

## **ARRM Cares Nomination: James Lessard**

***Centerville House***

***Years of Service: 2.5***

***Professional Integrity:*** Explain how the individual has supported persons served while maintaining high standards to benefit persons served, co-workers, and the organization

James is one of our most dedicated staff members. He has been at Phoenix for over two years, is never late, and has only missed one day. The Program Manager has commented many times that for him being so new to the field, she is impressed at how well he has accelerated and excelled at his position.

James has built such strong relationships with the individuals he works with, especially two of them. He jokes with them every morning and to hear them giggling is so infectious. His attitude is contagious. The bus drivers love him as well, because he is always helping with the loading, making sure it goes as smoothly as possible for everyone. He will do whatever is asked of him no questions asked.

***Networking Supports:*** Explain how the individual has advocated to connect persons served with natural support systems. Explain techniques the DSP has used to connect persons served with natural supports

James is always the first one to advocate for our folks. He has stepped up countless times to take those we support on appointments last minute or to the emergency room. We know we can always count on him in a time of need!

He has been in that position himself, so he knows what it feels like. Years ago, he was in an accident that left him with some injuries where he could not take care of himself for a long period of time. He says it really puts into perspective how to treat a person in need of care. "I just treat our residents how I want to be treated," said James.

***Creative, Innovative, Person-Centered Approaches to Services:*** Explain how the individual has personalized services for persons served and how they have demonstrated an ability to develop and implement new person-centered approaches while demonstrating successful results.

James is always thinking about how he can provide the best person-centered care to those he supports. Earlier this year, we had a lot of hospitalizations at the home James works at. If it weren't for his quick-thinking, along with the help of his coworkers, there could have been some very serious negative outcomes.

We've also had been many medical changes recently in this home, as well as two positive Covid cases, and James stepped up right away and asked what he could do to help—which is exactly what we need in the heat of an emergency! He is not afraid to take action when we need someone to step up, which his program manager greatly appreciates!