



## The Success Story

### The Road to Self Sufficiency



**Gavin McGregor**

**Gavin** has been employed by Success Unlimited for over 6 years! He has worked at the Bingo Palace job site and now works as a custodian in the Success Unlimited office. He is very reliable, always willing to help out where needed and is very open to learning and performing new tasks on the job. He has a good work ethic and likes his job. He says that it is fun, and he likes his coworkers.

When he is not working, he enjoys spending his free time watching TV. He also enjoys going out for coffee, going to church and visiting with his mother's place of employment.

Gavin worked with dogs when he was in school and said he would really like to do that kind of employment again some day.



### WORK WELL WITH OTHERS?

Healthy workplaces benefit both employees and employers. Positive, collaborative work environments reduce turnover and recruitment costs and boost business performance, office morale and employee engagement.

Workplaces have more ways to communicate than ever, yet sometimes we're less productive. Tips on the most successful communications with your co-workers:

1. Listen. Really listen. Don't interrupt or prepare a response. Ask questions so you fully understand. Get comfortable with some silence in conversations.

2. Consider communications preferences. Respect the person you're trying to contact and use his or her choice of email, phone, text or instant messaging, impromptu or scheduled meeting. Remember that body language can be important in some conversations.

3. Review your emails, texts and other messages before sending. Use clear language in all communications. Check your grammar and have someone proofread for you.

4. Consider tone. Ensure your comments aren't emotionally charged. If needed, take a few minutes to cool down before responding.

5. Be positive. Keep criticism constructive. Provide positive reinforcement and add in tips for improvement.

6. Practice. Consider how others respond to your communications so you can adjust and keep improving. work, changing their lives and changing the way people with disabilities are viewed in society.

*\* Information provided by Blue Cross Blue Shield of North Dakota*

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Individuals with disabilities face all kinds of barriers—especially in the work place. Some of the more common attitudinal barriers that are faced are discussed below (Information used from <http://www.ncwd-youth.info/>):

- Inferiority

Because a person may be impaired in one of life's major functions, some people believe that individual is a "second-class citizen." However, most people with disabilities have skills that make the impairment moot in the workplace.

- Ignorance

People with disabilities are often dismissed as incapable of accomplishing a task without the opportunity to display their skills. In fact, people with quadriplegia can drive cars and have children. People who are blind can tell time on a watch and visit museums. People who are deaf can play baseball and enjoy music. People with developmental disabilities can be creative and maintain strong work ethics.

- Backlash

Many people believe individuals with disabilities are given unfair advantages, such as easier work requirements. Employers need to hold people with disabilities to the same job standards as co-workers, though the means of accomplishing the tasks may differ from person to person. The Americans with Disabilities Act (ADA) does not require special privileges for people with disabilities, just equal opportunities.

- Denial

Many disabilities are "hidden," such as learning disabilities, psychiatric disabilities, epilepsy, cancer, arthritis and heart conditions. People tend to believe these are not bona fide disabilities needing accommodation. The ADA defines "disability" as an impairment that "substantially limits one or more of the major life activities." Accommodating "hidden" disabilities which meet the above definition can keep valued employees on the job and open doors for new employees.

- Fear

Many people are afraid that they will "do or say the wrong thing" around someone with a disability. They therefore avert their own discomfort by avoiding the individual with a disability. As with meeting a person from a different culture, frequent encounters can raise the comfort level.



## Welcome to the Work Force



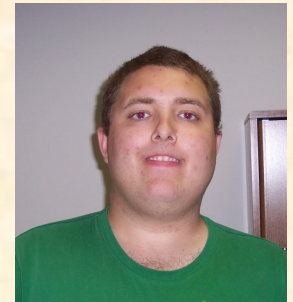
Heidi Cartier  
**Employed at  
Kalix**



Matt Demontigny  
**Employed at  
Pretzelmaker**



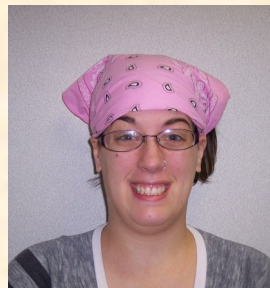
Vienna Devig  
**Employed at  
Hornbacher's**



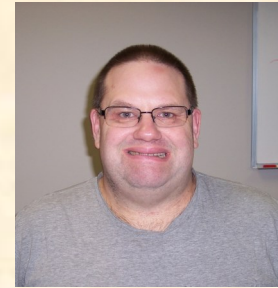
Peter Gravidahl  
**Employed at  
Lakeview Inn &  
Suites**



Jamison Hilts  
**Employed at  
Leapforce**



Katie Schiltz  
**Employed at  
Stay, Play & Learn**



Allen Schmidt  
**Employed at  
Big Sioux Café**



Rick Smith  
**Employed at  
O' for Heaven's  
Cakes N' More**



Darrel Vrem  
**Employed at  
Del's Café**



James Wolfgram  
**Employed at  
Dairy Queen**



Davita Wynne  
**Employed at  
United Day  
Nursery**

\*\*Other individuals also became employed at Pizza Ranch, Hilton Garden Inn, Retrax



# The Success Story

## Haman's

Good day, everyone... Lynn from Haman's Highlights here.

