



MILESTONE INC.

Building Lives • Building Futures

MATTERS

Newsletter For The Friends & Supporters of MILESTONE, Inc.

SUMMER 2007 CONTENTS

New Adult Group Home 2

Helping A Family Reunite 3

MILESTONE Athletes Win Big 4

Dan's Dandy Day Trips 5

Lift Free Project Meets Goals 6

MILESTONE Nursing Staff Honored 7

Adopt A Camper 8

MILESTONE INDUSTRIES UNVEILS NEW HOLIDAY CARD DESIGNS.

Artists at MILESTONE Industries created 3 new designs for the 2007 Holiday cards. Orders are now being taken for these and the 3 returning favorites. New designs include Silver Bells on gray paper mounted on red cards, Happy Holidays on dark navy paper, and a Candle on dark navy paper. The returning favorites are the French Horn design, the Christmas Tree and the Cardinal.

A wide selection of greetings are also available.

Last year was a record setting year with MILESTONE Industries filling orders for over 4800 cards, so please order yours early.

Cards are \$2.25 each for orders of 1 to 99 cards, and \$1.75 each for orders over 100. You can save 10% if you place your order before August 1, and 5% if you place your order before September 1. For more information or to place an order call Jeanette Moore at (815) 639-2821.



Candle (New Design)



Festive Happy Holidays (New Design)



Silver Bells (New Design)



Christmas Tree



French Horns



Cardinal



NEW ADULT GROUP HOME

Five individuals from the Black Oak Trail home are busy making plans for their move into a new home on Eggleston in Rockford this summer. The new home has an open floor plan without stairs which allows for ease of movement throughout the house. The kitchen design will allow staff to work with individuals in the kitchen and still be able to see throughout the home and meet the needs of the others. As with all the other homes each individual has their own bedroom. Walk in showers were put in two of the three bathrooms. There are also 2 living rooms separated by the dining room which provides space for the individuals to spread out .



SURVEY SHOWS BOTH GUARDIANS AND INDIVIDUALS ARE HAPPY WITH MILESTONE'S SERVICES

The 2006 Overall Satisfaction Survey results are in from both the Guardians and Family survey and the Individuals Served survey. Both showed a slight increase in the overall satisfaction level from the 2005 survey. The surveys are done on an annual basis as part of MILESTONE's accreditation through CARF, the Rehabilitation Accreditation Commission. In addition to the yearly survey, the Social Services department staff contacts guardians regularly so they are updated and informed. " We strive for good communication between the guardians , the individuals served and our staff," according to Helen Pyfer, Social Services Director, who added," This survey is just one way to keep the lines of communication open and provides a forum for people to ask questions or discuss issues." The survey results are distributed agency- wide, including the Individuals Served, the Board of Directors, the Chief Executive Officer, the Chief Operating Officer, and to the Administrative and Supervisory staff. The information gained is used to evaluate and strengthen MILESTONE as an organization. Upon request the survey results are distributed to families, guardians and funding and regulatory agencies.

Survey highlights	
Guardian and Family Survey results	
Overall satisfaction	
2005	97.5%
2006	98.5%
Individuals Served	
Overall satisfaction	
2005	96%
2006	97%

LOBBYING IN SPRINGFIELD

Several Individuals from MILESTONE visited area lawmakers in Springfield during ARC's Day at the Capitol. Representatives from community based organizations throughout Illinois spent the day advocating for increased funding for services from the state. The group had a full schedule but they find the time to see some of the sights.





