



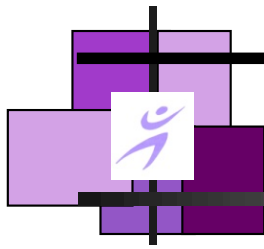
The Insider

Apr 2020

UNIVERSAL MH/DD/SAS Mission Statement

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work and grow in the community.

WHY THE NEED FOR THE INSIDER ? *The purpose of this newsletter is to provide specialized information to all Universal MH/DD/SAS employees. The intent is to develop a better informed workforce, to foster a greater sense of community and to build morale.*



FEATURE STORY - submitted by Drema Greer

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It was a cool crisp October morning in the mountains of Avery County, North Carolina. I had driven up the mountain to the home of one of Universal's longest tenured AFLs. I was thinking about the last time I had visited with them at their home. I've always heard that there is a certain place in one's home where everyone gathers, where decisions are made and where one can see family in action. For most people it is around the kitchen table, but for Asheville's AFL Ruby Tyree and the person she supports Tim, this place seems to be her front porch.

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When I arrived to chat with Ruby, guess where I found her – on the front porch. I said *"tell me how you came to be the AFL with Tim."* In the most southern drawl I've ever heard, she said *"Well, me and Tim working together started way back in December of 1991. We had no internet back then. The local paper was how we all communicated. The Watauga Mental Health Department put an ad in the paper asking for folks to let people from Group Homes come to live with 'em. I didn't know this, but my husband Opie answered that ad. One day the phone rang. It was someone from the Watauga Mental Health Department asking how serious I was about letting someone live with us. It caught me so off guard that I thought if I told them to call Opie back, they wouldn't bother me with such nonsense."*

Then one day I came home from work and out on the front porch sat my husband Opie. He had this man with him. I said, "who's this?" Opie just grinned real big and said "Tim's coming to live with us." I just about dropped my teeth because I had no idea that he was serious about this! That's how it all started. We were working with another agency at that time until they went out of business and thank God we found Universal.

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Tim stayed a trial week then he was here permanently. Although Opie was the one that was supposed to do all the work with Tim, me and Tim hit it off right away. Whatever I was doin' he wanted to do it too. Up here in the mountains, you have to do most stuff yerself. It didn't matter if I was cuttin' grass, fixin' the brakes on the car or choppin' wood. Tim wanted to do whatever I was doing. He became my side-kick and we were a perfect fit!"

As we all continued to chat, I soon learned that Tim was not much interested in me imposing on his space. Ruby said that he was uncomfortable talking with me, someone he didn't know. To my rescue was Ruby's next-door neighbor and emergency back-up Marie. Marie told me all about how Tim loves Ruby. *"When Tim first came, Tim would say all the time, "Ruby is so good to me, I love it here. Ruby lets me go to the store with her and lets me eat just about anything I want. He'd say "I love going to church with Ruby. Ruby I go to work now. I can do most anything. Just look at my big muscles." Then with that big old grin he'd say, "I sure am smart, ain't I Ruby?"*

Marie followed up by saying *"Tim has been blessed to have Ruby. Just think about what would have happened to Tim if back in 1991, Opie hadn't of pulled one over on Ruby. I believe God worked a miracle that day."*

Ruby was quick to chime in, *"since Opie's passing in 2011, Tim is the one who has kept me sane. He's so protective of me and he is just like my own son. Oh, and I want it to be known that just like that Sherry Douglas said would happen, Universal has been very, very good to me. Ya'll have done everything to help me and Tim be successful."*

Once I got Ruby talking, she was excited to tell me that *"people with disabilities can be successful in an AFL home. With the right guidance and love, Tim is a prime example. He has learned and grown so much since he came to live with us."* It was evident to me that Ruby and Tim were the epitome of a successful AFL.

As the interview wrapped up, I didn't want to leave. I felt as if these folks had just opened-up and shared their hearts with me. Ironically, as I walked out the door, guess where Ruby took a seat? She said *"You be careful going home, I believe I'll sit right here on the front porch and wait on Tim to come home from his Day Program."*

Just like AFLs were designed to be, it's obvious that this family, Ruby and Tim are at home with one another. As I pulled out of the driveway, I saw the bus drop Tim off. He went straight up to where his life is familiar – to sit on the front porch where it all began.

ASHEVILLE, N.C. (WLOS) — As long as he's been alive, Anthony Freeman has known his dad to be a Division 1 basketball referee, so it didn't come as too much of a surprise when he started following in his footsteps, showing up at youth games and imitating the officials. "I want to be like my dad one day," Anthony said. "It was a joy to see him take an interest in it," his dad Ryan Freeman said.

