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OLV Education Division Employees,



I hope you are having a wonderful week! We have made it to Spring Break, which will begin on Friday, April 2nd. I encourage you to take time for yourself to relax and recharge before we get back to the last few months of the school year.

This week, I attended the Risking Connections Trauma Informed Care Training with other colleagues across the agency. I wanted to share my thoughts on one of the topics discussed, called “**compassion fatigue**”. It is a topic that many can relate to, and it is especially important to reflect upon as we come upon a natural break in our schedule and may have some more time to take a step back and practice self care.



Compassion fatigue is a potential hazard for anyone in the caring field, and comes as a type of stress that results from working with or helping others who have experienced trauma or significant emotional distress themselves. Also known as “secondary trauma” or “vicarious trauma”, it may lead to emotional and physical exhaustion for the caregiver over time. Symptoms may include insomnia, inability to focus, memory impairment, anxiety, depression, isolation, chronic fatigue, and more.

With an overwhelming number of the students in our care experiencing trauma, it is important for us to recognize these signs and symptoms that may be experienced as a caregiver. We can then put strategies into place to alleviate and help us move past these experiences to better care for both ourselves and those that we serve. Some examples may include adding regular exercise to your schedule, spending more time outside and in nature, and delegating tasks to others rather than taking everything on yourself. "You cannot pour from an empty cup" as they say, and I encourage you to speak with your supervisor if you feel you may need to, as self-care and your well-being is of the greatest priority. You can find out more information about compassion fatigue and other preventative measures [here](#).

My favorite way to take a “time out” is to spend uninterrupted time with my almost 2 year old son Luciano, either reading books or going for a walk outside. Typically that helps me de-stress and refocus, and I hope that will remain true in the upcoming weeks! I will be having another baby in the beginning of April and going out on maternity leave until mid-summer. Lyndsey Todaro, the Director of School Age, will be taking over many of my duties and responsibilities, so feel free to reach out to her if you need anything in my brief absence.

As always, thank you for all that you do, and being difference makers in the lives of our students! Have a wonderful Easter weekend and Spring Break, and I look forward to seeing everyone again in the upcoming summer months!

Sincerely,

Stephanie Guadagna

Chief of Education and Residential Services Officer

IF YOU'RE FEELING STRESSED OUT, TRY THESE 5 SELF CARE TIPS:



GET ENOUGH SLEEP
A minimum of 6 hours is necessary for most.



MAINTAIN A HEALTHY DIET
Try to eat more whole foods when possible, and skip the processed options when possible.



EXERCISE REGULARLY
Even if it's a walk around the block with your pet, you'll feel better.



IDENTIFY A SUPPORT SYSTEM
Whether it's a therapist, friend, or partner, having someone to process with is essential.



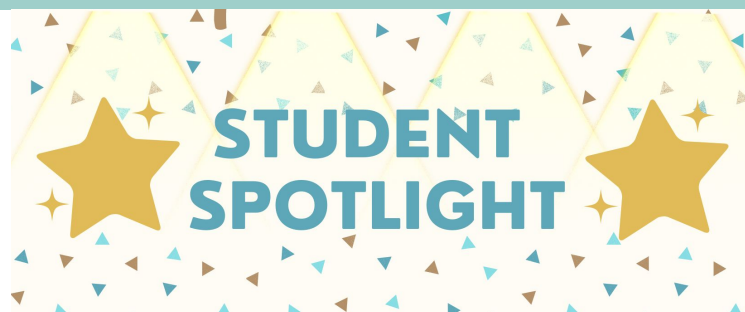
TAKE TIME FOR YOURSELF
Whether it's journaling, a hike, or a bath, giving yourself time to decompress is essential.

#fosteringmiracles

When I asked Marie to reflect on the past year of her stay at OLV's Residential program, it was easy to see the progress she's made. "When I first got here I was irritated", Marie admitted. "I didn't think I needed help but as I progressed through it all, I realized I did need help. I think that's a common stage for kids to experience", she added.

We talked about how hard it is for some people to trust others due to past experiences and how recovery doesn't

necessarily stem from anything specific; it's the connections you have with people that makes things easier. She identified BHS Rob and Family Support Specialist Jenn as two staff she feels comfortable with, as well as pointing out the importance of peer support. "I was kind of awkward when I first arrived. I wasn't sure how to test the waters so I just observed. I'm definitely more confident now."



