

Make A Difference

Staff Who Make a Difference!

The FYI team would like to congratulate and recognize the first round of people who were nominated for the Make A Difference program. In most cases, staff have been nominated by their supervisor, or a fellow staff member who works with them.

We quickly realized that staff members were nominated for a variety of things, ranging from potentially saving a life, taking on a heavier workload or extra duties, having a positive attitude, or even just simply being a good colleague.

These staff members help make the workplace better for their colleagues, so please, join us in congratulating them on a job well done! For more information on how the Make a Difference Program works or to nominate somebody, take a look at page three.

Nick Lewis Saves Individuals from Electrocution

On the morning of Friday, November 2nd, a staff member at a Deviller Street IRA found an inch of water laying on the first floor of the residence. She called Nick Lewis, from the other Deviller Street IRA, to seek his assistance with helping make sure individuals were safe.

During Nick's room-by-room check of the IRA, he had to unplug a power strip before the individual in that bedroom got out of bed, as they may have received an electric shock. Both staff members worked together to ensure that all remaining individuals got to a safe dry place.

Nick started his career with the agency in October 2015, at the Mill Street IRA, but requested a transfer to Ogdensburg IRA, to be closer to his home. Nick hit it off with the folks at Deviller Street immediately upon arrival.

Nick often times takes the initiative to make sure that the driveway and sidewalks are clean during the winter and ensures individuals in the IRA are safe. He isn't afraid to jump in and assist with situations such as this flood. "



Nick Lewis

"Nick has been a good addition to the Deviller Street Residential Team," stated Christina Cook, Residential Coordinator.

Nominated By: Christina Cook

Sue Trombley

Sue works in our Career Opportunities program, providing one-on-one day services for an individual every Friday. Despite her heavy Friday workload, she finds time to clean the office.

Nominated by: Fran McDougal

Jenny Myers

Jenny works in our Career Opportunities program, as a Data Clerk. Every Friday, she goes above and beyond her job description by helping clean the office.

Nominated by: Fran McDougal



Sue Trombley (Right) and Jenny Myers (Left)

Juanita Burns

This residential staff member was nominated because of her constant hard work. Juanita has been a huge help in assisting with appointments and making sure documentation is complete.

Nominated by: Tina French

Renee Connors

Renee is a residential staff member who has been a big help in ensuring all individuals meet their programming needs and keeps the residence is clean. She never stops working!

Nominated by: Tina French

Kathy Roberts

Kathy has done an amazing job supporting the individuals in her IRA. She makes it a priority to ensure they are active in the community and living their best lives.

Nominated by: Tina French

Regina Parsons

Regina was nominated because of her dedication. As a new Residential Manager, she stepped into a difficult position and has done an amazing job.

Nominated by: Tina French

Michelle Gaebel

Michelle was nominated because of her dedication to the individuals at her residence. Michelle works hard not only during residential hours, but also for Day Habilitation. She ensure everyone we support has what they need at all times.

Nominated by: Tina French

Shannon Chambers

Shannon, a residential staff member, was nominated because of her dedication to the individuals we support. Shannon is attentive to people's needs and makes sure they are active in their community and live full lives.

Nominated by: Tina French

Heidi Stalker

Heidi, Client Liaison, has gone above and beyond to ensure all individuals in the residential program have what they need and are supported, both during her "day" hours and filling in residentially, as needed. Her efforts are much appreciated.

Nominated by: Tina French



Heidi Stalker

MAKING A DIFFERENCE PROGRAM

We have tremendously dedicated staff members who go “above and beyond” on a daily basis. The actions, big and small, should be acknowledged and shared through the “Making a Difference” program.

Nominations/Acknowledgements can come from anyone within the Agency and includes those in the Managed Services Organization. Nominations will not be restricted to stay within departments. Staff may also nominate themselves, if they choose. The incentive program is simple, but requires everyone to seek out the extraordinarily positive actions of their colleagues and complete a nomination form describing why the person should be recognized. The staff member will submit the form to the Human Resource office for consideration.

The HR office will then distribute a certificate to the staff members for acknowledgement in one of three categories including: Appreciation, Making a Difference, and Extraordinary Effort. The person may also be recognized as part of the Agency’s internal newsletter.

