



## **B.R.I.D.G.E.S.**

**B**uilding Relationships Intentionally to **D**evelop  
**G**rowth and **E**xemplary **S**ervices

{September 2019}



## **FORECAST**

### **WELCOME!**

There are lots of days dedicated to fun activities in September.

Look out for these days:

- September 5th: National Cheese Pizza Day
- September 9th: National Teddy Bear Day
- September 16th: National Play-Doh Day
- September 19th: International "Talk Like A Pirate Day"

### **FYI:**

A new course presented by DODD's Data, Analytics, and Research team is available in DODD MyLearning about mental health illnesses and psychiatric disorders in people with developmental disabilities served by DODD

### **RULE UPDATE:**

#### **Required Reading**

In addition to required annual training to identify and report Major Unusual Incidents (MUIs) and Unusual Incidents (UIs), all developmental disabilities employees are required by Ohio Administrative Code 5123:2-17-02 to review Health and Welfare Alerts released by the department. This training includes the review of any Health and Welfare Alerts released since the previous calendar year's training. Please contact the MUI Registry Unit at 614.995.3810 with

any questions.

### **DID YOU KNOW?**

On July 18, 2019, Ohio Governor Mike DeWine signed House Bill 166, the state's operating budget for fiscal years 2020 and 2021, into law. The budget invests a historic \$370 million over the next two years to support Ohioans with developmental disabilities. Governor DeWine introduced a bold budget recognizing that now is the time to invest in Ohio. The budget makes investments in many areas affecting Ohioans with developmental disabilities and their families, including creating opportunities for every child to succeed and supporting the workforce.



## **GUIDES**



**Jennifer Wolfe** worked in the Developmental Disabilities and Mental Health fields in other states before moving to Ohio in 2011. She began working for the Lucas County Board of DD 8 years ago as an Adult Options Coordinator at Holland Road Adult Services Center. Later, she transitioned to the Behavior Support department as their Coordinator. For the past 3.5 years she has served as the Training Coordinator in the Provider Supports department.

Jennifer is very involved with Trauma Informed Care and proudly serves on the Advisory Board for the Lucas County Trauma Informed Care Coalition. She is married and has 4 children (2 teens and 2 young adults). When she is not working, Jennifer enjoys spending time with her family, reading, and doing crafts including scrapbooking.



## **LAMPPOST**

### **Training for Providers on Upcoming ISP Changes**

If you were unable to attend the first training held at the end of August about the upcoming ISP changes, there will be one more session offered in September. Michele Myerholtz, SSA Assistant Director is offering a training specifically for providers to discuss the upcoming changes to the ISP. The training will provide direct conversation about changes to the Service Authorization Summary, how it will look different, and where providers will need to look to find out the services they are responsible for providing and documenting. The training will be held at

LLC Training Center on Thursday, September 5<sup>th</sup> from 2:00 – 3:00 pm. If interested, please RSVP with your provider liaison who will forward your RSVP to the SSA department. Members from the Provider Support Department, Dan Barda and Jennifer Kinney, will be assisting with questions during the training.

## CEO BOOTCAMP

Please see the attached Save the Date flyer for an exciting 3-day Bootcamp designed to help support you in your business!

[https://gallery.mailchimp.com/46f9edd74ac726fdf457dfe0f/files/1fdb803e-db85-4428-8a99-865554abfbbaa/CEO\\_Bootcamp\\_Save\\_the\\_date.pdf](https://gallery.mailchimp.com/46f9edd74ac726fdf457dfe0f/files/1fdb803e-db85-4428-8a99-865554abfbbaa/CEO_Bootcamp_Save_the_date.pdf)

Are you ready to learn from the experts on topics regarding CEO Functions & Roles, Hiring Best Practices, and Internal Compliance? Then you will want to join our CEO Bootcamp! This 3-day series is scheduled for **October 10th, 17th, and the 24th**, from 9am-4pm. Each agency CEO may also bring one of your Supervisors. Lunch will be provided each day. The full schedule will be sent out in September. To reserve your seat for this incredible business opportunity, please email Sara Gardner at [sagardner@lucasdd.org](mailto:sagardner@lucasdd.org).



**KUDOS**





for hosting a community inclusion photo contest. The purpose of this contest is for Assured Health to document their individuals living their best life. In an effort to promote community inclusion for their individuals, Assured Health has challenged their staff to interact with their individuals, by taking photos of their individuals interacting in the community so they can be voted on by a panel of judges. This contest will be held on a monthly basis. The first contest was held this past July.



## TRAINING

Attached is the September training calendar. We hope to see you at some of our presentations this month!

Thursday September 5 **“Connecting Individuals to the Community”** from 10:00-11:30. Trainers are Dan Barda and George Woodget. This interactive presentation will assist providers in improving community inclusion desired outcomes for the individuals they serve. Attendees will learn how to help individuals overcome barriers, build relationships, explore their interests and talent, and achieve true connection!

Tuesday September 17 **“Independent Provider Forum”** from 1:00-2:30. This is an opportunity for Independent Providers to ask questions, discuss issues that impact your businesses, and network with other providers!

Wednesday September 18 **“Good Life Session: Emotional First Aid”** from 10:00-11:30. As Providers, you help individuals to live a Good Life. Just like when someone gets hurt and needs first aid for a cut or injury, we can use Emotional First Aid to help someone who is struggling with their feelings. Come and learn how to use these important tools!

Tuesday September 24 **“Internet Safety”** from 11:00-12:00. This training will talk about dangerous apps and websites, privacy settings, internet etiquette, sexting and sexting laws, and other ways to make internet use more safe as we support individuals to use the internet responsibly.

