



THE REHABILITATION CENTER

the COMPASS

Fall 2016

ReHab Center earns CQL accreditation

The ReHab Center's person-centered excellence has earned it the highly-prized Quality Assurances accreditation from The Council on Quality and Leadership, CQL.

As the first step in a three-year accreditation process, the Agency is moving forward in creating a 30-day plan to address weak areas the team identified.

"We've created a skeletal structure to roll out the system and allow us to meet the standards they have identified," Beth Hensel, who has led the Agency's self evaluation process, said. In a letter to Gov. Andrew Cuomo, CQL commended the ReHab Center on its commitment to the people's quality of life "CQL Accreditation in Quality Assurances is an ongoing process and continues beyond the initial review," Mary Kay Rizzoto, CQL president and chief executive officer of CQL, wrote to Mari Howard, CEO.

"As accreditation progresses, areas of Community Life and Responsive services will also be assessed," she continued, adding partnership with CQL will assist the Rehab Center on its journey to "person-centered excellence."



CQL certification team included Vickie Overpeck, left, Katherine Dunbar, and Drew Smith.

The accreditation was the result of demonstrating proficiency in several specific areas, which include CQL's Shared Values and Basic Assurances categories which ensure the agency's mission, vision and values promote person-centered excellence.

The Agency also met CQL's criteria under Basic Assurances. This area ensures fundamental safeguards related to health, safety and human security are met. The third area was in Personal Outcome Measures which support and empower people to achieve their goals and dreams.

Wish Trees at Good Times and Olean YMCA

This season's Wish Tree is a wonderful opportunity to give a gift to a person the Agency supports at a time when they otherwise might not receive one.

The annual Wish Tree is a collaboration between local businesses and organizations who come together to help make a meaningful Christmas for the people

The Wish Tree

Help brighten the holiday season for people in our community!

REHABILITATION FOUNDATION

Gifts and Donations to this project benefit people with disabilities served by The Rehabilitation Center



the Agency supports. People can take a tag and purchase a gift, return it to the tree or sponsor an individual or

family online at www.rehabcenter.org/wish tree. Any donation is appreciated.

The trees are located inside the Olean YMCA, 1101 Wayne St. and Good Times, 800R E State St., Olean. They will be up through December, 25.

Lifeskills' artists create Autumn Leaves Collection

Beauty is in the eye of the beholder. For seven gifted artists, the beauty of fall was seen in the radiantly beautiful amber, gold and red Autumn leaves outside their Lifeskills



Bob Tucker proudly displays his painting of Autumn Leaves

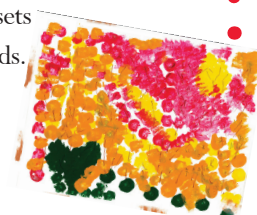
class room. They boldly splashed that creative vision all over their artwork. When Beth Lee, their Lifeskills treatment supervisor, saw their Autumn Leaves paintings, her first thought was it could not be ignored. Their artistic vision had to be shared with everyone.

After she helped the artists frame their paintings, Beth reached out to promote it.

"One of our classrooms have made some beautiful fall pictures they would love to share with the public," she said, as she explored how their art could be seen among the larger community.

The Autumn Leaves Collection is now available in sets of seven note cards.

To purchase, contact foundation@rehabcenter.org.



Foundation funds protective windows for autistic child

Dancing gleefully as she watches a ball hit its target, Mikaelyn Callahan, 4, exudes an abundance of energy.

As many children with Autism Spectrum Disorder, she often bursts into motion unaware of her own strength, unimpeded by anything in her path.

Since her spontaneity can lead to dangerous consequences, her mom, Lisa, realized the existing living room windows needed replacing with shatterproof windows to prevent breakage when Mikaelyn pounds on them. Lisa turned to the Rehabilitation Foundation for help with the cost of six vinyl double hung windows, estimated at more than \$3,000.

"Children with Autism are typically very behavioral," Lisa said, intercepting Mikaelyn's lunge onto her lap.

"She's not behavioral. Mikaelyn is a very happy child," Lisa said, adding while Mikaelyn is non-verbal, she understands and responds intelligently.