ENJOYING THE SENIOR CENTER ACTIVITIES

Thirteen years ago Phyllis Anderson moved into a MILESTONE group home, today she says it is the best thing that could have ever happened. Phyllis enjoys going to the Senior Center each day and seeing her friends and the MILESTONE staff. Phyllis lived most of her life with her mother, but after her mother passed away family members had to make a decision about where Phyllis was going to live. At first she was placed in an area nursing home, which she did not like at all. The staff there worked with Phyllis and her family and eventually she moved to MILESTONE. When Phyllis first came to MILESTONE she enjoyed working at MILESTONE Industries, and while she likes the activities and craft projects at the Senior center,



she looks forward to every quarter when she can help with the mailing of MILESTONE Matters. She helps put the mailing labels on each newsletter and get them ready for mailing. She says the individuals and staff at MILESTONE are part of her family. She enjoys all of the outings especially the picnics and trips to the Hometown Buffet. The holiday parties are fun, and she really likes the fact President and CEO Jim Hamilton remembers everyone's birthday and personally congratulates them and gives them money to buy a can of pop or something from the snack machine.



Overall she says MILESTONE is just a nice place to be.

HELPING A FAMILY REUNITE

Jane Brown had a tough decision to make. Her goal after moving to California 3 years ago was to also have her son move to the west coast. But that meant he would have to leave MILESTONE, the place he called home for the past 18 years. But, she said she knew the time was right John was visiting California and they were made aware of an opening at Cedars of Marin, in Ross, California. They visited and Mrs. Brown knew it was what she had been looking for, because of the similarities to the MILESTONE home where John had been living. At first she said it seemed to be an overwhelming task because of the amount of paperwork and documentation that was needed, and the fact it had to be done in only a few short weeks. But, the staff at MILESTONE helped make it as easy a move as they could. Mrs. Brown said they



faxed medical records and care plans directly to the new facility, and searched through old records to find exactly what was needed. She says everyone went the extra mile, and the staff made the move easy for John. Mrs. Brown says it was a bittersweet experience. While she and John are glad to be reunited, it was tough to leave MILESTONE, adding John still asks about his friends and staff, but he is very happy.





HELPING DECORATE THE ROCKFORD RESCUE MISSION

A few weeks before each holiday you will find individuals at MILESTONE Industries hard at work making centerpieces for the dining room at the Rockford Rescue Mission. Easter baskets were made for Easter, Shamrocks are cut out for Saint Patrick's Day and pumpkins are stuffed and painted for Halloween. The staff at the Mission say they look forward to seeing what is created for each holiday and add the centerpieces always put a smile on everyone's face.



HELPING AT MILESTONE INDUSTRIES

Several times each week you will find Josette helping out at MILESTONE Industries. Josette is part of MILESTONE'S Intermittent CILA program and volunteers at MILESTONE Industries. Josette is a talented artist and uses her talents to help with the holiday card production. She says she loves helping with the cards and enjoys the work she does. Josette is a busy lady who also helps out at the local ARC office, goes to the YMCA 3 days a week and works for I-SAIL, Illinois Self advocates in the lead.



MILESTONE ATHLETES WIN BIG

MILESTONE was well represented at the annual Special Olympics Track and Field meet. 145 athletes took part in the competition. Doug H. and Ray B. helped open the games by singing the national anthem. MILESTONE was also well represented at other Special Olympic competitions. 20 athletes competed in Bocce, 8 in soccer and 1 in aquatics.



Special Olympic Medals

Gold
51 Track and Field
12 bocce
1 swimming

Silver
44 Total

Bronze
31 total

Photos courtesy of Gary L. Geiger Photography



DAN'S DANDY DAY TRIP FUN

The crafters at MILESTONE Industries enjoyed 2 special trips in May thanks to the Dan Wickstrand Memorial Fund and Dan's Dandy Day Trips. The first was to Navy Pier and Bubba Gumps, and the second was to the RainForest Café. The individuals chose both locations and a good time was had by all.



