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## **SPECIAL GOOD NEWS EDITION!**

*During the COVID-19 pandemic, MACS has been busy supporting our service recipients and their families. We have some encouraging stories to share with you in this special edition, where we celebrate the good that is happening during this challenging time.*

“Amy has been a great support during this first year. She communicates well with the entire support team and she goes above and beyond to ensure the best quality of life possible.”

“Our staff does a great job with Taylor. Our staff is Taylor’s biggest fan and she advocates for her at all times. Great communicator with all involved. Great asset to MACS, Inc.”

“Over the course of the past year, Gail has continued to provide CLS services consistently, therapeutically, and appropriately for the participant she helps to support. Gail continues to encourage and to elicit positive, successful responses, as the participant strives toward greater independence with activities of daily living. Finally, Gail has continued to assure that the participant’s personal care needs are successfully and consistently addressed each day.”

## **Day Program**



Due to growing concerns, and in adherence to the “Stay Home, Stay Safe” order, the Marion Day Program closed its doors on Friday March 20, 2020 in an attempt to keep everyone healthy and well. Many families chose to self-isolate and not seek services, but that wasn’t the case for three of our day program participants. Chelsea, Terry, and Jeremy were able to continue receiving their daily services due to their families, primary care providers, and direct care staff working together to adapt and overcome the unique situation.

Ellen McCurry and Donetta Miller opened their homes for the people they serve, Terry and Jeremy. Chelsea was able to receive day supports in her home from Mia Mills, her direct service staff. Ellen and Jeremy were able to socially distance themselves but remained active in the community.



They went to the local fire department and police department and wrote "Thank You" on the sidewalk with chalk. They had picnics at the police department, too. They were not allowed to enter the facilities they visited but were able to maintain community networking during such unsure times. Jeremy and Ellen came to the day program facility a few times and started preparing the summer garden. Jeremy started the tomato plants from seeds to be transplanted to the garden later. Jeremy was able to learn cooking skills with Ellen, and they made a lot of bread and baked goods.

Donetta and Terry stayed busy by going out in nature as much as they could. They went to Lake Lure, Tom's Creek falls and stayed local to Marion at the Joseph McDowell Greenway. They spent some time at Donetta's house where Donetta taught Terry about gardening and healthy eating. Terry and Donetta worked on planting flowers outside for summer blooms. They also had kiddie pools they cleaned and prepared to give to the day

program for raised beds in the day program garden. Terry helped Donetta get an outdoor patio ready for summer - he loves sweeping with a push broom! When Terry wasn't in nature, he would paint. Terry has worked on his painting skills over the last few months, and those who work with him daily can see a big improvement! Terry and Donetta did a few drive-by visits. They would drive by some friends and other consumers' homes and wave at each other through the car windows.

Mia Mills went into Chelsea's home and delivered day supports to her. Chelsea enjoyed being able to help cook and bake cookies and breads. The day program does not have a full kitchen, so cooking is not usually an activity that is available under regular circumstances. Chelsea also used the time to work on her arts and crafts.

They painted rocks and pictures, and made homemade soap. Chelsea made cards for her friends and family. She also had a "spa day" which included Mia doing her hair and nails. Chelsea and Mia were able to work and accomplish her regular goals in this setting, by utilizing online shopping and going on walks close to her house.

All of the staff and the folks they serve have had to adapt to our "new normal", but these particular staff persevered and made options available for the folks to make choices while continuing to receive services that have been influential in accomplishing activities of daily living. During the time the day program was closed, the service recipients and staff had multiple Zoom calls where they all got to get to see each other with the help of video chatting. These calls were so fun, and everyone was talking to each other, and we got to see all the home projects everyone was working on while staying safe at home.



# Above and Beyond



Patty Roberts recently returned to a position she once held in the company providing services for DePaul. Patty has already proven to be a stellar employee for DePaul, but during the COVID-19 pandemic emergency she went way above and beyond her job duties.

DePaul operates a business which requires a great deal of community contact in the form of delivering products he sells online. DePaul picks up products and supplies regularly, delivers sold products and collects payments from customers, engages in banking, and regularly visits the post office. During the "Stay Home, Stay Safe" initiative, DePaul, like many North Carolina citizens, found himself isolated. DePaul lives in his own apartment with basic supports and Supported Employment services 7 days per week, but what is most important to him is the companionship that he enjoys from his staff, business partners, and customers. DePaul is also very active in his community outside of work activities and attends a variety of recreational outlets in and around Western North Carolina, including gaming activities in Morganton. DePaul's entire life changed with the dramatic impact brought about by the executive orders to remain home and remain safe during the beginning of the pandemic.

Due to these impacts and other personal matters, DePaul's Supported Living services were increased for a 90-day period. Patty did not hesitate to increase her services for DePaul, and actually slept on his couch every night for nearly two months, at which time things began to normalize in North Carolina. Patty agreed to, and provided, nearly 130 hours per week of service for DePaul for 60 straight days! Amazing attitude and commitment! Thank you, Patty for going above and beyond!

# Heather Empowers Healthcare Workers



Heather Lowery stopped going to her job at Ingles at the end of March due to COVID-19. She keeps very busy and already had a successful micro-enterprise making and selling paracord bracelets. In addition to that enterprise, and with the help and support of her mom, Linda, the micro-enterprise grew to incorporate making and selling masks to fill a great need. Heather was able to sell and donate masks to her community in Brevard, friends farther away, and even our own MACS workforce. What a great way to be creative during such uncertain times! Heather just recently stopped and is now making and selling cards with pressed flowers and leaves - taking advantage of more time spent outdoors collecting nature's bounty and filling up her days with meaningful self-employment.



These healthcare workers were able to stay safer because of Heather's creativity and hard work!

# Strategic Planning Goals

MOUNTAIN  
AREA  
COMMUNITY  
SERVICES

## STRATEGIC PLAN

1

IMPLEMENT AN ELECTRONIC  
MEDICAL RECORDS MANAGEMENT SYSTEM

2

INCREASE COMMUNITY INTEGRATION  
THROUGH EXPANSION OF RESIDENTIAL  
AND SUPPORTED EMPLOYMENT SERVICES

3

DECREASE EMPLOYEE STRESS  
AND INCREASE STAFF RETENTION

4

ESTABLISH A TRAINING CENTER



MACS, Inc. is a nationally accredited provider of Residential, Supported Employment and Community Based Services

"Our Mission is to provide quality assistance and services to adults, children and families with special needs to enable prosperity in their lives."

Contact us at [rzehr@macs-inc.org](mailto:rzehr@macs-inc.org) if you have any suggestions on how we can improve our services to you or your family member.

Visit us online at [www.macs-inc.org](http://www.macs-inc.org)

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**Our Mailing Address is:**

Mountain Area Community Services

564 Long Shoals Rd

Arden, NC 28704