Mikaelyn loves music in general and one song in particular which she listens to repeatedly. She attends Special Ed preschool and will begin kindergarten at Washington West next fall. She is the youngest of three Callahan children, all of whom show great kindness, affection and concern for their sister.

"She's wonderful with devices," Lisa said, holding Mikaelyn who



waited patiently to resume playing with her Mom.

"I knew something was different with her around nine months, but she wasn't diagnosed with Autism until she was three. She's intelligent. She knows her colors, animals, and shapes," Lisa said.

Last year, the Foundation picked up the cost of installing sturdy privacy fencing on the Callahan property to prevent Mikaelyn from dashing out.

"It's a safety issue," wrote Jennifer Penski-Adams of Cattaraugus-

Allegany BOCES in her evaluation of Mikealyn in which she supported the family's request for the shatterproof windows.

"Mikaelyn utilizes quick, explosive, forceful movements capable of breaking a window, thus placing herself and others in danger," she wrote, adding,

"She does not yet demonstrate an awareness of safety, or harmful consequences following dangerous physical movement."

For this reason, Jennifer advocated that windows which are accessible to Mikaelyn be converted to unbreakable glass.

As previously, the Foundation has supported similar requests for safety fencing and shatterproof windows, for children with Autism, the request was approved.

For more information about The Foundation, go to: www.rehabcenter.org/donate

ReHab Center, Opportunities Unlimited move toward merger

The ReHab Center and Opportunities Unlimited recently moved closer to unification when both boards approved the process.

However, the initiative is still in negotiations and no firm decision has been reached as to whether or not to actually unify the two NYSARC agencies.

"Both boards have authorized the continuation of the management services agreement until a decision is made on the merger," Mari Howard, President and CEO, said, adding "but, it is not a forgone conclusion because we are still very much in negotiations."

In March 2016, NYSARC invited the ReHab Center to enter into a six-month management services agreement to evaluate a possible unification with Opportunities Unlimited of Niagara which had been placed on early alert status. Mari was asked by NYSARC to serve as President and CEO for both agencies.

"We've been working collaboratively for several months utilizing resources at Cattaraugus to jointly address the concerns that resulted in early alert status in Niagara," Mari said. "The combined efforts of the staff at Opportunities Unlimited and leadership team at Cattaraugus have produced positive results in

the areas that led to the initial alert status."

For unification to occur, NYSARC's board of governors and NYS Office of People with Developmental Disabilities (OPWDD) would need to formally approve unification.

"Through the cooperative efforts of the two agencies and approval by OPWDD and NYSARC, an integration process would ensue," Russ Hahn, Chief Operations Officer, said, adding after these decisions are made, the unification process would take another three to six months. There is no timeframe as yet when that approval might occur.

"Through a combined willingness to work together, the strengths of both agencies have been leveraged to build a strong foundation for providing support services in the future," Russ said. "That foundation will address challenges we both will face as we move into a managed care environment."

Unification efforts are driven by the shared vision and mission to assure the availability of opportunities for people with disabilities and their families to access services and supports that both assist in maximizing personal growth, and provide for full participation in our communities.

Comedy Night Raises Money for Foundation

It was a night of laughs and levity. The Rehabilitation Foundation's Comedy Night, held Saturday, November 5 in the Premier Banquet Center in Olean, featured stand-up comedians Tony Boswell and Bill Boronkay.

The evening included entertainment, basket drawings, 50/50 raffles, food, and drinks. The Foundation drew winners for the "Fly Away Giveaway" and awarded three winners with either JetBlue Airline Tickets or cash. In the past, the Foundation has provided home safety modifications for children with Autism Spectrum Disorder, assisted agency programs that receive no designated funding, funded participation for the people we support in recreation trips, and provided funding for clothing and transportation to enhance the people we support in their pursuit of jobs.

The ReHab Center and Foundation are grateful to the generous community support that drives the Agency's mission. THANK YOU to all those who attended the event and to our corporate sponsors:

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Garden Avenue enjoys Clue

On a cold November evening sometimes it's hard to find something fun to do inside. But, for a group of residents at Garden Avenue playing a suspenseful mystery game turned out to be a great way to have fun together.

One of the staff on evening duty designed a life-sized game of Clue. "We played our first round the other night," Andy Beneng, supervisor, said. "He created cards and checklists and asked everyone in the house for a weapon."

