

HGA SUPPORT SERVICES

Dec 2022—Jan 2023

HGA NEWS

"We assist individuals with disabilities in reaching their full potential by providing quality professional care and services in safe, supportive environments"



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Update from the CEO

Dear HGA Family,

We made it through another year! As we prepare to snuggle in for the winter and draw near to those we love for the holidays, it's a good time to reflect on what we have accomplished together. This year brought lots of firsts for me, some successes and lots of learning experiences, but in everything I do I am committed to your success and to the well-being of the persons you support here at HGA. Life is about learning and growing, about stretching beyond your comfort zone. I have encouraged the leadership team to question why we do things the way we do and to challenge ourselves to find ways to do it better. I recently shared a TED talk on the HGA Team by Sandrine Thuret about how adults can grow new brain cells throughout our lives, and how that neurogenesis impacts our physical and emotional well-being. Learning new things, even trying new ways of doing old things, makes us healthier and happier.

We have spent this year "cleaning house," literally and figuratively. Our homes and service locations have been reorganized, repainted, repaired, and redecorated. Our internal processes are also being "spruced up." All this change can be disconcerting. New people, new surroundings, and new processes can make us feel uncomfortable. Let's lean into this discomfort together. It is making us better and stronger! As we settle in for the winter, let's remember those we have lost, cherish those we are with, and look forward to the exciting journey ahead of us. Most of all, be gentle with yourselves and with each other.

Warm regards,

Myra S. Dutton, JD

Chief Executive Officer

HGA BOARD MEMBERS

Jim Verboncouer, President

Ashley Siegel, Vice President

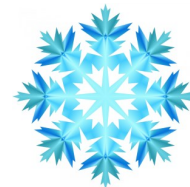
John Mahoney, Treasurer

Kay Seng, Secretary

Peter Bialik

Julie Cutler

Dr. Debra Schultz



HGA CORE VALUES



- ◆ We are dedicated to serving our families, supporting our fellow team members, and collaborating with organizations that work with our families.
- ◆ We respect the diversity of all people.
- ◆ We foster meaningful community participation and relationships.
- ◆ We honor the need for choice and control.
- ◆ We seek opportunities to build and develop skills.
- ◆ We mentor professionalism in the delivery of services.
- ◆ We are dedicated to providing services with integrity and compassion

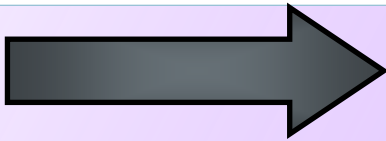
Who is that new lady in the corporate office?

Tina Campbell came to us in October. She is the Office Manager and Administrative Assistant. She is the friendly voice you will hear on the phone, the friendly face welcoming you into the office, and the one who will remind you to get those credit card reconciliations in on time. Tina has been bringing some much needed organization and order to our filing system and office processes. We are so thankful for her!

Kelly Ferski is our Business and Finance Manager. She came to HGA in September and has been diligently working with our interim Finance Manager, **Carol Anderson**, to make the budget and finance systems more efficient. Welcome Kelly!

You asked for it and we listened. [HGA](#) has a new storefront where you can buy HGA themed clothing and products. Check it out!

HGA's Vision: We will offer a wider spectrum of supports and services to individuals with different levels of abilities across their lifespan.



According to [Gentle Teaching International](#), "Our central purpose is to nurture; teach; and sustain a sense of companionship, connectedness, and community for those who have repeatedly experienced an existence of disconnectedness, isolation, and loneliness.

Gentle Teaching is based on the premise that all individuals have a right to feel safe and valued in their homes; with their families and caregivers; and at their job, school, or other forms of meaningful day activities."

Gentle Teaching International was founded by John J. McGee, PhD. Gentle Teaching focuses on the relationship between human beings.

With a goal of renewing and reflecting our commitment to Gentle Teaching principles, HGA recently initiated the Gentle Teaching awards. Each month, each program or site will select one person that they believe has demonstrated those principles in their interactions with co-workers, persons supported, supervisors, and community partners.

The first **Gentle Teaching awards for October 2022** went to:

Rose Verstrate, Morgan Home
Jeanne Morgan, Rex Street Home
Jackie Soward, The Woods North
Getorra Johnson, Virginia's Home
James Coleman, Lilac Home
Jennifer Jones, Black Creek Cove
and **Sammi Rodriguez**, Autism Program.

Thank you for all you do! Keep up the great work!



Crisma Coronado has been with HGA for 8 ½ years. She is the senior most staff in our Autism Program. Crisma likes being an ABA technician because it is such rewarding work. She loves being able to make a positive impact on the lives of the children she works with and will never forget them. She loves the friendships she has developed with her amazing coworkers. Crisma has 3 children and enjoys running in her free time.



Rose Verstrate has been with HGA for 35 years. She is the longest term staff at the Morgan home and one of the most senior staff in the entire organization. She loves the people she supports and the work she does. She says, “ A lot of the people living in the homes don’t have close family connections and I think they like having a familiar face coming in understands their needs. We really are like a big family and are good friends. When I can make them happy, it makes me happy and I feel better about myself.” The people who live at Morgan call Rose “grandma” and they love her like family.



STAFF

Each season there will be two staff highlighted in HGA’s newsletter to recognize staff from our homes and programs. These staff are on the front lines of our company and deserve to be recognized for their dedication, commitment, and hard work. We want them to know HGA values and is proud to have them on our team.

DISCLAIMER: ALL PHOTOS HAVE BEEN APPROVED AND HGA HAS RECEIVED PERMISSION FROM THE APPROPRIATE PARTIES TO DISPLAY








UPCOMING EVENTS

Black Creek Cove is hosting an “ugly sweater” Christmas party on Friday, December 16th from 1-3 pm at Fellowship Church, 4200 East Apple Avenue, Muskegon.

All are welcome!

DECEMBER 2022						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15 	16	17
18	19	20	21	22	23	24
	25	26	27	28	29	30
						31

www.free-printable-calendar.com

JANUARY 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
1 	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 	21
22	23	24	25	26	27	28
29	30	31				

Printable Calendars From 123Calendars.Com

On Friday, January 20th from 12:30—2:30 pm, HGA will host an all staff training on Dealing with Stress and Building Resilience at Baker College, 1903 Marquette Ave, Muskegon, MI 49442. The work you do is hard, come get some tools to help make it just a little easier.



HGA SUPPORT SERVICES

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CEO: Myra Dutton
COO: Stacey McDonald
Channe Hicks

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