanus Benson
19th Julie Schmidt
22nd Karla McClellan
25th Theresa Yang
26th Heather Lovelace
27th Adam Johnson



November:

11th Lassana Kamara
20th Lisa Nagel and
20th Josh Silbaugh
26th Larry Duncan
30th Kelly Duncan

December:

16th Trudi Porter
25th Brent Williams
25th Rey Matias

Happy birthday!

October Birthday's

Group One Group Two

Vicki
Mary Do.
Liz
Maggie
Crystah
Rico
Becky
Carlos



Group Three

Matt
Russell
Jeff

Group

Four

Amy J
Vincent
James S
Tom

November Birthday's

Group One Group Two Group Three Group Four

Deb O.
David Ha.
Jean
Amy
Frankie
Chelsey

Jessica
Donny H

Mary
Namario
Rick

BJ
Cher
Gerald
Bridget
Eddie
David F.



December Birthday's

Group One Group Two Group Three Group Four

Paul H
Bruce
Michael

Patrick S
Kristen
Patrick C
Chad
Tom B

Tony Mi.
Keith
Benjamina
Renata

Joni
Daniel
Joan
Pat

*Employee
Anniversaries*

October:

Tiffany—5 years
Trudi—1 Year
Demah—5 years

December:

Joanna—1 year
Willie—3 years

Client

Anniversaries

October:

Dao —15 years
Tam —15 years
Dai —15 years
Doug E—15 years

November:

Jayne F—15 years
David S—10 years

December:

Michael P—15 years

GETTING TO KNOW YOU...

Veronica Vodak

WorkAbilities Incident Report (WAIR): Veronica, can you give me a brief bio?

VV: I was raised on a dairy farm in WI. When I went to college in 1986 I became friends with a woman that had a disability. That friendship started my career in assisting people with disabilities.

I worked at a group home in Waseca, MN, for my POP program to finish my degree and stayed there until I reached the top. I moved to the Twin Cities in the summer of '89 and started doing home care. In the early 90's I worked at Homeward Bound at (house) and assisted (name) and (name) along with everyone else that lived with them. It was great to see them again when I started working at WorkAbilities.

I continue to work in the home care field. I have been working for the same agency since it started in 1991. The founder was a quadriplegic and my client when he started the agency. Eventually he blessed me with the opportunity of creating the training program and training all new employees on many aspects of assisting people with disabilities including body mechanics for 12 years. I resigned that position shortly after starting at WorkAbilities.

WAIR: You're something of a body mechanic fanatic. What kind of training and experience do you have specific to body mechanics?

VV: I feel my knowledge comes from my many years of experience with a wide variety of clients with disabilities from the age of 2 – 92. I have worked with many different therapists with clients' and my own injuries over the years and many things I have figured out on my own. I have trained people from all walks of life including people that have been in nursing homes, worked at Courage Center residences, group homes and other home care agencies. I am a sponge for knowledge on body mechanics and how to assist people with disabilities better. No one can know everything there is to know because no one has worked with every single person with a disability.

My favorite trainings at my other job have been those where people have come in with the attitude that they have been through so many trainings and they know everything. By the end of the training all of them have said, "Wow, that IS much easier". (They had to do a standing pivot transfer on me before they were allowed in the field to transfer our clients on their own.) They were back users and figured out that when they use their body correctly their job was much easier.

WAIR: You are very enthusiastic about stretching and using proper body mechanic techniques. Why are you so interested in this?

VV: We as care givers are required to keep the clients safe. I want to be safe in my working environment. I have been told many times over the years that if you don't take care of yourself you cannot effectively take care of others to your full ability. I have more than 25 years in the field and I want many more. The management at WorkAbilities is giving me the opportunity to share my knowledge and I feel the importance of what I desire to share is helping to enhance the safety of all clients and colleagues.