The elder started shooting video when Anthony was in grade school running up and down the court. "He'll make a call in a minute now," he can be heard saying in one of the videos, and, sure enough, the whistle blows and Anthony repeats the gestures of the official. At the time, Ryan figured his son was having fun. He wasn't getting in the way and even told the refs not to pay him any mind, but then something happened. "We were at Erwin, and he's out there, and he's out there running around behind a referee, and he had a whistle this time, and he actually blew a foul. And we were all shocked that he blew a foul," Ryan said. "When she got pushed, I was like, I know she got pushed, so I need to call this foul. So I blew the whistle. Everybody in the gym heard it, and they were like what is this kid doing?" Anthony said. Anthony knew what he was doing. He was working on his dream to become an NBA official.



At 13, he started calling games without any help. Now, at 16, he was able to take on a girls varsity all-star game. Even the professionals are taking note. Ryan caught an NBA official passing along some knowledge to Anthony. Anthony also linked up with a trainer and started working out to get in shape, transforming his body and his mind. "It's refreshing to see a young person that passionate and that driven. It actually makes me focus harder, to make me better, to make me hustle harder, make my mechanics my signals be sharper," Ryan said. He was put to the test recently, taking on a rare assignment of a middle school game so he could get the opportunity to work with his son. It's unusual since Ryan rarely calls games below the high school level. "It's just like, you know, trying to get better," he said. After all, he did say he wants to be just like his dad.

"That's a blessing in itself for him to say he wants to be like me. But, as any good parent, I want him to be better than me. I want him to go further than me. I want him to carry the mantle and carry it the rest of the way up the hill," Ryan said.

<https://wlos.com/sports/game-changer/game-changer-teen-son-follows-in-referee-dads-footsteps>





Universal's EVP/Agency Director, Brook Phillips says *"It is with a heavy heart that I inform you of the death of our longtime team member Marilyn Porter. Needless to say, we will all miss her more than words can express. She was not just our teammate but our good friend as well."*

Marilyn Jones Porter, 64, of 115 Ranch Drive, Mt. Olive died Friday in the Kitty Askins Hospice Center.

She was born February 13, 1956 in Wayne County to Clarence and Ruth Faison Jones and is survived by three daughters.

Graveside services will be held Saturday at 2 PM in the Carver Memorial Park, Mt. Olive.

Visitation Friday from 6 PM until 7 PM at funeral home. The family will assemble at the cemetery in preparation for the service.

Arrangements by at Haskins Funeral Home & Cremations, LLC.

There's Now a Hotline Specifically for Caregivers Posted: 5:47 PM, Nov 21, 2019 Updated: 5:47 PM, Nov 21, 2019
By: Scripps National

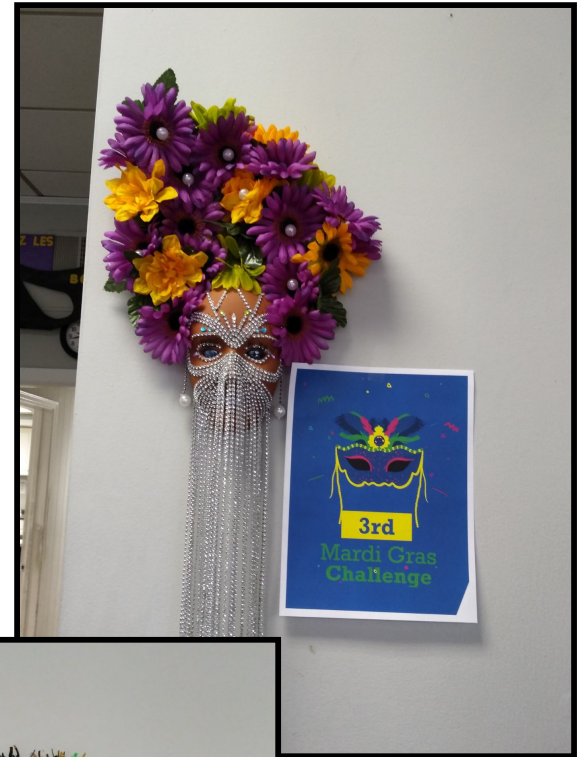
Depression. Exhaustion. Burnout. Stress. Those are just some of the words people are using to describe their experiences as caregivers. Helping care for a family member or loved one can be hard work. People don't often talk about the emotional toll it can take on the actual caregiver.

