



Megan P. (left) with her life quality coach, Megan L.

## In their Own Words

We can talk all day long about the impact direct support professionals have, but no one says it better than the beneficiaries of their care:

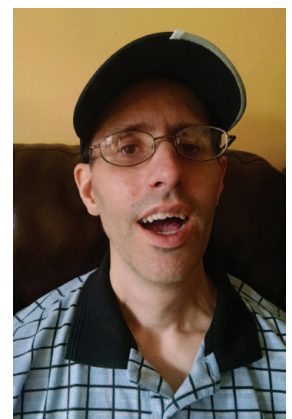
Nancy Pope's daughter, Megan, lives in one of our group homes in Clarence. Nancy said that staff goes above and beyond to help Megan reach her goals. "Megan's team leader has been a positive force in her life, helping her to follow through on tasks and giving her good prompts," Nancy said. Whether it is helping Megan be proactive with house chores, organizing clothes for the change of seasons or helping with money skills, Megan's team leader has supported her in becoming more independent. "They have such a good rapport with each other," Nancy said.

Along with an increase of independence, Megan also has received a boost of confidence thanks to her life quality coach, who has helped her become more expressive. "Megan opens up more and is likely to start a conversation," her proud mom said. Megan shops and attends community events. She has also learned how to use a cell phone and is pursuing modeling. "Megan's life quality coach shows her what she CAN do," said Nancy.

A resident of one of our group homes and a participant in our Elmwood Day Habilitation Program, Wanda Wilson appreciates her supportive staff members. "When I need someone to talk to, I can always count on my staff," she said. Wanda also reported that one of her favorite days was when a staff member helped her improve the articles she writes for

the day hab newsletter by helping her look up words in a thesaurus. "She didn't have to do that, but she did it out of the kindness of her heart."

Staff members who work in our group homes undergo an intensive three-day session on medication administration while residents who are more independent learn how to dispense their own medications. Rob Davis, who has lived at a People Inc. group home for two years, shared that he can do a lot on his own with the guidance of his staff. "They help with my medical needs," Rob said. "Before, they gave me all my medicines, but now I have learned I can do it on my own." Rob also likes hanging out in his community. "My staff is always willing to take me places, like the library and out shopping."



Rob Davis

William Amati, a resident of one of our group homes in Buffalo for six years, enjoys his independence. With some assistance from staff, he likes to do things on his own and enjoys the neighborhood view while sitting on his front porch. "I now do my own laundry," said William, proudly. "I get along well with the staff. We like watching movies and going out to dinner together."