Marie has a unique perspective, coming from Baker Hall to break in her new classroom at the Residential School. When I asked her how she's enjoying the new school environment, she grinned. "It's peaceful having our own space, I like being able to take breaks in the hallway" as we discussed the pros of being in our own building. "I observed a

She participates in several work-site programs, attributing them to helping her develop different skills over the past year. "I felt uncomfortable at first [at LunchWAY] because I second guessed myself all those months, now I'm more confident to say that if I like something, then I like something", she smiled. "I'm able to gauge what I can handle now. Loud noises still bother me, but I'm able to handle it better." She pointed out that oftentimes she helps her peers in situations that in the past, she would have needed support herself. "I like being able to help my friends."

Looking forward to her discharge date coming up soon, we talked about what she's most excited about. "I'm thinking about pursuing art therapy, either at ECC or Buff State", Marie said on her way back from a worksite outing. The roads indeed are limitless for our young people!

Interview completed by: Caitlin Neumann, School Age Behavior Technician

Congratulations to Lori Gozdziaik, School Nurse at Monarch Little Learners Academy!



Lori has been recognized as the EDU Division March Employee of the Month! Lori has been with the agency for almost a year, serving as the School Nurse at Monarch Little Learners Academy. She joined the team in the middle of the pandemic as we were working through plans to reopen for in person instruction in the

fall, and jumped right in to help. She is recognized for going above and beyond for staff and students. She takes the time to build relationships, and consistently checking on everyone's well being throughout the day to make sure student are happy, safe and healthy. Outside of work, Lori enjoys hiking and camping with her husband, and spending time with her 3 boys. She also loves playing with her dogs, reading, and spending time with friends. Thank you for all you do for OLV Lori, you are such an asset to our team!

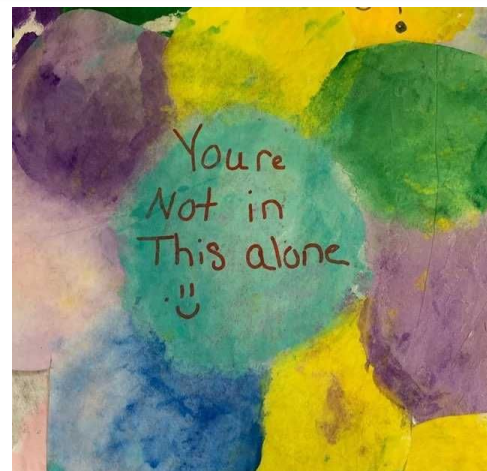


The Collective Trauma that Made Us Stronger

By: Cindy Lee, CEO, OLV Human Services

As I reflect on the year anniversary of the COVID-19 Global Pandemic, I am struck by how very challenging the past 360 days have been.

More importantly, I am struck by how very proud I am of the OLV family in rising to this challenge as they continue to carry on Father Nelson Baker's legacy of caring. Just as the cholera epidemic in 1849 required institutions to respond to the needs of their communities, the COVID pandemic served to change the very fabric of our agency and communities. When a single event, or series of events, traumatizes a large number of people within the same shared time span, it is referred to as collective trauma. It is through this lens that I reflect on the truly heroic efforts of the talented staff at OLV Human Services.



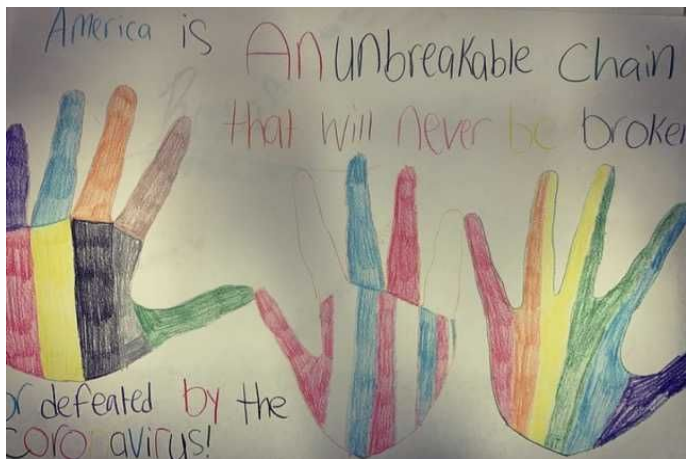
In order to adequately set the scene, I take you back to March 2020. In a time span of less than 48 hours, we were required to close down five separate schools, shift to remote learning and therapies, revise numerous policies and procedures that were not written with a global pandemic in mind, respond to hundreds of guidance emails that came from each of our five state oversight agencies on a daily basis, ensure that sufficient cleaning protocols were in place, and secure Personal Protective Equipment for more than 800 staff so they were protected as they carried out their job responsibilities. This is a small sample of the labors that were required – the actual list of tactical actions would take days were I to list them all.

