

B the *December 2012* BEACON



"A new beginning"

Anniversaries in December

Congratulations

to all of you who have
been here for 5 years
or more!

Donald Andresen	20
Ronald Porter	17
Shirley Porter	17
Sherri Pierce	16
Lorrie Nelson	14
Steven Vogt	14
Brenda Halvorson	13
Ahren Michelbook	13
Brenda Brunner	12
Amber Felton	12
Joyce Swenson	12
Nicolette Coss	10
Sally Jerome	10
Candace Kapperman-Wolf	10
June Knudtson	10
Judy Markow	10
James Petroske	9
Ann Stevens	9
Carol Miller	8
Kami Ayers	7
Robin Coppock	7
Michele George	7
Beverly Posta	7
Afton Simpson	7
Mark Turnbull	7
Deborah Bowman	6
Cindy Bradford	6
D. Byron Hopke	6
Wayne Tuchalski	6
Marjorie Hyatt	5

CEO *Corner*

by Dave Barnard

I found this parable very relevant regarding what Aurora has been enduring due to Wisconsin's Family Care program reductions, "One day a farmer's donkey fell down into a well. The animal cried out for hours as the farmer tried to figure out what to do. Finally he decided the animal was old, that the well needed to be covered anyway and that it just wasn't worth retrieving the donkey. So he invited all of his neighbors to come over and help him. They all grabbed a shovel and began to shovel dirt into the well. At first, the donkey realized what was happening and cried horribly. Then, to everyone's amazement, he quieted down. A few shovel loads later, the farmer finally looked down the well and was astonished at what he saw. With

every shovel of dirt that hit his back, the donkey was doing something amazing. He would shake it off and take a step up. As the farmer's neighbors continued to shovel dirt on top of the animal, he would shake it off and take a step up. Pretty soon, everyone was amazed as the donkey stepped up over the edge of the well and trotted off! Life is going to shovel dirt on you, all kinds of dirt. The trick to getting out of the well is to shake it off and take a step up."

I'm pretty sure all of us can relate to that donkey over the past few years. It seems that another pile of dirt is thrown on us before we have had time to shake the last pile off. The fortunate thing is that we are a strong team and in this together - we can handle it. All

Continued next page



Photo by Dave Barnard



CEO Corner continued

of us as owners of Aurora continue to shake off the dirt and take a step up. It's what we have done for over 26 years now and what we will continue to do long into the future. I only hope that you are able to keep your positive attitudes and gain some satisfaction in knowing that your hard work and continued perseverance makes all the difference in so many lives. I want to call upon the wisdom of the ages and share one more parable with you. This is a Native American parable that goes: *"There was an old Cherokee telling his granddaughter about a fight that is going on inside himself. He said it is between two wolves. One is evil: Filled with anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority and ego. The other is good: Filled with joy, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion and courage. The granddaughter thought about it for a minute and then asked her grandfather, "Which wolf wins?" The old Cherokee simply replied, "The one I feed."*

It is very easy at times when dirt is being thrown, to revert to feeding the "Wolf" that is full of negativity. What this parable conveys is that indeed it is our "choice" as to how

we will react to what we are given. I am amazed at the positive energy I see and hear all over Aurora. We have a choice to make as to how we react to that dirt piling up. It is very heartening to see how our wonderful staff are rallying around and maintaining a semblance of sanity in what sometimes seems to be an absurd world created by two of the MCO's with which we work.

We are very grateful for those MCO's that are making an effort to work together with the providers, consumers and their agencies to achieve the best possible outcomes for those we serve. We will continue to shake off that dirt and take another step up. Eventually this craziness will settle and we will be able to step out of the well . . . Aurora and those individuals we serve will once again move forward into a bright and successful future.

Thank you all for the great work you are doing. Let's be sure we feed the right "Wolf" and keep our focus positive as we shake off the dirt that comes our way and step up into a bright future!

Dave

Employee Assistance Programs: Support for work & the rest of life

By **Scott Jacobs**

Our work can consume much of our time and energy but it is just one part of our lives. Employee Assistance Programs (EAP's) offer support for work issues and the rest of our lives—relationships, health, and leisure to name just a few. When the stress of juggling ALL of life becomes too much, your EAP can help.

When Dave and Jim (Aurora's co-owners Dave Barnard and Jim Neuman) approached me in 1993 about joining the company, they were essentially looking to create Aurora's first version of EAP. Always on the cutting edge, they recognized that to manage Aurora's growth and to provide consistent, quality services, it was important to support the direct care staff as they balanced their lives.

