

## **ARRM Cares Nomination: Zockinna Bell**

***Current: PS at Viking***

***Past: PS at Douglas***

***Years of Service: 6.5***

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

What truly sets Zockinna apart is her proactive approach to taking on additional responsibilities. When the need arose to clean the garage and basement at the home she worked at, Zockinna stepped up without hesitation. She took the lead in organizing and coordinating the tasks, displaying excellent project management skills and attention to detail.

Throughout these projects, Zockinna exhibited exceptional leadership qualities. She effectively communicated with her staff, ensuring that everyone was on the same page and working towards a common goal. She not only motivated her staff to help, but she did it with excitement and passion! They willingly jumped right in and helped complete the projects with the utmost efficiency and detail. These spaces hadn't been deep cleaned in years! The transformation was unrecognizable!

Not only did Zockinna successfully complete the garage and basement projects, but she also managed to maintain her high level of performance in her primary responsibilities at the same time.

***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

From the moment she joined us, Zockinna prioritized getting to know each individual she supports personally, taking the time to understand their likes, dislikes, and what truly matters to them. Through this process, she identified an individual struggling with depression, primarily triggered by the lack of engagement with their family members.

Recognizing the profound impact of these connections, Zockinna devised an ingenious plan to reconnect him with his family during the Christmas season by organizing a meaningful activity to him—a Christmas card photo shoot!

Before the big day, she set up a day of pampering for him, which included shopping for the perfect outfit, dining out, and socializing, which significantly uplifted his spirits.

On the day itself, Zockinna paid meticulous attention to grooming, ensuring the individual felt confident and well-presented, even adding a touch of cologne for an extra boost. His smile was brighter and more genuine than ever that day!

Zockinna didn't stop there! She supported the individual in creating and mailing the Christmas cards to his family, rekindling vital connections that have since become a cherished tradition. He continues to talk about the experience and hopes to make it an annual event!

***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.

We recently received a sincere compliment from a family member about Zockinna's care to their loved one—a true testament to the care and commitment she has for the individuals she supports.

"I did want to specifically recognize Kinna, who is absolutely amazing in her care and attention to [him] and his needs. From the day-to-day challenges of broken wheelchair arms and making sure the Price Is Right channel is on his TV, to keeping me informed of any health issues or other concerns about [him], I really appreciate her dedication. I know she works long hours and seems to always be there day and night! She even went out of her way to personally make sure [he] could spend Christmas Eve with his family. This was a priceless gift to us!"

Zockinna recently switched homes, but she remains committed to the individuals at her former home. She continues to visit regularly, at least once or twice a week, to work with the individuals, lift their spirits, and maintain the connections she helped foster.