Now the [Caregiver Action Network](#) is trying to provide help by launching a hotline specifically for caregivers. They say it's not just for how to handle things like doctor's appointments, medication or finances. They provide emotional support as well. "Caregivers themselves go through feelings of depression, or anger because this is not what you signed up for," says John Schall, the CEO of the Caregiver Action Network. "Or guilt that you're not giving the proper amount of care to a loved one." Experts say emotional stress could also lead to physical health problems for caregivers, so it's important to seek this type of support.

Another thing the Caregiver Action Network can help with is finding support groups in your area and income assistance if you've had to leave work. Caregiver Help Desk experts say they welcome all types of calls. They've had calls where sometimes a caregiver doesn't know what type of help they need. "Sometimes you don't realize what a little bit of information can really put somebody in a really different place. They are feeling like they have hope or not have a direction to go that they hadn't really thought of on their own," says Jennifer Piscitello, a Caregiver Help Desk expert.

You can reach the Caregiver Help Desk by calling 1-855-227-3640.
You can also chat with them on [caregiveraction.org](#) or email them on that same site.





General Statute: - 10A NCAC 27G.0104

(19)(b)(c)(d) – Qualified Professional means, within the MH/DD/SAS system of care:

A graduate of a college or university with a Masters degree in a human service field and has one year of full-time, pre-or-post graduate degree accumulated supervised MH/DD/SAS experience with the population served. Or a graduate of a college or university with a bachelors degree in a human service field and has two years of full-time, pre-or-post bachelors degree accumulated supervised MH/DD/SAS experience with the population served. Or A graduate of a college or university with a bachelor's degree in a field other than human services and has four years full time , pre-or-post bachelors accumulated supervised MH/DD/SAS experience with the population served.

**CARF will be here before we know it!
During new hire and recert training,
your trainers are distributing
information that is of utmost
importance!**

Mental Health First Aid Action Plan

- ✓ **A** ssess for risk of suicide
- ✓ **L** isten nonjudgementally
- ✓ **G** ive reassurance and information
- ✓ **E** ncourage appropriate professional help
- ✓ **E** ncourage self-help and other support strategies



Everybody, Somebody, Anybody, Nobody

A team had four members called **Everybody**, **Somebody**, **Anybody**, and **Nobody**. There was an important job to be done. **Everyone** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that because it was **Everybody's** job. **Everybody** thought **Anybody** could do it.

Nobody realized that's **Everybody's** job.

Everybody wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.





Share Facts About COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

**FACT
1**

Diseases can make anyone sick regardless of their race or ethnicity.

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

**FACT
2**

Some people are at increased risk of getting COVID-19.

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

**FACT
3**

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



CS21946-A 03/04/2020

**FACT
4**

You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough
- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

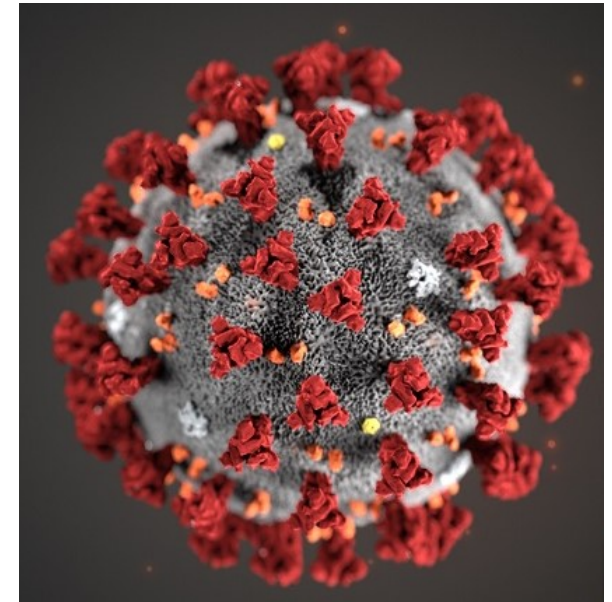
**FACT
5**

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

For more information: www.cdc.gov/COVID19

Safety



Please visit the DHHS website below for information regarding the COVID-19



<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/individuals-families>

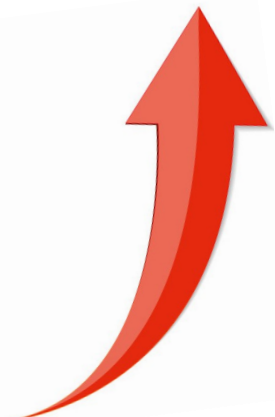
GERMS
are all around you.

Stay healthy.
Wash your hands.

www.cdc.gov/handwashing

CS294906-F

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



Please visit the CDC website above for information regarding the COVID-19



Universal's Cultural Sensitivity Mission Statement?

