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JANUARY
BIRTHDAYS



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Ramseur News

JANUARY

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Building Stronger Relationships for a Lifetime of Success

WHAT IS CQL?

According to Ewing (2008), “for more than three decades, The Council on Quality and Leadership (CQL), has been at the forefront of the movement to improve the quality of services and supports for people with intellectual disabilities and people with mental illness.” CQL is committed to displaying how they can assist people with disabilities to live their lives with dignity and quality.

For the accreditation process, CQL will review 21 “outcomes” and 21 “ supports” with our people receiving services and their families and follow up with the person that knows that person best. In order to be an accredited agency, we must meet at least **11 “outcomes”** and **11 “supports”**. **The next two outcomes that will be reviewed in this news-**

letter are “Are people free from abuse and neglect and “Are people connected to their natural supports.” These two outcomes will be defined and discussed in the sections below.

ARE PEOPLE FREE FROM ABUSE AND NEGLECT?

What is neglect?

Neglect means not taking proper care of a person by failing to give them the things they needs to be safe and healthy. For instance, when a parent or guardian fails to provide proper childcare or medical attention to their child.

What is child abuse?

It’s any form of physical, emotional and/or sexual mistreatment or lack of care which causes injury or emotional damage to a child. According to Manitoba’s

(2007), behaviors that are considered harmful for any child or youth are:

1. Failure to provide adequate food, clothing, shelter, or medical attentions.
2. Cruel forms of punishment, such as locking you up for a long period of time without food or water.
3. Repeated put-downs, criticism and/or cruel jokes that is emotionally harmful.
4. Verbal threats of harm;
5. Exposing a young person to violence or fighting at home;
6. Physical harm such as shaking, kicking, or punching.

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PEOPLE ARE CONNECTED TO NATURAL SUPPORTS?

Natural supports are personal ways of getting help for things an individual cannot do on his/her own. A natural support is a parent, relative, neighbor, church or close friend with whom someone already has an existing and trusting relationship. There

are many ways a natural support system is beneficial. It can assist individuals with duties around the home, provide sound money management, engaging in the community and support in school. Natural supports also can teach the person receiving

services how to find ways to give back to the community.

What does natural supports means to you?



RAMSEUR NEWS

New Services

-Community Support Team

-Intensive In-Home Services

-CAP

For more information on up-coming services contact the cooperate office at (919) 465-9335. Thank You.

Statements from person receiving services.

- My daycare provider picks me up from school/home and takes me to activities in the community.
- People put together food baskets from the food pantry for me.
- My best friend makes me laugh and I can talk to her about my problems.

- My family is very important to me because they care about me and they listen to how I feel.

providers can contact the child and family services or CPS to report abuse or neglect after discussing the issue with your QP and/or supervisor.

WHAT SHOULD YOU DO IF YOU KNOW OF SOMEONE WHO IS BEING ABUSED OR NEGLECTED?

Contact an adult that you trust like a teacher, nurse, parent or counselor. Also, mental health



MONTHLY QUOTES

A friend is a present you give to yourself.

A friend is one who knows all about you and still likes you.

WELCOME TO THE NEW EMPLOYEE! Brandon Sims: HR Specialist.

EMPLOYMENT OPPORTUNITY'S:

* Experienced Qualified Professionals

* Two part time Residential Counselors

* Intensive- In Home Team leader

* Community Support Team Leader



Referral Procedure: If you are aware of anyone that can benefit from Ramseur Homes Services please contact the cooperate office at (919)465-9335 to gather information about completing the referral process.

T-Shirts Announcement: The agency has ordered new Staff t-shirts. If any staff needs t-shirts please come by the cooperate office to obtain them.

W2'S Announcement: W2's will be given out at the end of the month with January 30th payroll check and newsletter.



MANDATORY

MONTHLY MEETINGS/TRAININGS



1. **Community Support 1-12-09**
@ 6:00pm (Office)

2. **Residential Services 1-22-09**
@ 6:00PM (Office)

3. **Writing Incident Reports Training: 1-21-09** @ 10am until 11:30am located at Parkview Building 2321 Crabtree Boulevard Suite 200 Raleigh, NC

4. **Community Support Team: 1-23-09** @ 9am until 12pm located at 4915 Water Edge Dr. Raleigh, NC 27606

5. **Dealing with Difficult People: 3-25-2009** at 9:00am - 4pm located at Brownstone on Hillsborough St.

Note: If you are reading this, contact Kelly at the cooperate office to be place on the Ramseur Gift list. (919) 465-9335