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Fall 2005



A Family's First Steps

Zionsville couple face health mystery, but find support from Arc Rehab

*Excerpts from an article by Jamie Hall
jhall@dailysun.org*

When Carrie and Sam Fletcher had their first child, son Matthew, they were faced with unexpected problems. At around 8 months old, he show signs of mental disability that neither a pediatrician or a neurologist could pinpoint. The Fletchers were told their son suffered from delayed speech, which ended up being on a fraction of the definitive problem.

When their second child, Lindsey showed the same symptoms around the same age, the couple knew they were up against something more serious. They became active with Arc Rehab Services and a program called First Steps that lent them relief after a three-year struggle with learning what the children faced. A year and a half after Mathew and Lindsey Fletcher were diagnosed with Fragile X Syndrome.

With her physical therapist, Lindsey Fletcher has been showcased in a television commercial for the "Solutions for People" series, under United Way of Central Indiana, sponsored by Vectren and shown on WRTV-6. Brent Cardin, executive director for Arc Rehab said that United Way of Central Indiana found the Fletcher's story while researching an outcome report that measures progress of Arc Rehab programs. "We were very pleased we were able to assist them," he said. "We're always willing and glad to help families in need."

Prior to the Fletcher kids diagnosis, a physical therapist for First Steps gave

Carrie Fletcher the name and number of a geneticist. When she was given the contact information, she didn't act right away. "I held on to the name and number for a couple of months," she said. "I just kept thinking, "

When Lindsey reach the age of one and a half, the Fletchers took both children to the geneticist. The necessary test took about two weeks to prove the results that diagnosed Matthew and Lindsey with Fragile X, the syndrome that is the most common cause of mental impairment. Its severity ranges from mild learning disabilities with a normal IQ to severe cognitive challenges that can include autism or autistic-like behavior.

Carrie Fletcher spoke of the constant involvement Arc Rehab promotes, and is particularly grateful and fond of those involved with the organization. "They do things like give us homework every week to keep us in touch with what our kids are doing" she said. "And all of the therapists are forever family members."

Mary Kinney, public and media relations manager for United Way of Central Indiana said she hoped the commercials will reach the Fletchers Boone County neighbors to show them the outstanding resources they may not be aware of. She explained that the family was selected for the series based on the incredible challenge they faced in understanding Fragile X Syndrome.

The complete commercial can be viewed at our website at www.arcrehab.org

Autrey Earns National Certification

Tracy Autrey, Adult Services Program Manager recently received her 4 year certification on “non-violent crisis intervention” This extensive behavior management certification from CPI in Brookfield, Wisconsin, also allows her to train



other staff members on this subject in her field and be able to certify their competencies as well. “it was very tough training, but I feel the better for it”, said Autrey. “This helps me at work everyday”.

Autrey has been an employee of Arc Rehab since 1992. She was born and raised in Terre Haute, Indiana before moving to Lebanon during (continued on p. 3)

(continued from p.2)

From the Executive Director.....



This issue of our newsletter is about Quality..... The Quality of Services we provide for our customers. An organization that is healthy and vibrant should be working on their definition of quality and putting it into practice everyday. How do we do that at Arc Rehab? Most importantly we start by asking our customers what it is they would like for us to do. “How can we help you?” Once that is established then we try to make sure staff are trained not only in their job functions but also trained in the best practices for delivering services. You will find several examples of that throughout this issue. We try to get input from the customer in equipping our

programs with the best possible materials and equipment to provide those services After that is all said and done we then go through a rigorous national accreditation inspection to help us keep on the quality track. Of course quality is a moving target. We must adjust to changes constantly to maintain high quality. I feel very fortunate that we have such dedicated Board and Staff members that value quality. They are not satisfied with the status quo, as good as it may be, for they are always trying to sharpen their skills and make improvements. I hope you enjoy this issue. If there is anyway we can improve, don't hesitate to contact me at 765-482-6815, extension 101 or bcardin@arc rehab.org

Arc honors businesses, individuals for service

BY ROD ROSE, The Lebanon Reporter

Lebanon -- A daily diet of handshakes, high-fives and hugs help keep Mary Jackson coming back to Arc Rehab Services, who came to volunteer for one day in 1991 and never left.

Jackson's dedication earned her "Volunteer of the Year" honors at the agency's annual awards luncheon Monday.

Other award recipients were:

- Connie Cash, Witham Health Services, Community Partner Award;
- Doug McDonald of Knotty Pine Smorgasbord, Business of the Year;
- Jane Cassell and Bill Staton, 10-year service awards; and



- Becky Gilliam and Scott Moffat, who had been recognized earlier as Program Participant Achievers of the Year.

"I didn't know I worked so hard," Jackson said after her introduction by Brent Cardin, Arc's executive director. She cited the "respect and admiration" she has for the program participants, who give her handshakes, high-fives and hugs on a daily basis.