## Highlights

It's another great day! July 4th will be here soon and these are just a few ideas of things you can do:



- ◆ Hang out in your backyard
- ◆ Hang out in your neighbor's backyard
- ◆ Watch a baseball game
- ◆ Chill out at any place with a large body of water
- ◆ Lie on the couch, with your remote in hand, and watch "A Capitol Fourth" (Washington, D.C.'s celebration) on PBS starting at 8:00 PM, the "Macy's 4th of July Fireworks Spectacular" (New York's celebration) on NBC starting at 9:00 PM and the "Boston Pops Fireworks Spectacular" (Boston's celebration) on CBS starting at 10:00 PM.

Before you get ready to party on the fourth, here is a wacky holiday to get you started!



*Camera Day*, which is on June 29<sup>th</sup>, is best celebrated with pictures. Pictures are invaluable memories of our lives and of the world. They tell stories. Our memories and stories are captured by a camera. With digital technology, using a camera has never been easier. Cameras are now built into cell phones, so you always have a camera with you, ready to record the moments of your life. To many people, a camera is a vital tool to record important events in the family and in the world. It captures the moment....forever. It creates the memories that we share and look back upon. From the birth of a baby, to high school graduations, people take pictures at a fast click. Year after year, the camera records family vacations and holidays. The camera takes pictures of good times, and occasionally bad times.

George Eastman is the "Father of Photography". He didn't invent photography, but he made many photographic inventions, and created the mass production that brought cameras into everyday use by millions, if not billions of people. His most famous slogan: *"You take the picture, we do the rest."*

This is Lynn Haman saying "Good day"!

\*Information taken from [HolidayInsights.com](http://HolidayInsights.com)\*

**THANK YOU**

## 2016 Employee Anniversaries



Margaret Rising	February 8th	5 years
Kathy Bjornstad	February 23rd	7 years
Barb Thompson	March 19th	8 years
Robert Fladeland	May 5th	17 years
Jim Hance	May 14th	19 years
Tanja Kapinos	June 7th	10 years



Success Unlimited would like to welcome CQL (The Council on Quality and Leadership), who will be visiting our organization from July 26-29, 2016, as we strive to maintain Person-Centered Excellence!



**HAPPY BIRTHDAY!**

Happy Birthday, Success Unlimited! We are happy to announce that our agency turned **25** on July 1, 2016. We wish to thank all of the employers out in the community who partner with us and can see the enormous value in employing a person with a disability:

Achieve Therapy & Fitness  
 All About Kids  
 Altru Health System  
 Applebee's  
 Big Sioux Café  
 Canad Inn  
 Alerus Center  
 Dairy Queen  
 Del's Café  
 Dollar Tree  
 L.I.S.T.E.N. Day Services

Little Caesar's  
 Good Samaritan Nursing Home  
 Green Mill  
 Hardee's  
 Hilton Garden Inn  
 Hornbacher's  
 Lakeview Inn & Suites  
 Leapforce  
 Kalix (MVW)  
 O' for Heaven's Cakes N' More  
 Panera bread  
 Pizza Hut

Pizza Ranch  
 Pretzelmaker  
 Red Lobster  
 Red Roof Inn  
 Retrax  
 Sam's Club  
 Stay, Play & Learn  
 UND—Dining Services  
 UND— Old Main  
 UND—Wellness Center  
 United Day Nursery  
 Walmart





## From the Desk of Tanja Kapinos, CEO

### Teamwork is cool

These four tips can allow all employees at all levels to foster a healthier workplace:

- 1.** Take meetings for a walk. Research says ideas flow more freely when you're active, and taking short breaks throughout the day boosts productivity.
- 2.** Eat together. Create a breakfast club or periodic lunches to encourage interactions beyond formal meetings. Bonus: Serve healthy foods.
- 3.** High-five. Aim to extend at least one "way to go" high-five each week, with a specific compliment.
- 4.** Team up. Build strong teams with activities beyond work. Discover interests colleagues share with one another. You could try volunteering together, participating in a workout challenge, kayaking or biking, a "room escape" event, or a painting or cooking class. Sharing fun away from work translates to stronger teams at work.

-- Information provided by Blue Cross Blue Shield of North Dakota



We have relocated our office to  
2850 24<sup>th</sup> Avenue South, Suite 302  
Grand Forks, ND 58201

(Located on the 3<sup>rd</sup> floor of the Gate City Bank Building)

Our phone number, fax, website and email addresses  
will remain the same.

**Employment Support  
Services  
for People with Disabilities**

Administrative Office Hours  
Monday - Thursday 7:00am - 5:30pm  
Telephone - 701.775.3356  
[www.successunlimitedinc.org](http://www.successunlimitedinc.org)



View all editions of *The Success Story* newsletter at [www.successunlimitedinc.org](http://www.successunlimitedinc.org)