

INNOVATIVE SERVICES, INC.

MAY 2023

"TRY TO BE A RAINBOW IN
SOMEONE ELSE'S CLOUD."
- Maya Angelou

CEO CORNER: Greetings Innovators!

Earlier this month I had the pleasure of spending time with clients at various locations, and just last week at Erv Ct. and Cilantro. What fun and so much joy! I am thoroughly impressed by the high level of care we are delivering. Thank you for helping our clients lead their best lives. The work we do makes a true difference every day.

As part of ISI's effort to be Grateful for You, we surveyed the team for 2023 events. ISI will sponsor the events listed in this newsletter (with food, tickets, etc.) and we hope you, your families, and clients will join. This is just part of our efforts to enrich lives. We also recently hired a Life Enrichment Specialist – Jesse Harris – who will be working on activities for all. It will be a fun-filled year.

Part of our focused improvement work has been on getting you the coworkers you need. Thank you to everyone who repeatedly steps up to make sure our clients receive care. Please know we have hired more team members and that our number of vacant positions is dropping. Overtime pay is expensive and burns people out, so we will be working hard to fill positions or staff differently. We aspire to be one of the BEST places to work for in the state, so please contact me or your supervisor to let us know what we can improve for you.

Thank you, keep up the excellent work, and I look forward to meeting even more of you soon,



Michael

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Employee Assistance Program (EAP)

Helping You Thrive!

Everyone experiences challenges that can affect their mental health. We offer a benefit called an Employee Assistance Program (EAP) through ERC: Counselors & Consultants that can help you address mental health issues and create positive ripples in your life.

· The EAP provides short-term mental health counseling for you (employees), your spouse, your dependents, and those in your immediate household.

· There is no cost or co-pay to use the program, and the EAP is not tied to your insurance. Your employer sponsors this mental health benefit.

· EAP counseling is confidential, and HIPAA protected. No identifying information is provided to your employer without your written consent.

· ERC has a team of licensed counselors as well as a proprietary network of counselors throughout the nation to assist you where you are located.

Basketball Hoop Donation!



Dahl Subaru in La Crosse

Onalaska donated a

basketball hoop and two

basketballs to our

Innovative Service

Onalaska Youth Program!

We are grateful for this

donation, as we strive to

get keep the youth active

in the outdoors and

community. They are going

to love this new addition.

Thank you, Dahl and Ashley

Price for thinking of us!



Pictured below: Sawyer Lovstad & Tyler Buchanan from the Onalaska youth program, lending in a helping hand to get the Youth Center playground ready for the season!



There is one number to call, and it is answered 24/7/365.

Call 1-800-222-8590

Appointment Scheduling Hours:

Monday–Thursday 8 a.m. to 5 p.m. (CST) Friday 8 a.m. to 2 p.m. (CST)





"Thank you, team, for all you do every day to ensure the health and safety of our clients!"

**Michael Schwartz
CEO**



Covid Resources: [COVID-19: Wisconsin Summary Data](#) | [Wisconsin Department of Health Services](#).

ISI follows all required state and federal COVID rules. The rules and guidelines have changed, and the public health emergency is set to expire May 11. Group home requirements remain some of the strictest in the country, and we are required to follow them. Based on CDC and DHS guidelines, along with our infection control policy, ISI must continue to have a protocol in place for COVID. Please remember:

- We rely on YOU to report when clients are ill or experience a change in condition, regardless of whether you suspect COVID. This allows us to make sure our clients get the care they need. When a client has COVID symptoms or tests positive for COVID, we must follow specific protocols.
- Generally, if you are feeling ill, stay home and let your manager know. If you are at work with any symptoms of illness, please wear a mask around others. Free testing resources may not exist after May 11, but you can get free rapid test kits through these two links: [COVID.gov/tests](https://www.cdc.gov/tests) - [Free at-home COVID-19 tests, Home - Say Yes! To Covid Test \(sayyescovidhometest.org\)](https://www.sayyescovidhometest.org).
- ISI follows updated CDC and Wisconsin Department of Health guidance around masking. This means masks are still recommended at any time but are only required when COVID is listed as HIGH by the CDC or confirmed COVID is present in the program.

Mental Health Awareness Month

BY TOM FERYANCE, MSE, LPC

May is Mental Health Awareness Month. We all have mental health, and we need to make sure that we not only keep our bodies healthy but also our minds. We should all have tactics to make our lives a little less stressful here are some ideas:

Active Skills:

- Break down situations into smaller parts to find solutions.
- Goal setting, when you make achievable goals for yourself.
- Relaxation techniques such as deep breathing and mindfulness to reduce stress
- Taking action, do something physical like running or playing an instrument

Passive Skills:

- Deep breathing
- Taking a hot bath
- Journal
- Read
- Walks
- Listen to music



Taking an active approach to coping with difficult situations and emotions can improve mental health, relationships, and overall well-being. With support from family, friends, or professionals like therapists or counselors, learning new coping skills can get easier over time. Don't be afraid to reach out for help if you need it!