Formal EAP's became standard practice for companies of all makes and models in the late 1980's and early 1990's, and clearly the visions of Dave and Jim were spot on!

Now, almost 27 years later, Aurora is leading the way with EAP work that not only serves its own company employees, but also serves over 4,000 potential employees from 15 companies with whom we provide

contracted EAP services—called Full Service EAP and operated through REALiving, a division of Aurora Community Services.

Our full service EAP work is also cutting edge! Companies that are utilizing this model receive, in addition to counseling for employees and family members, they also receive trainings, individualized consultation and support to strengthen work systems, and educational resources and publications (our REALiving magazine is the flagship of these kinds of resources).

Add another dozen national EAP providers that contract with Aurora Community Counseling for the counseling portion of their EAP programs, and you can see that we are impacting thousands of employees and supporting their efforts to be their BEST—in life and in work.

Testimonials from our growing number of EAP customers speak to the value of a safe and nurturing environment to process concerns and seek solutions, resources and education delivered in unique formats (recognizing that everyone learns in different ways), and a commitment to helping others be their BEST.

How to practice good Body Mechanics

by The Wellness Team

What are body mechanics and what does that mean to me: Body mechanics refers to the way that we move during our everyday activities. By using good body mechanics you may be able to prevent or correct the way you stand, sit or lie in order to protect your back from pain or injury. No matter if you are at home or at work, everyone needs to practice good body mechanics.

Proper Body Mechanics When Standing:

- Wear proper shoes, this protects your feet from injury and gives you a firm foundation
- Keep your feet flat on the floor separated about 12 inches
- Keep your back straight

Proper Body Mechanics When Lifting an Object:

- Your feet should be apart, in a standing position
- Keep your back straight
- Lower your body to get close to the object
- Bend from your hips and knees. DO NOT bend at the waist
- When turning, rotate your whole body, not just your back
- Keeping your knees bent and your back straight, lift the object using your arm and leg muscles. Do not use your back muscles.
- If the object is too heavy ask another person to help you

Proper Body Mechanics When Carrying:

- Hold the object close to your body
- DO NOT carry things that are too heavy for you. Always ask for help to move heavy objects.

Proper Body Mechanics When Pushing or Pulling:

- Use the weight of your body to help push or pull an object
- Your feet should be apart as in the standing position
- Keep your back straight
- Lower your body to get close to the object. Bend from your hips and knees. DO NOT bend at the waist
- If the object or person you are pulling or pushing is too heavy, ask someone to help you

Proper Body Mechanics When Sitting:

- When sitting for a long time, raise one leg higher than the other to help keep from getting tired. This can be done by putting the leg on a footstool
- If doing something, such as reading or knitting, put a pillow on your lap to raise the item closer to you. This will help keep your back straight

Proper Body Mechanic When Sitting at a Desk:

- Sit in your chair with your back straight and with support in your lower back
- Do not sit for long periods of time, get up and move
- Adjust the monitor of your computer so that the top is at the same level as your eyes.
- Use a paper holder so that the document is at the same level as the computer screen
- Use a headset or the phone speaker if you use the telephone often

<http://www.drugs.com/cg/using-good-body-mechanics.html>

Consumer Spotlight

by Donna Ernst



Nancy lives in Baldwin at 023. She says she loves Baldwin as it is her home town and she knows where everything is and it 'just feels right.' Reminiscing about a recent vacation to Washington State to visit her sister and niece, had her laughing as she told me visiting them is

one of her favorite activities. She went on to say she 'gets to go' twice per year and sometimes doesn't want to come back.

During her visit she said she was able to visit her favorite

mountain, Mt. Rainier. She added they did a lot of sightseeing, visiting with neighbors, and going out to eat. I asked her what people should know about Nancy and she responded, "Pink and purple are my favorite colors and I love jewelry and coloring in books." Attending the Aurora day center three days per week is something she enjoys, especially when she can do her worksheets and put things together.

Nancy says she does things pretty often with her roommates and every night they always watch Wheel of Fortune together, which is her favorite TV show. Her favorite movies are Forest Gump, Home Alone, and 101 Dalmatians. She likes to help cook 'sometimes' and also really likes pets and wishes she had a dog. We talked about winter coming and she "is just not ready for it but there is no stopping it." Nancy says "Aurora is a good place to work and to have help me at my house." As our visit was nearing the end, she reminded me Thanksgiving was coming next week and told me to wish everyone a happy Thanksgiving. We wish the same for you Nancy!