The full September calendar can be accessed at the following link: [https://gallery.mailchimp.com/46f9edd74ac726fdf457dfe0f/files/229f92d2-b07e-4c60-abab-3fd11038c3d2/SEPT\\_2019\\_Training\\_Calendar.pdf](https://gallery.mailchimp.com/46f9edd74ac726fdf457dfe0f/files/229f92d2-b07e-4c60-abab-3fd11038c3d2/SEPT_2019_Training_Calendar.pdf)



## FIRST AID STATION

From the Centers for Disease Control and Prevention: [Diabetes](#)

Diabetes is a chronic (long-lasting) health condition that affects how your body turns food into energy.

Most of the food you eat is broken down into sugar (also called glucose) and released into your bloodstream. When your blood sugar goes up, it signals your pancreas to release insulin. Insulin acts like a key to let the blood sugar into your body's cells for use as energy. If you have diabetes, your body either doesn't make enough insulin or can't use the insulin it makes as well as it should. When there isn't enough insulin or cells stop responding to insulin, too much blood sugar stays in your bloodstream. Over time, that can cause serious health problems, such as heart disease, vision loss, and kidney disease. There isn't a cure yet for diabetes, but losing weight, eating healthy food, and being active can really help. Taking medicine as needed, getting diabetes self-management education and support, and keeping health care appointments can also reduce the impact of diabetes on your life.



## PATH TO SUCCESS



## Be a Duck

The path to success includes the ability to remain calm when under pressure. I believe most would agree that watching a duck swim on the surface of the water has a calming effect. The duck appears unruffled and so very graceful, yet underneath his little webbed feet are paddling crazy fast. How many of us show grace under pressure by remaining calm? Our behavior, when panicked, can help or hurt us; to remain calm under pressure takes intentionality through preparedness and practice. In an online article, Geoffrey James, Contributing Editor, Inc.com tells us the following:

Neuroscience has recently revealed that remaining calm under pressure is not an inborn trait, but a skill that anybody can learn. **Here's how it's done:**

**1. Understand the biochemistry.** The opposite of remaining calm is the state of "fight or flight," a physiological reaction that occurs in response to a perceived harmful event, attack, or threat to survival. The reaction starts when two segments of your brain called the amygdalae interpret a situation as a threat. This perception causes your brain to secrete hormones that tell your nervous system to prepare your body to take drastic action. Your breath gets short, your body floods your muscles with blood, your peripheral vision goes away, and so forth. Since neither fight nor flight are appropriate in business situations, your body never gets a release. Instead, your hyped-up body tells your brain "Yes, this is a real threat!" and you end up with your brain and body in a feedback loop. To put it colloquially, you freak out. In this state, chances are extremely high that you'll either remain frozen in fear like a deer in headlights or, driven to release the pressure, you'll say or do something stupid.

**2. Label the emotions.** To calm yourself and remain calm, you need to interrupt that feedback loop. As explained above, the fight or flight reaction begins in the amygdalae, which is where your brain processes memory, interprets emotions, and makes what are often (inappropriately) called "gut decisions." It's now understood that you can reduce the "fight or flight" signals from your amygdalae if you assign names or labels to the emotions that you're experiencing at the time. As Jon Pratlett, a pioneer in using neuroscience in leadership training, says, "Reflecting on your feelings and labeling them may assist in calming the amygdalae, allowing you to move out of the fight/flight mode and free up energy allowing [you] to think more clearly about the issue at hand, rather than worrying."

**3. Slow your breathing.**

Now that you've interrupted the "brain" part of the feedback loop, you interrupt the "body" part of the loop by consciously breathing slowly and deeply. Count from 1 to 10 as you inhale, then count from 1 to 10 as you exhale. These deep breaths bring more oxygen into your lungs and

thence into your bloodstream, which is the exact opposite effect of the fight or flight reaction. You're telling your body and brain that it's no longer necessary to increase the intensity of your fight-or-flight reaction. According to Esther Sternberg, a physician and researcher at the National Institute of Mental Health, quoted in an NRP.com article, slow, deep breathing negates the fight-or-flight reaction by "stimulating the opposing parasympathetic reaction--the one that calms us down."

#### **4. Re-label your emotions.**

At this point, you've interrupted the feedback loop at two levels. In this step, you eliminate the emotional impetus that created the fight-or-flight response.

Go through the list of emotions that you identified in step 2 and assign them labels that are positive rather than negative. For example:

- Fear=>Anticipation
- Frustration=>Desire
- Worry=>Concern
- Dread=>Caution
- Flustered=>Excited
- Alarmed=>Curious
- Pressured=>Courtied

When you re-label your emotions, you are using controllable parts of your brain to convince your amygdalae that this is not a fight-or-flight situation but instead a "stay aware and watchful" situation, or even a "sit back and enjoy" situation. As you continue to breath slowly and deeply while holding the relabeled emotions in your mind, notice the speed at which your heart is beating. You will find that it gradually returns to a normal pace. You've regained calmness. While this technique does take a little practice, it's well worth the effort, because this skill will both make you a more effective leader and vastly increase your ability to enjoy the natural ebb and flow of pressure in your workplace. Don't be surprised, though, if your team starts referring to you in private as "our fearless leader." Trust me, they mean it as a compliment."



## **SHOOTING STAR**

**Sometimes in life all we need is a caring hand to pull us back on our feet.** - *Lynwood Agee*

**Without a sense of caring, there can be no sense of community.** - *Anthony J. D'Angelo*



## RESOURCES

Helpful provider information is always available at the following websites:

DODD: <http://www.dodd.ohio.gov/Pages/default.aspx#>

Lucas CBDD: <https://lucasdd.info/> (Click on "Provider Supports")



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