

# Sharing the Journey

March 2020

LIVING  
RESOURCES

## A Message from the Chief Executive Officer



As I speak with others across New York State, we are fortunate to have had a moment to get prepared, in the event there is an elevation in incidents in our area. Our organization has been working together for many weeks, as a well-oiled machine, to formulate a plan of action and prepare for a potentially very difficult period. The safety of so many rests squarely upon our shoulders. I am so thrilled, in awe and amazed at how we are doing. All staff, friends, families working in unison with full cooperation to create as healthy an environment as possible.

We are maintaining the required physical distance and staying locked down in the group homes. Through the internet and remote devices we are remaining close to each other. Physically distanced, socially connected. We are working together and making split second decisions, as information changes several times a day. There is so much coordination and work we all do to stay focused, like a laser on our responsibilities, our purpose.

This is the greatest test we have faced and we pray. The only thing we can do is prepare and hope for a favorable outcome. "Chance favors the prepared mind." – Louis Pasteur

Our annual fundraiser, the **Art of Independence** was one of many events which had to be postponed due to the Coronavirus precautions. We are extremely grateful for the support we have received from our supporters. It is during times of need such as these, that the light of our family partners is shown. We thank them for shining their bright light towards all those we serve!



ROSE & KIERNAN, INC.  
SURETY, SURETY & BENEFIT SERVICES





## In Gratitude to our Living Resources Super Heroes



**Meet our Heroes who save the day  
Armed with LOVE to battle fear  
Tenderly administering reassurance  
Every day throughout year.**



**In a time when distance is a way of life,  
our selfless Super Heroes report.  
Individuals need care both day and night.  
On our mission we cannot fall short.**



**These are the Heroes who daily nourish  
body, spirit, and mind  
They are not just staff but family  
Their strength is that they are kind.**





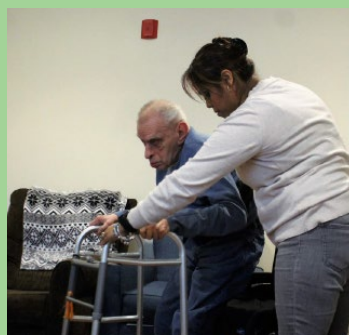


**There's cooking, cleaning, and care to give  
tending to medical need.**

**Their presence essential, each moment supportive  
So all in our care can succeed.**

**So here's to our Heroes, our daily responders  
When others retreat, you report.  
We praise you, we need you, we can't live without you.  
We love you with all of our heart.**

**- Poem by Catherine Butryn**





## Living Resources is on a ROLL

Our Director of Philanthropy **Deneen Palmateer** is used to receiving requests from our programs/services to search for funding or items they need in order to provide a better experience for the individuals we serve. However, she never expected to receive a request to locate toilet paper for the more than 300 individuals we support in our 40+ homes and additional supportive living situations. This is when the true value of our relationships come into play.

Deneen reached out to her friend and Living Resources supporter, **Denise Murphy McGraw**, who immediately reached out to **Amy Bellcourt**, Vice President of Communications for Essity, a global hygiene and health company. Amy, stated 'We know that 'over- buying' of toilet paper has been taking place for a few weeks now, and one of the downsides of that is supplies are depleted and there are people in need who can't locate toilet paper in the stores. I completely understand your need and this is a special situation, let me see what we can do to help.' To Deneen's amazement, Essity donated 100 cases of toilet paper (**3600 rolls!!!**) to Living Resources.

Our Living Resources staff are Super Heroes, continuing to work 24/7 to provide the best care to the individuals we support but they can only do what they do when they receive the supplies they need. We are extremely grateful to Denise, Amy, Essity and their team for their generosity in supporting our Super Heroes.







“Start each day with a positive thought  
and a grateful heart.”

— Roy T. Bennett

**You are an important part of our Living Resources Family  
and we care greatly about YOU!**

**We hope YOU are doing well!**

**Please know YOU are not alone - YOU are in our hearts with daily  
wishes for health and wellness.**

**While other businesses in New York are on PAUSE,  
rest assured that our Living Resources Super Heroes  
remain committed to our mission to promote and provide  
life-enhancing services to our  
vulnerable population in environments  
that are safe and nurturing.**

**Wishing YOU peace and health  
from our heart to yours!**



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RESOURCES**





## Faculty Spotlight: Hear us ROAR!

Do you remember the old adage "March comes in like a lion, and goes out like a lamb?" We as an agency, are **ALL LIONS** and we are **ROARING** in unison to defend against COVID-19.

**Our Clinicians are ROARING**, developing new virtual processes to meet the needs of those we serve;

**Our College Programs are ROARING**, providing virtual education courses to our students to ensure they remain actively engaged;

**Our Day Programs are ROARING**, continuing to reach out and nurture those we support;

**Our Development and Administrative Teams are ROARING**, guaranteeing that the needs and supplies of the agency and those we support are available when needed;

**Our Direct Support Professionals are ROARING**, ensuring that your loved ones remain healthy and continue to receive the best possible care during this crisis;

**Our Directors/Managers are ROARING**, providing support to their staff and all those they serve;

**Our Finance Team is ROARING**, making certain that payroll is timely and our finances remain strong;

**Our Home Care Team is ROARING**, helping individuals to remain healthy and safely while home;

**Our Human Resources Team is ROARING**, bringing in new staff and training to support the agency and those in need;

**Our IT Team is ROARING**, assisting us in maneuvering this new world of technology to allow us to continue to operate effectively in a virtual environment;

**Our Leadership Team is ROARING**, making tough decisions every day that impact the health and wellness of our organization, staff, and supported individuals;

**Our Maintenance Team is ROARING**, safeguarding our homes and buildings;

**Our Nurses are ROARING**, providing the best possible medical care to those that need their support;

**Our Quality Team is ROARING**, guaranteeing the safety and health of all.

We have never been prouder of Team Living Resources than we are at this very moment. **TOGETHER WE ROAR!**

**While March may not go out as a lamb, we have faith that our ROARS are being heard, and TOGETHER we are stronger than COVID-19!**



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