



## HGA SUPPORT SERVICES

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

# HGA NEWS

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## Letter from the CEO

Greetings HGA Family and Friends,

Fall is here once again and with it increased opportunities to reflect on the busy seasons behind us, to be grateful for where we are right now, and to prepare for the quiet of the winter ahead. Here at HGA, we are thankful for the persons we support and the ways they make us better every day. We are thankful for the direct support professionals who show up in the spirit of Gentle Teaching to help create safe and welcoming homes and learning spaces. We are thankful for opportunities to learn and get better.

We just completed a CARF re-accreditation survey. HGA has been CARF accredited since 1999. “CARF International is an independent, nonprofit accreditor of health and human services. Through accreditation, CARF assists service providers in demonstrating value by the quality of their services and meeting internationally-recognized organizational and program standards.” HGA voluntarily opens its doors for intensive scrutiny and review by CARF surveyors every three years to ensure that we are meeting the highest standards of quality, professional service delivery for the persons we support in our residential settings and autism training sites. This process affirms what we are doing well and gives us ideas for how to do better.

Several members of the leadership team also attended the Gentle Teaching International conference in Saskatchewan in October. We networked with Gentle Teachers from around the world and brought back so many great ideas to help HGA renew and strengthen its commitment to creating safe spaces for those we support. We look forward to continuing to grow and improve in the year ahead!

Warm Regards,  
Myra Dutton, JD, CEO

### HGA BOARD MEMBERS

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Julie Cutler

Dr. Debra Schultz

Mary Purtee

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## 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

## WELCOME!

In October 2024, HGA welcomed **Jacqueline (Jackie) Adams** to the team as the **Executive Assistant**. Jackie has a diverse range of skills and is looking forward to helping us advance our mission at every level.

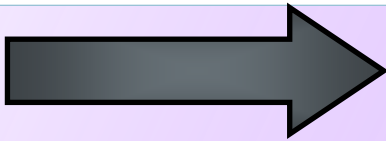


In November 2024, **Will Watkins** came on board as the **Maintenance Supervisor**. He joins **Gerald "Jerry" Reamer** in the huge task of keeping HGA's homes, vehicles, and autism centers in great shape.

If you haven't had the opportunity to welcome them, please make sure to stop by and say "hello".



***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."

### More about Gentle Teaching:

Gentle Teaching is based on 4 pillars: teaching people to feel safe, showing them unconditional love, having others learn to become more loving towards people, and encouraging them to become more engaged in their own lives.



As caregivers, we use our tools to help people feel safe and loved with gentle hands, words, eyes, and presence. Our goal is to provide safe, welcoming spaces for each and every person that HGA supports.

**Sherlyn G., Rex Home Manager**



Sherlyn lives in Newaygo with her three amazing children and her husband of 24 years. Sherlyn went into the education field and learned there were many road-blocks to supporting people on the autism spectrum within that system. She discovered Adult Foster Care almost two years ago. After working part time at the Rex home during summer break, she knew that this was a better fit for her. She left education and dedicated herself to supporting those living in the AFC setting. Sherlyn enjoys the challenge of finding ways to advocate for residents to make their lives the best life they can possibly have. As a home manager, she now has the opportunity to help staff see the different avenues in which to help our residents. In her spare time, Sherlyn enjoys being outside in nature, animals, walking and most importantly spending time with my family.



**STAFF HIGHLIGHTS**

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.

**Catrina B., VH Support Professional**



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

**Fall Recognitions**

**Leading Helping Hands**

Gerald Ream

**Gentle Teachers**

Catrina Bankhead

**Growth**

Tiffany Warren

**Teamwork**

Leigha Arnold

Da’Niya Bates

Amy Fairbrother

Amilyah Locke

Melissa Skuse

Kimberly Vanderlaan

Catrina began her healthcare career 16 years ago when her grandmother became ill and there was no one with the knowledge or training needed to care for her. She began her career with HGA in 2018. HGA has now become her home away from home. The love and compassion Catrina gives her clients makes them feel loved and safe. She is family to those who don’t have family. “They call me momma and it melts my heart, especially since some of them are older than me. If that’s not love, I don’t know what is!”



# December

two thousand twenty- four

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12		14
15	16	17	18	19	20	21
22	23	24		26	27	28
29	30	31				

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January 20th—Happy MLK Day!





## UPCOMING EVENTS

**HGA Annual Holiday Gathering!**  
**December 13, 11 am to 1pm at Fellowship Church,**  
**4220 E. Apple Ave. Muskegon**



## JANUARY

2025

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	

FREE 2025 CALENDAR BY SHININGMOM.COM

### HGA SUPPORT SERVICES

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