I would prefer to use this piece to reflect on how the staff at OLV Human Services responded to these challenges with the grace and charity exemplified by Father Nelson Baker.

When working with those who have experienced trauma, it is important to honor individual experiences and extend empathy. This is not foreign to those of us who work in the human services arena. What is different with collective trauma, however, is that EVERYONE is affected. Where do the helpers go when they need help? How do they continue to provide support, care, and optimism to the individuals they serve when they may need those very things themselves? OLV Human Services had its talents at providing trauma-informed care tested to the limit during the last year.

We witnessed fear and anxiety in ourselves, our families, the people we serve, and their families. We experienced loss - and without being able to observe the end-of-life rituals that we are accustomed to - we were left with grief that remains unresolved.

Families of those we serve were disconnected from their loved ones for an extended period of time due to visiting restrictions that were put in place by the various Executive Orders. The stability of school for so many of our students was suddenly gone and we were tasked with keeping the instructional and relational continuity going as best we could. So many of the people who rely on OLV Human Services for their mental health, dental, and other support needs were concerned that they would be abandoned because of the community access restrictions that just seemed to multiply by the day.



But, as Father Nelson Baker would have done, we persisted. It is not an exaggeration to say that it was breathtaking to see the love that manifested throughout this agency - not only for the people in our care, but for one another. As a group of people who have never, in any of our lifetimes, had to navigate a global pandemic – it is nothing short of astounding that our services continued with little to no interruption. Even during collective trauma, which can cause significant psychological distress, depression, hopelessness, anxiety, and stress, I'm humbled and thankful for the ongoing efforts of our team members and I'm confident that we made Father Baker proud.

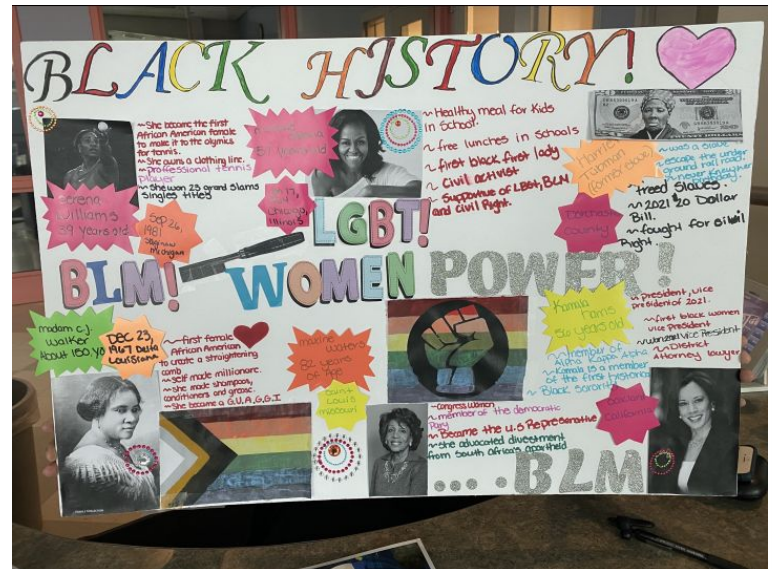
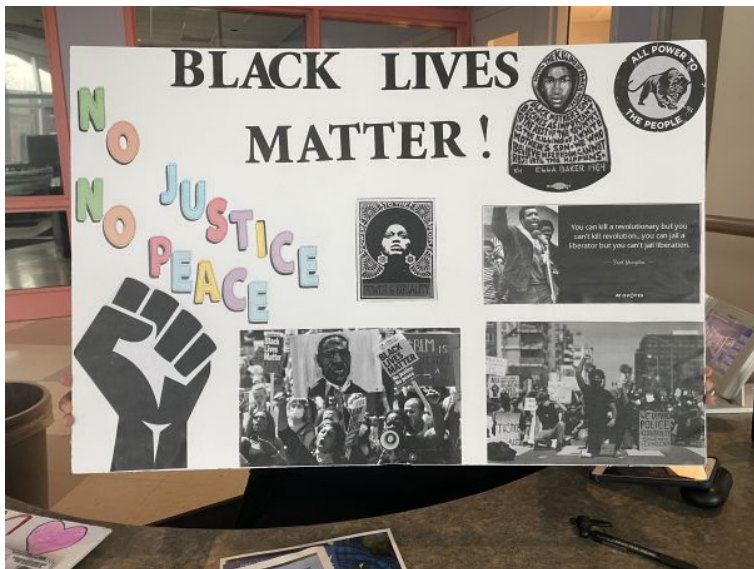
Black History Month Projects at East Ferry Juvenile Detention Center