But, of course that came with the stipulation it had to be an object located in a can found in the house.

"We had some pretty amusing objects - like a stapler, calculator, bra, white board eraser and many others. We chose one staff to die first and Jake Bernheisel was the first to go. It went really well and we all had a great time," Andy said, adding "Our plan is to tweak the game and eventually invite other houses to take part."



Garden Avenue residents at crime scene.

ELECTION NIGHT

Derek Whitmore, left, DSP at the Hinsdale Residence, and Tim Barber proudly voted in the election. Throughout the campaign, Tim and Derek watched the debates, shared views on the candidates, and were grateful for the opportunity to vote.

"Tim had a great time voting," Derek said. "He enjoyed the process and the volunteers loved seeing him come in to vote."

“We Remember Committee” honors those who have died

Thanksgiving was a time to remember with gratitude the lives of 40 people we supported who have died.

Linda Manross and Mike MacWilliams, both of whom launched the Agency’s staff-supported “We Remember Committee” several years ago, placed wreaths on graves in St. Bonaventure, Allegany and Five Mile cemeteries, all in Allegany; Mt. View in Olean, Pleasant Valley in Hinsdale, Crawford and Calvary cemeteries in Salamanca, and Chestnut Hill Cemetery in Portville.

“The goal of the We Remember Committee is to ensure that we remember those who have passed away by taking care of their graves. Flowers are planted in the spring in addition to the



Dan Evans, owner of PleasantValley Greenhouses & Nursery, provides wreathes to Linda Manross for the graves of people we supported.

distribution of Christmas wreaths,” Mike said.

“The committee wants to ensure that these graves get regular and respectful care. This effort is a demonstration of the special bond between the agency, the staff and those that we supported. It is a clear demonstration to the community that indeed we are a family and that our commitment continues after folks have passed away.”

The committee also includes Allen Frank, Lisa Phearsdorf, and Mickey Harwood.

The wreaths were supplied by Pleasant Valley Greenhouses at a reduced cost thanks to Dan Evans’

shared commitment to remembering those who have died. Funds are also provided by The Rehabilitation Foundation.

Pink Pumpkin Project sells out

Sparkling magically in pink and silver and adorned in elegant colorful ribbons, 50 pumpkins from the The Pink Pumpkin Project arrived at three of the ReHab Center’s main sites in October.



While the Pink Pumpkin Project had been sold out locally, Mari Howard, CEO, who is also on the board of the Pink Pumpkin Project in Olean purchased the pumpkins in advance on behalf of the Agency. By the end of the week, all of the pumpkins were sold out.

The Pink Pumpkin Project supports women on their healing journey from breast cancer. Each pumpkin symbolizes love, miracles, faith, family, and many of the other joys of living which is given to each cancer fighter with each generous donation.

Proceeds from the Pink Pumpkin Project raises funds each year to provide cash assistance, cancer “fighter” tote bags from the YMCA with a free 30-day membership, and other things for a person healing from breast cancer. www.thepinkpumpkinproject.org

All-natural candle sales to benefit Foundation

All natural soy candles, without any artificial dyes or ingredients, are on sale in time for the holiday season. Proceeds benefit the Rehabilitation Foundation.

Each 16 oz candle is available in any one of 12 natural scents.

The scents are Australian Bamboo Grass, Black Raspberry & Vanilla, Blueberry Muffin, Christmas Memories (*best seller*), Christmas Tree, Cinnamon Sticks, Cransberry Balsam, Jack Frost (peppermint & vanilla bean), Monkey Farts (Banana, Strawberry, Grapefruit, hints of bubblegum and vanilla), Twilight in the Woods, Vanilla Bean, and Vanilla Lavender.



Cost is \$15, which is a \$5 reduction from last year.

To purchase, contact Elena at foundation@rehabcenter.org, or 716-375-4747, ext. 562. or on the website: www.rehabcenter.org/candlesale

Every gift matters to Foundation's Annual Fund Appeal



What better way to celebrate the holidays than making a donation that has a positive impact on people with disabilities in our community?

Making a donation to the Rehabilitation Foundation is a thoughtful gift that spreads a message of cheer and giving during the holiday season.