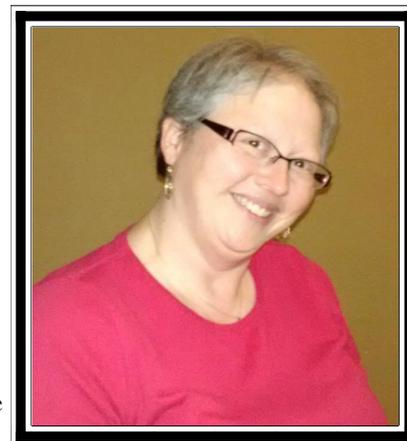
WAIR: Oops. I forgot to stretch and now I don't have time. Describe your "favorite" stretch and tell me what benefit it has.

VV: Reaching to the floor and just letting my body relax then rolling my back up with my knees bent so my shoulders are over my hips before coming all the way up. It stretches most of the body in a short amount of time.

WAIR: To be honest I don't routinely stretch. Am I putting myself at risk?

VV: Yes you are putting yourself at risk and in the WorkAbilities environment you are also putting the clients and your colleagues at risk. How, do you ask? When you are assisting clients in transfers you can possibly injure yourself and lose your strength in the middle of a transfer causing the client to fall because your muscles are tight and knotted up which does not allow them to move as freely as you may need to move. The same thing can happen when you are doing two person transfers with a colleague. You can lose your strength if you move or twist wrong and jar your colleague injuring them as well.

When you use your muscles stress builds up in the muscles. It is like Jenga blocks. Stress will keep building until it crashes. A great way of reducing the stress in your muscles is stretching. (Keeping well hydrated and getting enough sleep also helps.)



Continued on next page....

GETTING TO KNOW YOU...CONTINUED...

WAIR: What do you think presents the greatest risk of work related injuries here at WorkAbilities, Inc., and what can we do to prevent them?

VV: Many people have said to me that when they are in a rush and not paying attention to what they are doing and how they are doing it they start getting sore. When they slow down, pay attention and stretch they feel much better.

WAIR: Tell me about communication. I'm listening.

VV: Communication is important with the clients because it gives the clients respect and lets them know what's going on. Even if a client cannot communicate back no one knows how much they do comprehend. When the clients are aware of what is going on they may be less likely to have behaviors and more likely to cooperate and help.

Communicating with colleagues is important for situations like doing two person transfers. You will be more likely to move as a unit and not jar each other or the client.

WAIR: I recall you complimenting me on using good body mechanics. Thank you. I considered it high praise considering the source. In retrospect I wonder if you frequently critique your co-workers' use of body mechanics. Is this part of a scheme to engrain into us a heightened awareness of how we use our bodies?

VV: I understand my job as a body mechanics trainer is to bring awareness to better body mechanics. Praise is a great way to bring awareness to the proper way of using your body.

WAIR: Work is over. I'm home. Thank goodness I can stop thinking about body mechanics, right? (It's okay to LOL)

VV: Someone at WorkAbilities has had their back lock up reaching for a bar of soap. Someone has bent down to tie their shoe and was hardly able to walk for several days. Your back can lock up from picking up a feather off the floor incorrectly. Body mechanics is how you use your body in every aspect of your everyday life.

WAIR: I'm going to ask you a purely open-ended question. What is your favorite part about being on the WorkAbilities team?

VV: The WorkAbilities management team is very supportive of outstanding achievements. If you have gifts you would like to share to enrich the lives of the clients we serve they will do whatever they can to support you. I feel the WorkAbilities management team does a great job of showing us their appreciation for the wonderful work we all do in many different ways.

WAIR: One last thing – what's your favorite food?

VV: Well being a dairy farm girl from WI, I would have to say my favorite food would have to be CHEESE!

WAIR: One more last thing – what was the last movie you saw in a theater?

VV: I think the last movie I saw in the theater was Blind Side. I saw it three times.

WAIR: Okay, one more last thing – were you named after an iconic comic books character from Riverdale? If not what is the origin of your name?

VV: I am very fond of the Archie comic strips, but my Dad cannot remember why they chose my name. When I visited Israel I walked the Stations of the Cross where they believe Jesus walked as he carried the cross. One of the stations is where they say a woman named Veronica gave Jesus a kerchief to wipe his face and the imprint of his face remained on the cloth. With my catholic background I would like to think it has something to do with the origin of my name.