DENTAL CLINIC STAFF ATTEND CONFERENCE

Three members of the MILESTONE Dental clinic staff attended



the 19th Annual Meeting on Special Care Dentistry in Denver, Colorado. Dr. Jason Grinter, Dental Director, Kathy Olson, Clinic Administrator and Inessa Tom, Dental Hygienist attended four days of training sessions and many networking opportunities. The group especially enjoyed the Keynote speech by former US Surgeon General, Richard Carmona, MD, who had experienced the difficulty of accessing medical and dental care first hand when he grew up on the streets of New York City. His life story was both inspirational and informative. Other topics included the newest techniques in treating the elderly and special needs patients, creative delivery options to providing dental care and reviews of new and innovative products to aid in the treatment of patients with special needs. The networking opportunities allowed the staff to exchange challenges, successes and ideas on an informal basis with dental professionals from all over the world who treat patients with special needs. The group left the meeting feeling energized to come back and put their new knowledge to work in the clinic. The staff was again sought out at this year's meeting as experts in the field and answered many questions about MILESTONE's successful delivery model.

ASK A DENTIST



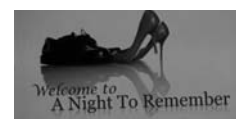
Why do my teeth hurt when I drink cold drinks?
-Fossmor, Inita

Dear Inita-
Your teeth have a lot of nerves inside them, believe it or not. Though your teeth are made of the hardest material in your body, inside they are filled with very soft and very sensitive nerve endings. A lot of people have sensitive teeth, you may want to bring this up at your next appointment and we can discuss if you need a

special toothpaste to treat this, such as Sensodyne.
— Jason M. Grinter, D.D.S.

A NIGHT TO REMEMBER

Individuals from RocVale donned their formal wear and attended a special event in their honor at Heartland Community Church in May. A Night To Remember was a prom type event complete with limo service, boutonnieres and corsages and a red carpet entrance. Everyone enjoyed a meal by candlelight before heading to the dance floor. On the way out each individual received a copy of a picture taken of them earlier in the evening and a commemorative medal. The individuals who attended each had their own unique experience but all agreed it truly was a Night To Remember.



photos courtesy of Jim Sheldon, Heartland Community Church



LIFT FREE ENVIRONMENT PROJECT MEETS GOALS



The goal of the lift free environment project was to create a safer environment for the individuals MILESTONE serves and for the employees. Since the project was started MILESTONE, Inc has seen a dramatic decrease in the number of staff injuries and medical costs, and in the number of days away from the job. MILESTONE employees say they know the new equipment has helped. "It has made a big difference because staff doesn't have to pivot individuals anymore. It's a big help to staff to prevent back injury. The lift free environment is safer and better for both staff and individuals." according to one employee at the MILESTONE Training Center. Another says, "Yes, I think it made a difference because there's much less strain on staff's backs. Also it may have reduced some incidents of individuals falling or twisting injury. But mainly it's reduced the strain on the backs of the staff. I think that's the most important part of having a lift free environment." Grants from several foundations and donations from private donors provided the funds for the lift free environment project.

MILESTONE OFFERS COMPREHENSIVE TRAINING FOR NEW EMPLOYEES

A key to any employee's success on the job is training. Which is why over the years MILESTONE Inc. has developed a very thorough training program to assist the new employees with the transition into a new job. Prior to starting in a direct care position, each person must complete 9 days of training. Some of this training is created to be in compliance with our regulatory agencies, but a majority of it is designed specifically by MILESTONE Inc. Supervisory Staff to limit the training needed once the new employee starts working with the individuals in the homes.

Training courses include Human Rights Part I and II (Part II taught by an individual served), Personal Dignity, Communication Skills, Dietary, Social Services, Behavior Modification, Client Crisis Management, Medication Administration, Emergency Plans, CPR and First Aid, and Cultural Awareness and Diversity. The Training Department also spends numerous hours with the new staff member during this two week period, demonstrating meal time, bathing, outings, lift van procedures, driving vehicles, understanding program books, along with touring MILESTONE facilities. MILESTONE's Administrative staff feel that the time spent with the new employee, makes them feel more comfortable when working with the individuals and gives them a well-rounded view of MILESTONE as a whole. Surveys are also completed after this training period to attempt to get new ideas on how we could improve our training to best meet the concerns of the new employee



THANK YOU MILESTONE SUPPORTERS

Thank you to Hamilton Sundstrand for the grant for equipment for the No Lift Environment project

Thank you to the American Legion Auxiliary in Rockton and Letha Preston for the continued support given to RocVale Children's Home

Thank you to the Knights of Columbus Council 8021 in South Beloit for their continued support of both MILESTONE and RocVale.