Category 1 – Certificate of Appreciation-Designed as a Thank you to staff for dedication to their duties.

Examples of actions for nominations in the Appreciation category include:

- Positive interactions with co-workers and individuals supported
- Excellent attendance record
- Assisting immediately and not waiting to be asked to help
- Keeping spaces exceptionally clean and organized
- Completing required paperwork on time on a consistent basis

Category 2 – Making a Difference Certificate: Value of \$1.00: This category highlights a staff members’ participation in projects beyond normal scope of duties. Examples of actions for nominations in the Making a Difference category include:

- Creativity in activities for individuals supported
- Creating a safe work environment (e.g. shoveling snow, reporting/rectifying an unsafe condition)
- Excellent Teamwork
- Flexibility: modifying schedule to meet program needs, assisting with additional projects
- Recognizing and promoting special events in individuals lives

Category 3 - Extraordinary Effort Certificate: Value of \$5.00 or More: Staff members that perform truly extraordinary actions, including saving a person’s life should receive special recognition. This type of action would be worthy of a higher level of reward. Therefore, an extraordinary/heroic action would be recognized with a certificate valued at a minimum of \$5.00. Examples of actions for nominations in the Extraordinary Effort category include:

- Performing CPR
- Saving someone from choking
- Volunteering for Agency projects that go beyond the daily scope of work

Make a Difference Program Nomination Form	
	
Name of Nominee:	_____
Program and Work Location:	_____
Date of nomination:	_____ Date of event (if applicable): _____
This nominee should be recognized because:	_____ _____ _____
Details of extraordinary event (if applicable):	_____ _____
Name of Person Submitting Nomination (optional):	_____

Nominate Somebody Today!

Do you know somebody who has made a difference? Somebody who has had positive interactions with co-workers or individuals? Maybe they’ve been extra creative in activity planning, worked hard on creating a safe work environment, or has demonstrated awesome teamwork. If so, complete the attached form and send it to HR!



Dawn MacDonald

Dawn MacDonald

Dawn works in Commerce Lane Day Hab’s nursing department, and has taken on a lot of extra work. She has done the work of more than one person!

Nominated by: Helen June

Kim Thompson

Kim a staff at Potsdam Day habilitation, was nominated by Brooke Moffit, because she is a great team player and gives her all to the people we serve.

Nominated by: Brooke Moffit



Kim Thompson

Christine Lauzon

Christine, Administrator on Duty has a level of dedication to the residential program that is remarkable. She always offers support to anyone who needs it and has worked hard to ensure that our program is more efficient. We appreciate the support she offers EVERYDAY!

Nominated by: Tina French



Christine Lauzon

Ed Yerden

Ed works in our maintenance department and recently moved brush that National Grid took down and left laying around at a Gouverneur IRA. He did this without a work order.

Nominated by Janet Dyke



Ed Yerden

Cindy Anderson

This residential staff member was recognized for taking on the extra task of decorating the IRA’s garage for Halloween night.

Nominated by Juanita Burns

Lori Snyder

Lori, from Potsdam Children & Youth, was nominated by Hyacinth Saburro because she took a few minutes out of her busy schedule to sit, listen, and talk with Hyacinth about what she had to say. To Hyacinth, this really meant a lot.

Nominated by: Hyacinth Saburro

Jade Chase

Jade is staff member at Norwood Day Habilitation. She was nominated because she always completes her job duties with a positive attitude, despite NDH being down staffed.

Nominated by Crystal Green

Elizabeth Perez

Elizabeth is a staff member at Norwood Day Habilitation who was nominated because she always goes above and beyond her typical job duties, since NDH is down staffed.

Nominated by Crystal Green

Helen June

Helen is a staff member at Canton Day Habilitation, who was nominated anonymously, because she always does what is asked of her and is willing to help wherever needed.

Crystal Green

Crystal. a staff member at Norwood Day Habilitation, was nominated by two people, anonymously, because she gives appreciation to all she meets on a daily basis and because she tries to bring morale up in all work areas.

Erica Gadway

Erica works with the Children and Youth, as well as Transitions. Erica considers staff with weekend scheduling conflicts and it is appreciated.

Nominated by: Hyacinth Saburro