WAIR: Thank you, Veronica.

It was nice GETTING TO KNOW YOU.

Interview Conducted by

Larry L



CLIENT CONDUCTING AN INTERVIEW

Interview conducted by Deb Eaton to her house staff, Emmanuel.

Emmanuel, where are you from and what was it like there?

I'm from Liberia, West Africa. Liberia is tropical and has very nice weather.

What did you like about growing up in Africa?

I liked the food, culture, people, music and the many friends I made in school.

How much do you know about your ancestors?

Not very much. I know my grandparents. I don't know where we migrated from. But I heard that my great-great-grandparents were warriors and were very powerful.

What are the differences in the seasons like where you grew up?

We have two seasons: dry season is from October – March, and the rainy season is from April – September.

Where did you graduate?

I graduated from Park Center Senior High in Brooklyn Park in 2002; went on to college and graduated from Trinity Christian College in 2006.

When did you come to America?

I came to the U.S. in 1999.

Why did you come to America?

Because I was always hungry and heard that America had lots of food... No, just kidding. We relocated to the U.S. because war broke out in Liberia.

What do you like about America?

America is a very nice country. I like the infrastructure; I like some of the systems and I like some of the people. I don't like the cold though. If there was one thing I could change, it would be the cold or snow.

What is a big difference between Africa and America?

I think the weather is one of the big differences. The food is somewhat different as well. The system here is different too.

Did you have difficulty when you first came to America?

A little bit of difficulty with the accent, but everything else worked fine.

Was it hard for you to adapt to American culture?

Not really. I had a lot of friends here already who oriented me in the system easily.

Do you like African or American food better?

I like food in general. I can't make a decision on that one.

What makes you want to work with persons who have disabilities?

My passion lies in helping people. I like to help out. It makes me feel really good, and there are a lot of hours available.

What have you learned from working in this field?

I have learned to be patient, and have also learned to listen well.

How did you meet your wife?

My wife and I were friends since we were both 10 years old. We met in school and since then we became friends. After many years of courtship we decided to get married in 2008.

Why are you going back to school and what is your goal in life?

Like I said previously, I always like to help. I'm going back to school to advance myself in order to grow in my career.





CLIENT SPOTLIGHT

Group One

Bob W

When did you start?

Bob started at WorkAbilities in November of 1979.

Did you work someplace else before you started here?

Work Abilities is the only place that Bob has worked.

What type of music do you like ?

He really doesn't have a type of music he likes but he really does like the Twins.

What is your favorite food?

Bob likes all the foods at the Birthday Parties that they have.

Do you have any pets?

He is allergic to animals so that means no pets.

What is something you like to do for fun?

Bob's favorite thing to do is outings. He likes to go on as many as he can.



Group Two



Robert (Bob) C

When did you start?

Bob started at WorkAbilities on May of 1979.

What type of music do you like?

He likes all types of music. He really likes Sports more than music. The Vikings and the Twins are his favorite.

What is your favorite food.

Bob is gluten intolerant but he does love to eat all the foods he is allowed to.

What is something you do for fun?

Bob loves to read magazines. Sports magazines are what he enjoys the most.

Ed S

When did you start?

Ed started on January 1973. He works on Bills for Drills and wraps cords.

What type of music do you like?

Ed doesn't have one type of music he likes more than others.

What is your favorite food?

Gum is something he enjoys and coffee is his drink of choice. Food is something Ed really loves.

What is something you do for fun?

Riding bike in the gym, going on outings and always smiling are things Ed enjoys.



Group Three

Tim B

When did you start?

Tim started at WorkAbilities in July 1982. He works wrapping cords.

What type of music do you like?

He loves any of the oldies. The groups from the 60's and 70's are some of his favorites.

What is your favorite food?

He would eat a hamburger everyday.

What is something you do for fun?

Tim loves to break dance. He also enjoys going to visit his sister.