By: Lyndsey Todaro, Director of School Age Education and Principal at East Ferry Detention Center



Not everyone knows this, but OLV Human Services provides educational programming to incarcerated youths, ages 12-18, at East Ferry Juvenile Detention Facility. The education team there has dedicated themselves to providing the best instruction and educational experience to their students each and every day. We offer a full day of content courses in Math, Science, English and Social Studies, along with courses focused on Life Skills, Work Skills and Study Skills and of course, physical education too. Since it is

a secure facility, there are many restrictions on projects, school supplies and hands on learning manipulatives due to safety and facility regulations. Together, the OLV HS and Erie County teams came up with a Black History Month poster contest for all classes to engage in during the month of February. The students were so excited and said that this felt “normal” to them, like they were in “regular school”. They worked so hard on these posters and researched current and past events and people related to Black History. There was a pizza party for the contest winner but because all of the classes did so well, they are won a pizza party to celebrated their success! The students were so thankful and happy to be a part of it. Sometimes, it is the little things that make a difference and at East Ferry, and we take it one day a time.



#fosteringmiracles



What's in a name? If you are not familiar with Ukeru, you may ask yourself what is that funny word and wonder what it means. Ukeru is derived from a Japanese word meaning "to receive". Ukeru is a crisis management technique rooted in the belief that the use of physical restraint and seclusion are unnecessary and unproductive. It is a safe, comforting, and restraint-free approach that utilizes

blocking pads to protect oneself from aggression. Its focus is responding to what someone is trying to communicate to use through their actions while maintaining the safety of all involved. At its heart, Ukeru is about treating those that depend on you in a depend on you in a way you would want to be treated. Implementation of Ukeru, throughout the county, has dramatically reduced the number of injuries to students and staff and has significantly increased the rate of treatment goals mastered across organizations.

Ukeru is currently utilized effectively in our Early Education program, and is in the beginning stages of program implementation in the Intensive Treatment Program (ITP) School. The EDU Leadership Team is also looking at other programs to include in this initiative in the future, as well as ways to involve families for optimal long term success. You may ask yourself "Can it be done"? The answer is **YES**...it takes a culture shift and commitment where all can see organizational progress, and we look forward to implementing Ukeru to better meet the needs of those that we serve while maintaining safety for all.



By: **Greg Graham, Learning and Development Coordinator**

LEADERSHIP TEAM SPOTLIGHT

Diana Esselburn - Behavior Support Coordinator Behavior Support Coordinator for the Intensive Treatment Program

My name is Diana Esselburn and I have been with OLV Human Services for exactly a year this month. My original background is in public health in which I received a master's degree specializing in epidemiology of infectious diseases. I have been working in the field of developmental/intellectual disabilities since 2013. I started as a one-to-one aide and quickly realized how much I loved working with kids with special needs and continued to grow in the field, working up to be a behavior consultant. I am now the Behavior Support Coordinator for the Intensive Treatment Program in the education department. I find the work we do here to be very rewarding and love to see the kids grow and learn. I hope to be a Board Certified Behavior Analyst in the near future and look forward to where I can grow within the company.

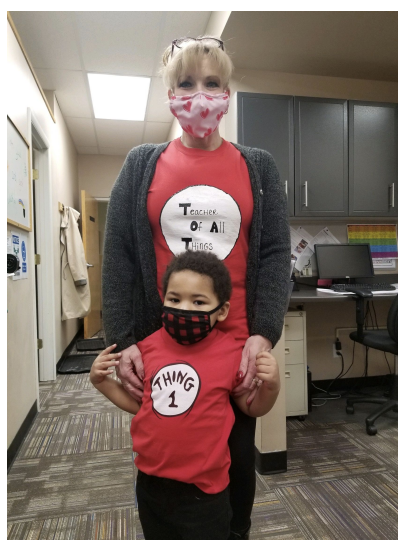


#fosteringmiracles

March Fun in Early Education!



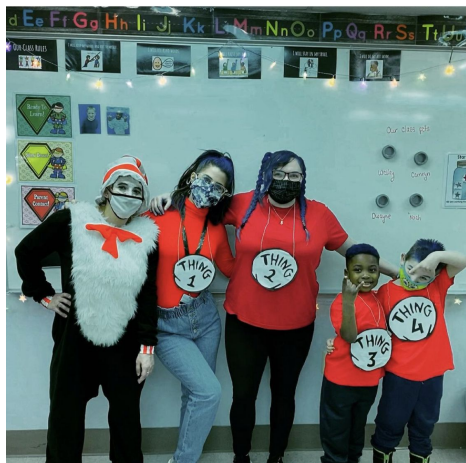
Early Ed celebrated Dr. Seuss week with lots of activities including green eggs and ham, character day, sports day and rainbow day and everyone's favorite, pajama day! Monarch's goal of 100 cereal boxes has been met and we continue to collect more, currently at 125!! We are starting to get outside more and enjoying watching and listening to the earth begin to spring forward. There were even leprechaun prints on the playground at St. John's!



