

## From The Director's Desk

**HERO.** It's a word that gets tossed around a lot, but here at The PLUS Company, we have found the true meaning behind the word. Our Direct Support Professionals and staff are heroes. They, along with our home care providers, are on the front lines every day, to care for our clients. They are leaving their own homes and families to keep our residential clients safe, entertained, and in many cases, working in their homes. They are developing and teaching online classes, delivering meals or medicines to our more independent clients, working 1-on-1 with those clients who require that level of support, and checking in with clients and families every week to see how they are doing. All of these people are quite simply heroes who are vital to this organization and to our clients. The PLUS Company clients could not get through these difficult times without them.

As you see in this newsletter, despite the difficulties of the past few months, which includes a pipe bursting in the downstairs lobby on top of the crisis caused by COVID-19, The PLUS Company is forging ahead in this new world of social distancing. We are utilizing various online platforms to keep our clients connected, active, and learning. The quick move to implement online learning has been nothing short of amazing, and the degree to which our clients, home providers, and staff have worked together to create an online community has been inspiring. Thank you all for everything. We are truly grateful.

Safety continues to be our highest priority. We have acquired a significant amount of Personal Protection Equipment (PPE) for use by staff and clients, and are working to ensure we have enough stock to last through the coming weeks. We have done our best to minimize staff and client exposure by keeping the same staff with the same clients each day.

I would like to end by thanking all of you for your support and donations. The PLUS Company is in need of your help now more than ever, and we simply can't thank you enough for your help during these difficult times. We know that we will get through this and come out even stronger on the other side, thanks to you. 🙏

-Kim Shottes

# PLUS PLUScompany

Spring 2020

## Perspectives

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### The PLUS Company Is Staying Home & Staying Safe

**IN THE WEEKS FOLLOWING THE GOVERNOR'S STAY AT HOME ORDER** due to the coronavirus, The PLUS Company staff has been diligently working to keep our clients home and safe. This has included assisting our more independent clients with their needs, including grocery shopping, medication, and other daily living supports, as well



ensuring our residential homes are fully staffed and contact with the outside is limited as much as possible. It has been difficult for all of us to go from an organization that focuses so much on getting our clients out into the community to work on their skills and goals in an integrated setting to switch to a new model of communication and learning, but our staff has gone above and beyond to provide opportunities to all of our clients. Our online classes are up and running, including employment

seminars, healthy living, positivity classes, and even yoga. Staff have been creating hands-on projects to be delivered to clients in their homes, and finding other fun ways to keep clients safe and active. Some of our clients are even able to continue working from the safety of their residences. It is not ideal, but clients are enjoying the online interactions and opportunities to keep learning

According to Sean, "I look forward to seeing my friends and learning things. It's awesome," While Chelsea says, "I like the classes, and I like seeing everyone on the computer." Bryan agrees saying, "I like the zoom classes because they keep me in touch with everybody. I really like life skills and positivity class." 🙏

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"Empower Individuals, Maximize Independence"

## DSP Spotlight: PLUS Company Staff and Home Care Providers

**TYPICALLY, WE USE THIS SECTION** to highlight one of our Direct Service Professionals, but thanks to the coronavirus, that is not possible at this time. Instead, we need to highlight ALL of The PLUS Company staff and home care providers who are out there every single day taking care of our clients by keeping them safe, active, healthy, and engaged. Each and everyone one of these amazing men and women prove over and over again that they are the most dedicated, creative, flexible, and caring people. The PLUS Company is truly fortunate to have all of you to assist our clients during this time, and we cannot even begin to show you our gratitude. If you have a chance to thank a staff member or home care provider for their hard work, please do so. 🙏



## Keeping Things Positive

**POSITIVITY CLASS IS ONE OF THE MOST POPULAR CLASSES** at The PLUS Company. Students are taught to find the bright side of tough situations and to figure out ways to “turn the page” and move on from difficult experiences. Recently, students were given an assignment to write about the things for which they were grateful. PLUS Company Client, Nick, really took the assignment to heart and shared a beautiful message with us,