"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."

May

May is **BETTER HEARING & SPEECH MONTH!**

LET'S CELEBRATE!



Better Hearing & Speech Month

HELPING PEOPLE COMMUNICATE

 **LovingDay**

June 12th

April



Diversity Month



Brently Carr says "I would like to send a kudos out to Brittany Crook who makes my job easier by quickly responding with excellent communication.

Also to the Accounting staff for putting up with all the overrides, just want you to know I appreciate you all.

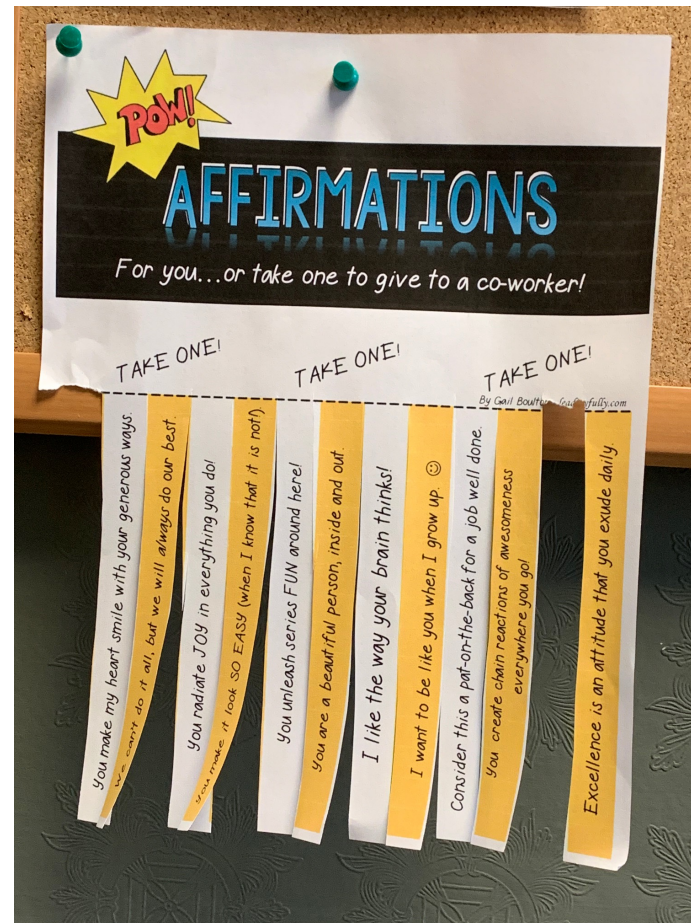
Alisa Carlisle says "as a new CPSS, my supervisor, has been wonderful in directing me anytime I have had questions. It has made my entrance in the CPSS field much easier. Thank you so much Ben Ogles!

Christie Alston says "Kudos to Zsa Zsa for always teaching me something new & being patient with me!

Donna R. says Christine Hope rocks the Forest City office and is a great back up for the Morganton office. What a great work ethic!!

Joshua Batchelor says "always looking forward to the news letter! Thank you Drema for taking your time to get that done for us!"

Emily Arrowood says "Christine is a huge help and support to the QP's at the Forest City Office. Also Kudos to Sherry who has been a huge help since I am still learning Universal.



Look at Morganton's GREAT idea!

Alicia G. Brown says "Thank you Drema – the newsletter is always fabulous!!



Welcome



Corporate's
Financial Assistant ~
Grace Simmons



Asheville's QP IDD ~
Kendra Sylver



New Bern's OA ~
Joshua Batchelor



Raleigh's
Residential QP ~
Sarah Gupta



Asheville's CPSS ~
Alisa Carlisle



Forest City's QP IDD ~
Emily Arrowood



Forest City's QP IDD ~
Ryan Freeman

Morganton's EI Coordinator Amber Anderson's newest bundle of joy born on 10/18/19 (9 lbs. - 4 oz., 23 in!) Welcome to our family Layla Belle Anderson!



Universal Mental Health Services.
 Thank you again for all your help and support on collecting hats, gloves and scarves. I would have never been able to go above and beyond my goal without you. I have collected over 2100 items. I am thrilled to say I am already planning for the 2nd Annual BOGGANS FOR SMART NOGGINS.

Love Madalinn
 Lambert



Morganton's Jetana having Halloween fun!

Morganton's Staff Appreciation Day and support of diversity. Morganton Business's celebrated Pride by displaying flags. Also congrats are in order for Donna and wife Julie who just celebrated their 29th anniversary!