#fosteringmiracles

School Age Activities and Events

March has been a FUN MONTH for students at Baker Hall, Baker Academy and in the RTF/ITP EDU Programs at St. Francis!



Celebrating Dr. Seuss Week



Egg Hunt in Miss Erica's room at Baker Academy.



Fun in the snow!



Chess Club at Baker Hall School with Mr. Paul



Self-Portrait by student in Mrs. Connie's class at St. Francis



Catching a Leprechaun at Baker Academy

AGENCY NEWS & EVENTS

NEWS

REFERRAL BLITZ

\$2,000

FOR ALL JOB OPENINGS @ OLV HUMAN SERVICES

Must list your name as their Employee Referral on the application.

Payment is split and will be paid as follows:

\$800 after 1 month of service & \$1,200 after 6 months of service.

Applies to new candidates that apply between 3/24/2021 - 04/30/2021

team

Donate
Blood &
receive a
Sabres shirt.



ConnectLife

Blood Drive

Friday, April 9 · 10am - 3pm

OLV Human Services

ConnectLife Bus behind OLV School • 2760 South Park Ave., Lackawanna

Visit ConnectLifeGiveBlood.org or call 716.529.4270
or call Joanne Brown at 716.828.9478 to make an appointment.
Use sponsor code 000153 to find this drive online.

Pay Period Changes

Thank you for your patience and understanding during this transition period! All the necessary changes in UTM are completed. From now on you can see your timesheet in a Monday to Sunday format.

Please remember:

- Pay days will remain the same. The pay period will be changing, not the pay days. You will receive your pay checks the same scheduled days/times (bi-weekly, every other Friday).
- All employees are responsible for checking their time sheets regularly to ensure that no punches are missing and timesheets submitted are accurate. If corrections are needed, please contact your supervisor immediately.
- All time sheets need to be submitted by Noon, every Monday

OLV Human Services
a Farmer Baber Legacy



IT'S TIME TO SUBMIT
YOUR TIMESHEET!

All timesheets need to be
submitted by Noon,
every Monday!

AGENCY NEWS & EVENTS



 Are you interested in a secondary job within our agency?

 Do you want to further your impact on those that we serve?

JOIN OUR ITP TEAM!

- Flexible shifts available and are able to work around your school schedule (evening and weekend shifts open).
- Starting rate is \$15/hour; work experience in the direct care/human services field will be considered when determining pay rate.
- Further your experience working with the principles of Applied Behavioral Analysis (ABA) to help clients decrease unsafe behavior and increase prosocial behavior.
- Work with a great group of clients and team members!

Please contact Allison Schmandt
(aschmandt@olvhumanservices.org) for more information!



The **Victory Nite Online Auction** will take place Thursday, May 6th to Sunday, May 9th with lots of great items! This year's auction will benefit our **Rev Up Program**, which is located on the Martin Road campus. *The Rev Up funds raised will be used to remodel our Vincent Cottage location to provide a recreational space for our programs and kids to use.*

Our 2021 auction theme this year is **"Everybody Outdoors"** and will feature and celebrate, activities and experiences, that can be safely enjoyed outdoors during the pandemic.

HOW CAN YOU HELP?

We're asking for departments and teams to come together and donate a basket that will be raffled off at the online Victory Nite auction. **Donate an "Everybody Outdoors" themed team gift basket (value of \$100+) and your team will be entered to win OLVHS t-shirts!**

Any questions? Please contact Johnna Matusik (jmatusik@olvhumanservices.org).



Sending a Warm Welcome to our newest OLV Team Members!

- Jenna Senay - Occupational Therapist, St. John's Parkside
- Lisa Addane, Teacher Aide Substitute, Monarch
- Kayla Kuzara, Teacher Aide Substitute, St. John's Parkside
- Lindsay Wilson, Behavior Aide, St. John's Parkside
- Terrence Lockett, Education Aide, Baker Hall School
- Erika Miller, Teacher Aide, St. John's Parkside
- Josie Morcelle, Substitute Teacher, Baker Hall School
- Emily Mecca, Teacher Aide, Monarch
- Kim Thomas, Teacher Aide, Monarch