Thank you  
Nick

*I am grateful for having dinner with my family and having zoom classes with Leni and my friends.*

*Having breakfast with Dad.*

*Also I am grateful for doing Trivia with Rachel Adams*

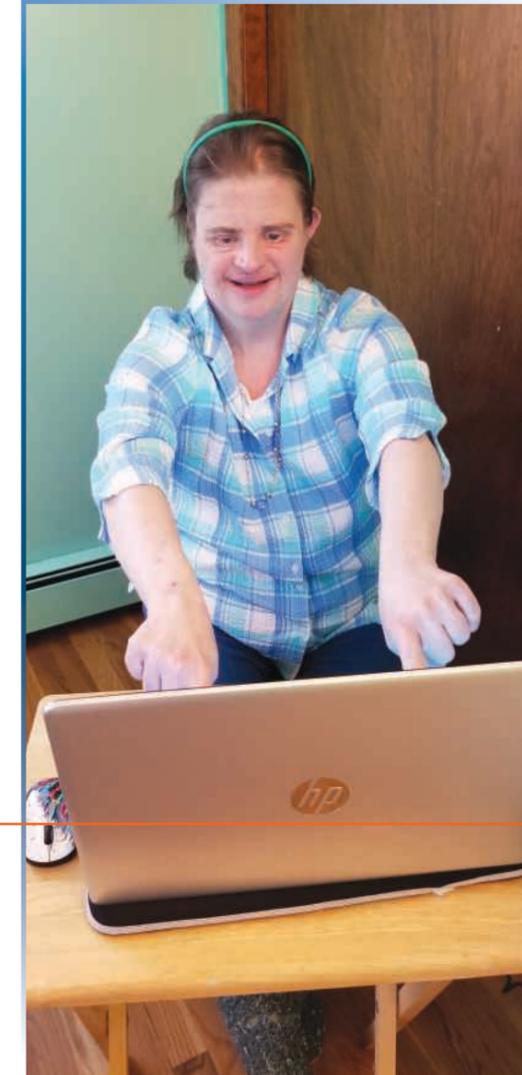
*Doing Chat and Chew with Cora*

*I also like doing Positivity class with Leni and the other members from PLUS.*

## Client and Staff Work Together To Create Employment Seminars

**MID-MARCH WAS A DIFFICULT TIME FOR CAREER AND BUSINESS SERVICES.** The team spent day after day working with individuals who had been furloughed. “We knew how important work was for individuals we work with, and we realized right away we needed to find a way for clients to continue to stay connected, stay motivated, and continue to develop skills they had been working on with their Career Trainer,” says Maggie Hinkle, Director of Career and Business Services,

Jayme Putnam, Job Development Coordinator was tasked with taking the one-on-one training provided in the job development process and move it on line. It started with sessions to learn how to navigate Zoom and to work on interview skills, but suddenly clients were helping her develop content ranging from “Clues It’s Time to End a Conversation” to “Turning Dreams in to Weekly and Daily Goals.” The Career and Business Services Department has been truly taken back with the profound level of client participation. A special thank you to PLUS Company client, Kristin Landry, who was essential in helping to determine what classes were needed and how to break down goals and skills. There are now 4 sessions running in NH and 3 running in Massachusetts each week. 🙏



## When It Rains, It Pours

**YOU’VE HEARD THE EXPRESSION** “when it rains it pours, which staff at The PLUS Company found to be true when they entered the 19 Chestnut Street building on Monday, March 16. A pipe burst in the lobby bathroom, flooding the downstairs area, including the lobby, reception, and the Great Room. The Nashua Fire Department responded immediately to turn off electricity to the building and start pumping out the water. The building was significantly damaged by the water, necessitating in the removal of flooring, carpets, and up to two feet of the wall where flooding had occurred. Since that day, significant progress has been made in rehabbing the building, with new carpets, paint, and some other repairs. We are very excited for the day we can reopen the building, and everyone can see the “new” and improved PLUS Company. 🙏



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