PRO AM GRANT PROVIDES EXERCISE ROOM AT ROCVALE

The children at RocVale children's home have a new place to exercise thanks to a grant from the Rockford Pro Am. RocVale was one of the organizations designed to receive a grant from the proceeds of the 2006 Rockford Pro Am. The funds were used to purchase stationary bikes, rowing machines, weights and other exercise items.





MILESTONE NURSING STAFF HONORED

Everyone took a moment to say a special thank you to the MILESTONE Nursing Staff during Nurse Appreciation week in May. The 15 RNs and 14 LPNs provide round the clock coverage 7 days a week at MILESTONE facilities and insure the highest level of care is delivered to the individuals by going above and beyond.



ON THE JOB FOR 2 YEARS

In June, Bobby McGrew was recognized for being a MILESTONE, Inc. employee for the past 2 years. Bobby is busy every day over the noon hour working as the Cafe Aide at MILESTONE Industries. He makes sure the tables are set up and meals are ready for the individuals during each lunch break. Bobby is also part of the Intermittent CILA program and says he enjoys doing things with his friends when he is not at work.



MILESTONE HONORED AS A FAMILY FRIENDLY COMPANY

MILESTONE Inc is one of 28 employers in Northern Illinois to be honored by the United Way of Rock River Valley as a family friendly company. In order to be recognized as a family friendly company the organization must meet rigorous guidelines developed by a volunteer committee of local human resource professionals. The organization must offer employees several benefits including flextime to attend school events, reasonable health insurance, dependent day care flexible spending accounts, and leave time to allow families to celebrate a birth or mourn a death. According to a United Way spokesperson the company must provide a work environment and culture that promotes a family-oriented lifestyle.

MILESTONE, INC. RECOGNIZES LONG TERM EMPLOYEES

10 years

Erica Sheely	April
Susan Apple	April
Lisa Salazar	May
Cheri Poage	June
Mark Davis	June
Monica Esquivas	June
Marilyn Gerling	June
Renee Harlan	June

15 years

Linda Joseph	June
Kristina Chermak	June
Terrie Sharp	June

20 years

Joni Abernathy	May
Tim Slade	May
Terese McKnight	June

30 years

Pat Todd	June
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MILESTONE MISSION STATEMENT

"Everyone has the right to be treated with respect, to participate in community life, to develop and exercise personal competence, to have family and friends, and to make decisions in their lives." MILESTONE, Inc. exists to ensure that persons with developmental disabilities can exercise these same rights.

MILESTONE, Inc. is a 501 (c)(3) Illinois not-for-profit organization. MILESTONE Matters is developed to inform the public of the program services we offer to developmentally disabled citizens from Northern Illinois. To learn more about MILESTONE and the individuals we serve, please call (815) 654-6100.

Chief Executive Officer: James P. Hamilton
MILESTONE Matters Editor: Arles Hendershott
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MILESTONE INDUSTRIES



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For a project quote or more information about Milestone Industries
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815.639.2810
Email: bstephenson@milestone-inc.org

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ADOPT A CAMPER

Remember the fun you had at summer camp? Help us make summer camp a reality for everyone at MILESTONE by adopting a camper.

For \$100 you can sponsor camper for a week at Camp Albrecht in Iowa

Or

For \$65 you can sponsor a camper at Camp Winnebago, a program designed for our medically fragile individuals who need specialized attention and care.



Each sponsor will receive a picture of their camper and a report outlining the activities of the week after the camper returns. Call the Resource Development department at 815-639-2965 for more information, or you will find information about sponsoring a camper on the enclosed envelope.

Address Service Requested

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