"I get more than I give," Jackson said. "Lebanon and Boone County are blessed because Mary is in many different projects," Cardin said during the lunch in the Richard Anderson Conference Room at Arc's 900 W. Main St. headquarters.

Jackson organizes and runs the agency's annual adult services Thanksgiving banquet; helped organize a Lebanon Kiwanis AKtion Club and wrote, then updated, a history of the agency, "complete with pictures," Cardin said. Jackson, who is also secretary of Arc's board of directors, "has taken on the role of advocate for an adult with a disability here at Arc Rehab to ensure that he gets all the services he needs in a timely fashion," Cardin said. Witham's participation in Arc's Job Connection program earned the Community Partner award which "exemplifies what it means to help people with disabilities in a way

that will allow a person to work and live in our community as Independently as possible," Cardin said.



Cash "is the embodiment of this desire for inclusion," Cardin said. "She is an exceptional manager who shows flexibility in working out various schedule and assignment changes," he said.

"With a community partner like Connie Cash, we have been able to make a difference in people's lives for the good of that person as well as this community as a whole," Cardin said.

Cash said she appreciates the Job Connection staff for all they do. "This is a great program," she said. "We look forward to having your folks



come and work at Witham."

McDonald is working with local churches to raise \$25,000 in food services for needy causes, Cardin said. "Doug has organized fund-raisers for many a good cause through chili suppers with a percent of the evening's meal going to a not-for-profit" agency, and opened his "workforce to accommodate

people with disabilities," Cardin said. McDonald thought he was at the Arc Monday only to cater the luncheon, Cardin said. "We also had something else in mind, as we wanted to give you this award," Cardin told a surprised McDonald. "The Lord has blessed me many times," McDonald said, including with "an appreciation of the work that goes on here. "Thanks very much; I appreciate it," McDonald said. Staton and Cassell, who was unable to attend, "both have worked tirelessly to advance our mission," Cardin said.

This was the third year in a row Arc has set a record for the number of people it serves through program ranging from the W.I.C. food supplement and nutrition information program for women and children, to training that helps "people with disabilities and others in need reach their maximum potential in their community," Cardin said.

The Arc of U.S. has Katrina Fund

Our nation is experiencing a natural catastrophe unlike no other in our history. There are countless people with disabilities in need of assistance of virtually every kind: money, shelter, food, clothing and every other basic necessity you can name. The Arc of the United States has heard from many local chapters in the affected areas. At this time there are no reports of loss of life, but there is considerable damage to homes where a person with a disability lives. Go to www.thearc.org and click on the red "donate now" button. 100% of your donation goes to helping people with disabilities through local chapters of The Arc in Louisiana, Mississippi and Alabama.

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her freshman year. Tracy graduated from Indiana State University and attended all four years on a full ride athletic scholarship for softball.

"I knew when I was a kid I wanted to work with people with disabilities", said Tracy. "I enjoy working at Arc Rehab because we all know each other and you don't have to go through a lot of red tape to get something done". Autrey said that she has an excellent team of staff members and it certainly makes her job easier because of it.

**Staff
 Certified in
 Behavior
 Management**
 (Non-violent crisis intervention)

Jessica Alexander
 Tracy Autrey (Trainer)
 Anita Breedlove
 Diana Fisher
 Elisha Hedge
 Brenda Lesperance
 Janette Proctor
 Michelle Smith
 Karen Williams
 Trudy Wyant

Health and Safety a Key Issue

For a 2nd consecutive year, Elizabeth Crouch, WIC Voucher Clerk, has been appointed as Health and Safety Committee Chair for the agency. "I am proud of



our excellent Health and Safety record and we are going to work hard to maintain it", says Crouch. Elizabeth can be contacted at 765-482-6815 X141,

White Completes Statewide Term

Tim White, Adult Services Director, is in the final lap of his 2 year term as President of the Indiana Rehabilitation Association. Indiana Rehab is a statewide organization that advocates for people with disabilities and offers a forum for providers of services to gain knowledge and remain up to date on current disability related events. Indiana Rehabilitation Association is the State Chapter of the National Rehabilitation Association. Recently Indiana Rehab Association held "dessert & discussion" sessions



throughout the state which allowed for informal talk between attendees and a presentation from a leader in the field of disabilities. "This forum was well received and some excellent information was passed along" Said White.

"Our affiliation with National Rehabilitation Association helps us keep up on nationwide trends in the delivery of services" White said. Additional information can be obtained at <http://www.nationalrehab.org>.

Tim has worked at Arc Rehab since 1999. "When I interviewed for a position I was impressed with how many staff have long tenures here and their positive relationships with people with disabilities." says White. Tim resides in Noblesville with his wife Julie and daughter Cassidy.

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