Diminishing state funding for the ReHаб Center's support services have increased the need for the 2016 Annual Fund campaign to meet its goal.

"Programs supported by the Foundation have endured many challenges due to increased government regulations and reimbursement reductions over the last few years," Elena Bombardier, Director of Development for the Foundation, said. In 2015, close to \$200,000 was cut from government funding that supports SubCon Industries, the ReHаб Center's legacy work center. SubCon Industries has traditionally provided people with disabilities the opportunity to learn vocational skills and experience the dignity and independence associated with earning a paycheck.

The Agency is responding to government-initiated mandates calling for the eventual closure of work centers around the nation through its social enterprise InTandem Solutions which employs all people, working together, regardless of any limitation. As InTandem Solutions is gaining momentum with contracts around



Recreational events include a trip to a Sabres game in Buffalo.

the nation, in the interim the Foundation is a necessary partner in narrowing the funding gap.

The agency's ability to continue to operate this and other supportive services affected by funding reductions relies heavily on support from the Rehabilitation Foundation.

Another reason to support this year's Annual Fund is the dire need by the Agency's recreation program which relies heavily on donations from supporters. This program creates socialization and leisure opportunities for people with intellectual and developmental disabilities. It encourages the development of social skills by socializing in the company of one of our recreation leaders.

Activities include bowling, adaptive skiing in Holiday Valley, Ellicottville; St. Bonaventure basketball games, day trips to Splash Lagoon, the Buffalo Zoo and Niagara Falls. The program also supports occasional weeklong trips to Lake George, the Adirondacks and Darien Lake.

You have many choices when it comes to making financial contributions to non-profit organizations. However, as the holiday season quickly approaches and our thoughts turn to family, friends, sleigh bells and snowflakes, we ask you consider the Rehabilitation Foundation Annual Fund campaign in your holiday giving plans. To learn more about The Foundation or to make a tax-deductible donation, visit our website: www.rehabcenter.org/donate.

Ellicottville Fall Fest stirs up the magic of giving



Admittedly, it was a glorious sight. A team of Rehab staff members from the Communications, Development and Human Resources departments created a colorful, festive booth at the Ellicottville Fall Festival in October to promote awareness of the many support programs the Agency offers throughout Cattaraugus, Allegany and Chautauqua counties. Decked with photos of the people we support in recreational events and Day Services, the booth attracted hundreds of visitors who learned about the Agency and responded by offering financial donations.

But, the magic doesn't stop there. The Agency held a raffle for visitors to win an iPad. That drew the interest of many, young teens, older folks who had raised their children and considered the iPad a good Christmas gift. When the soft spoken, unassuming Tery Drummond of Bradford dropped her entry into the raffle wheel, she didn't reveal she was the mom of a young woman confined to a wheelchair. Destiny must have



smiled when Tery's name was drawn for the iPad.

While Tery didn't need it, she thought of her daughter, Megan Abrams, who heads up the Ms. Wheelchair Pennsylvania pageant each year. Since Megan was planning a fundraiser for Ms. Wheelchair Pennsylvania, Tery thought the Agency's iPad could do another tour of duty for an event that supports young women with disabilities in a pageant that honors their inner and outer beauty.



Professional enhancement with scholarships, awards

The Rehabilitation Foundation held its annual Scholarships and Awards Reception in October to support employee professional development.

Mari Howard, CEO, thanked the selection committee which included Jen Eaton Miller, Tracy Karl Lebrez, Lisa Hennig, and Nick Lyons and Kyle Henzel, both Foundation Board members for “their commitment and guidance in making these decisions.”

The Jacob J. Karl Memorial Staff Scholarship, named for the late county legislator who served on the ReHab Center’s board of governors and was instrumental in promoting the Agency’s



Mari Howard presented awards to Jessica Preston, left, and Lisa Powless, right.

growth during the 1970s, was presented to Jessica Preston. Jessica has worked for the agency for four years and plans to pursue a MS in Rehabilitation Counseling from University of Buffalo. The Charlotte Frost Memorial Nursing Award was established to enhance educational opportunities for nursing professionals. It is named for the parent of a child with a disability who was also one of the founding members of the ReHab Center and president of the Agency’s board of directors for ten years.