Company Spotlight

by Kyle Schemenauer

If you are anything like me you may have a slight idea on what Aurora's IT Department may do, but really not have a grasp of what all goes into the make up of Aurora's IT.

Broc Seigneurie was recently hired for the open IT Programmer position in the IT Department. In Broc's role as a Programmer he is assigned to create efficiencies throughout the IT world. Some of the efficiencies that are currently being reviewed is making Aurora's website more user friendly, updating databases throughout Aurora's family of companies, Aurora forms going strictly electronic, and down the road, integrating electronic usage throughout Aurora's homes. A good summary in creating efficiencies would be sooner, quicker, and faster for you the Aurora people.

In the day to day world of IT, your go to man is Juan Gordillo! Juan travels the company as needed to provide tech support to our local offices and/or homes. When it comes to phone, computer, or network issues, he is the person you need. Sticking with the word efficient back

in the earlier years of Aurora IT, if there were computer, phone, or network issues, it may have been multiple hours to days before things may have been fixed. Now in Aurora's world of IT Tech Support, Juan could be receiving tech support calls from the Eastern Region, working on something from the Northern Region and being able to fix whatever the issues may be all from his office in Eau Claire. I would have to say that's a pretty efficient and immediate response!

Dustin Doornink, the Director of the IT Department, continues to provide oversight on the day to day projects and issues as well as providing the hands-on projects for Aurora servers and networks. One of his other main roles is managing contracts and new equipment purchase for all the Aurora family of companies. However his main role is managing contracts and new equipment and sever/network related tasks. Moving into the future of Aurora's IT Department, I can only imagine the things that will be developed or implemented to again assist us in doing our jobs more efficiently and effectively.

Recipe: Rosettes by Jessica Schloegel



Christmas is a time for traditions and these cookies are an activity my family does every year.

What you need

2 eggs
1 tablespoon sugar
1/4 teaspoon salt
1 cup flour
1 cup whole milk
1 teaspoon vanilla
Lard for deep frying
Powdered sugar

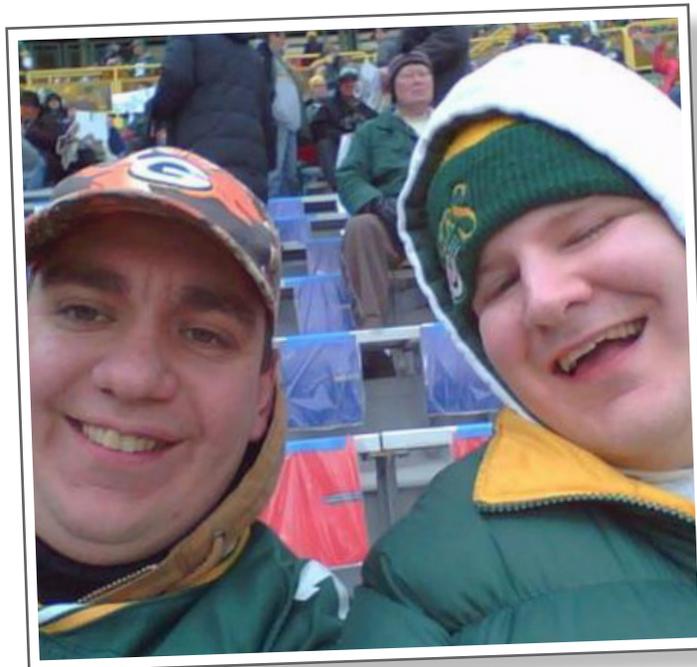
Make it

Beat eggs slightly. Add 1 tablespoon sugar and salt. Add flour and milk alternately, blending until smooth. Stir in vanilla. The batter should be about as thick as pancake batter. Heat 3" of lard in a

deep fryer to 365 degrees. Place a rosette iron in the hot lard for 60 seconds. Dip the hot iron into the batter, making sure NOT to let the batter run over the top of the iron. If you do, the rosette will be impossible to remove. Immerse the coated iron in the hot lard and fry 25-30 seconds until light brown. Slip off onto a paper towel.

Sprinkle with powdered sugar. Makes about 36 rosettes.

Life Photo of the Month



If you have any questions or comments about the Beacon, please send them to: Beacon@AuroraServices.com or mail to: Stavroula at Aurora Community Services P.O. Box 68, Menomonie, WI 54751.