Group Four

LOOK WHO WAS RECOGNIZED!!!

August 2012



Margo started with WorkAbilities in June of 2011. Since Margo has started she has brought a great deal of creativeness to Group IV. Margo's bright personality and calm demeanor brings out the best in our clients. Margo is very creative with the classes she runs. She is constantly thinking of the clients and how to engage each one into the material she is teaching. If you visit Program Room 29 you will find the lovely decorations that Margo has made with her clients. You will also find the pride on those clients faces as Margo shows off their artistic capabilities.

Margo assisted in creating "Sewing group" at WorkAbilities. She has brought in materials as well as her sewing strengths to the agency. They have created many projects that are used around the building from pillows in

Group I to epi-pen bags in Group IV. The clients who participate in the sewing class thoroughly enjoy it as well as look forward to the next time they get to attend.

Margo's creativeness with her classes, crafts, and games have been greatly appreciated not only by the clients, but also the management team. Margo has brought forth ideas that she has shared with co-workers, enhancing the classes they also run. Thank you Margo for your *Above and Beyond* efforts to make WorkAbilities an enjoyable experience for all!

Completed by Cassie

Sharing the News

Sara Carey graduated from Regency Beauty School on September 22nd 2012. Sara also got engaged to Adam Quale on June 15th 2012.

Ashley Nandory got engaged to Luke on August 17th 2012.

LeAnn Zieske and Michael welcomed a healthy baby boy on August 3rd 2012. Cooper Robert weighed in at 7lbs 13oz.

Laura Eaton and Jerry welcomed a healthy baby girl on August 1st 2012. Myka Jade weighed in at 6lbs 8oz.

Larry Lemke's daughter Chelsea has received acceptance to, and a \$10,000 per year scholarship from, the U of M Law School. Chelsea will begin in the fall of 2013 after completing her bachelors degree in only 3 years at the U of M. Chelsea currently is the president of Mock Trial at the U of M and serves as an officer on the Board of Directors of the Student Legal Services at the U of M. YOU GO GIRL!!!

Elizabeth Warner welcomed a healthy baby boy on September 20th 2012. De-Andre B. Tuley weighed in at 7lbs 15oz.

Congratulations to all!

Biggest Loser Winners!!

Before we begin, you must know that we are not personal trainers or trained dieticians. But having a good support system is a very important step in success! Any staff in the agency can weigh in at the monthly coffee connection. The next weigh in then will be the following month's coffee connection. The staff who loses the most weight WINS! Group IV clients also participate in "The Biggest Loser".

July 2012 Winners:

Trudi, Planning Manager of Group II won, losing 1.2lbs!

Annemarie in Group IV won losing 2.8lbs (1.61%)!

August 2012 Winners:

Kelly, Planning Manager in Group IV won, Losing 4.6lbs!

Chris K in Group IV won, losing 3.8lbs (1.71%)

September 2012 Winners:

Kelly, Planning Manager un Group IV won losing 5.2lbs

Annemarie B in Group IV won losing .6lbs

Great Job!

Healthy Tip

Contrary to popular opinion, there is no "right" time of the day to do cardio. The most important thing is that you do it. When it comes to duration, you should do a minimum of 30 minutes and a maximum of two hours of cardio in any single session. There are million and one exercises that you can do for cardio. So how do you know what's best? Do you walk, row, spin, step or climb your way to fitness? The answer is all of these. You should do whatever you enjoy the most. When it comes to intensity, use your best judgment. If it feels too easy increase intensity; if it feels too difficult, or your form is compromised, decrease intensity level as you increase your fitness level.

-Taken from Jillian Michael's Fitness Tip



Healthy Recipe

NO BAKE ENERGY BITES

1 Cup Oatmeal

2/3 cup Toasted Coconut (toast in a toaster oven, watch careful so it doesn't burn)

1/2 Cup peanut butter

1/2 Cup flax seed or wheat germ

1/2 Cup chocolate chips

1/3 Cup Honey

1 tsp Vanilla

Mix together and chill for 1/2 hour

Take out and roll into balls.