This award was presented to Alyssa Richardson who began

working for the ReHab Center in 2008 in the Children’s Learning Center. In 2015, served at the Fall Road residence as a Direct Support Professional, and later. Transferred to Prospect Avenue in December, where she works today.

Alyssa began a

nursing degree program this fall and plans to use the funds to support her nursing education.

The Mary Tremaine Memorial Staff Award, given in memory of Mary who was a residential services quality assurance manager and worked at the ReHab Center for more than 10 years, was presented to Jessica Preston.

The Rebecca Ann Hellier Memorial Staff Scholarship was established by members of Rebecca’s family and honors the memory of a bright and loving young woman who lived for many years at the Agency’s home for children and young adults on Fall Road. Kristina Miller, who will graduate from JCC this spring, and plans to attend St. Bonaventure this spring, is this year’s award recipient.

The Eaton Family Memorial Award was established by the Eaton Family in honor of its loving husband and father, Daniel Eaton.

Lisa Powless and Jessica Preston were award recipients.

The Roger Hennig Memorial Arts Enrichment Grant, established in 1990 in memory of Roger Hennig, who had muscular dystrophy, was awarded to the Agency’s Family Support Services.



Alyssa Richardson received the Charlotte Frost Memorial Nursing Award.

A brochure with a red border. At the top, it says "OPPORTUNITY. EXPERIENCE. CHOICES. FOR YOU." in white and blue text. Below this is a photograph of a man in a red shirt bagging groceries. At the bottom, it says "THE REHABILITATION CENTER rehabcenter.org" in white text on a dark background.

Chris Caldwell has been bagging groceries at Tops Friendly Markets in Olean for 18 years. When he’s not working at Tops, he’s at SubCon Industries, Olean. Above, he is featured on an Employment Connection brochure.

Transitioning to InTandem Solutions social enterprise

Nancy Giardini, SubCon Industries' Production Manager, has been loving the people she works with at the Rehab Center's work center for 37 years. "The time has flown by," she said. In those years, Nancy has seen her SubCon work

center evolve as it transitions its work force into Intandem Solutions, an innovative new social enterprise that will bring in money for the Agency's support services.

"There's more to everybody than a disability. It's a matter of perception," she said. "We're all in the same boat here."

And, that boat includes the production jobs in which the production crew is eagerly engaged. Nancy has a motivating attitude that inspires everyone to embrace the challenge.

"Eventually, in our work center, you'll see the transformation



Nancy Giardini, left, SubCon Industries' Production Manager, oversees the packaging and distribution of product at the Charles Ried Center for Social Enterprise on the SubCon campus in Olean.

The Agency's innovative social enterprise, InTandem Solutions, which runs out of the Charles Ried Center, is transitioning SubCon workers. It offers a variety of unique, value-added supply chain services that include packaging, assembly, fulfillment and warehousing for corporations throughout the country.



of people working beside non-disabled people," she said, describing InTandem Solutions' new employment initiative.

While everyone is respected, supported and encouraged, there's work to get done, and Nancy ensures the high quality standard she has maintained, remains a priority.

"Transformation is going to be here by the end of the year," she noted.

"We won't keep the people segregated. Everyone will all be out there packing at the end of line."

SubCon is moving toward the full integration of all people working together as part of the team.

"It'll be people helping people," she said.

"We're already there in many ways. People are learning new skills which is proving to be an exciting, motivating experience."



Clowning around



On his way to catch his bus leaving from the Allegany site, Jim took a moment to proudly show off his Halloween costume.

He and his friends in Lifeskills were also dressed in decorative costumes, reflecting their creative side and fun attitudes.

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info@subconindustries.com
www.intandem.org

The Employment Connection

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Olean, NY 14760
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SubCon Industries - Salamanca Day Habilitation

65 South Avenue
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www.rehabcenter.org
www.rehabcenter.org/foundation

THE REHABILITATION CENTER

The ReHAbilitation Center is a non-profit agency supporting people with developmental disabilities, behavioral health issues and Autism Spectrum Disorders. The Agency provides comprehensive services to more than 725 people every day. Since 1958, the Rehab Center has been improving the quality of life and maximizing independence for people in our community.

OUR MISSION

Enhancing the lives of people with disabilities through supports and services.

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The Compass is a newsletter of The ReHAbilitation Center

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