



# Newsletter

FALL 2003

## From the Director's Desk

JRC continues to grow and thrive. Today we serve 175 residential students in 30 homes and apartments and employ a staff of approximately 830 employees.

Several major recent developments

illustrated in this newsletter are: a new online digital video and audio recording system that allows experienced, centrally-located staff to monitor what goes on in our residences 24-hours per day (pp. 2-3); several new residences (pp. 4-5);

new vocational training opportunities for our students (pp. 6-7); an online discussion board we created for our staff to encourage and facilitate their suggestions for improving our program (pp. 8-9);

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*Dr. Israel (Executive Director) and recent JRC graduate Danielle pose for a photograph with Danielle's mother (right) and aunt (left) following our culmination ceremony on June 18, 2003.*

# Digital Video Monitoring System

(continued from previous page)

the opening of a special classroom to teach daily living skills (pp. 10-11); the initiation of a new staff wellness benefit that focuses on nutrition, and a new student curriculum in nutrition (pp. 12-13); the development of a special chat room for JRC students as well as access to the internet as an earned reward (p. 14); the student chart share meetings, in which students share with each other their data and improvement suggestions on their self-management and behavior modification projects (p. 15); and the expansion of JRC's administrative offices into its new building located at 250 Turnpike Street (p. 16).

We are running to keep up with ourselves, as we cope with rapid growth and new developments. Come and visit us to see these new features!

Dr. Matthew Israel  
Executive Director



*Live video recording of our residences helps staff monitor the progress of students and provides the students with a sense of security.*



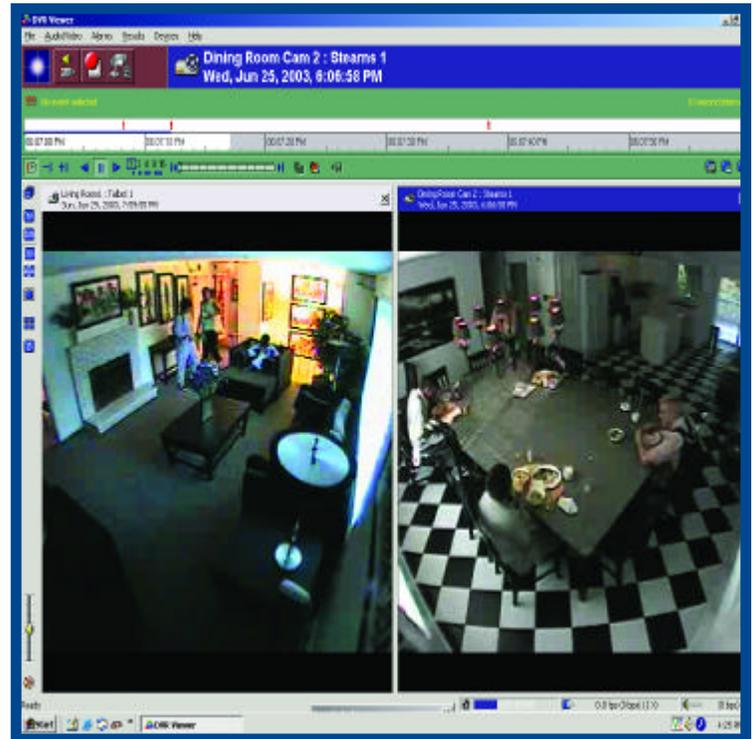
*The Residential Monitoring Department reviews the preceding day's videos to insure correct staff performance at all times. These monitors give out both Performance Credits for good performance and Performance Improvement Opportunities for performance that needs improvement to meet our standards.*

# Digital Video Monitoring System

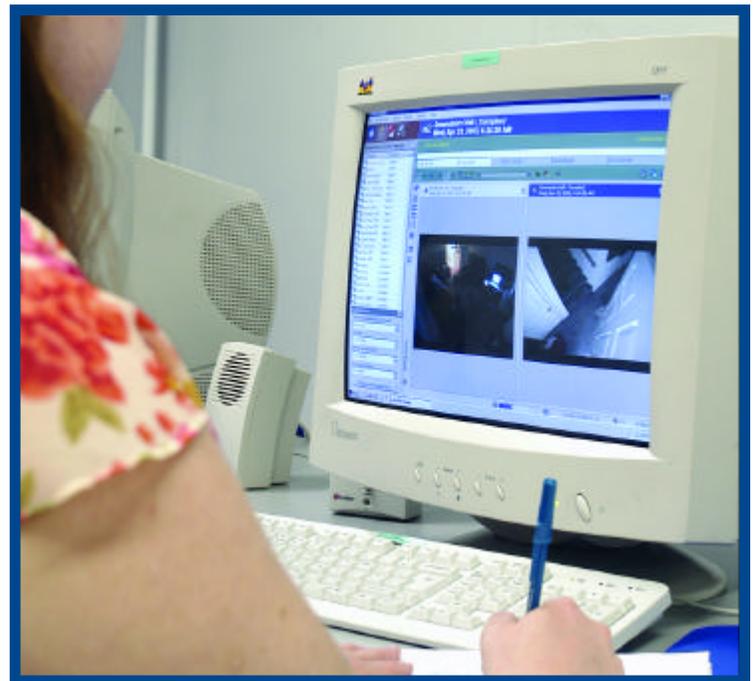
This spring we completed the installation of a state-of-the-art digital color video and audio monitoring and recording system. It enables a team of experienced supervisors, based at our new 250 Turnpike Street building, to monitor what goes on in each of our 30 residences, through real time, online streaming digital video. These monitors, who work in the evening, overnights, and weekends, insure that the students' programs at each residence are carried out effectively, correctly, and safely. If the monitor sees anything that needs to be corrected or changed, he/she calls the residence immediately and directs that the needed change be made. The video and associated audio are also recorded on a hard drive so that they can be viewed at a later time.

This system, which represents a substantial investment, is also being installed in our buses and vans. This system allows supervisors to view from their home or office computer what is going on in any residence. There is an obvious benefit to being able to view what goes on in a residence without alerting both staff and students that a supervisor is viewing them -- something that is unavoidable when a supervisor visits a residence to monitor it.

In addition to this centrally-based monitoring of the residences from 250 Turnpike Street, some residences continue to have their own monitoring stations where a supervisor can monitor, through digital video and audio, what is going on in each room of the house, throughout the evening, overnight and weekend hours.



*The viewing features of the program allow for multiple rooms to be displayed on the screen at one time.*



*Certain residences have a staff person who is responsible for monitoring the live video from every camera in the house during the evening hours. Cameras are located in all the rooms of the residence. Some residences have as many as 23 cameras.*

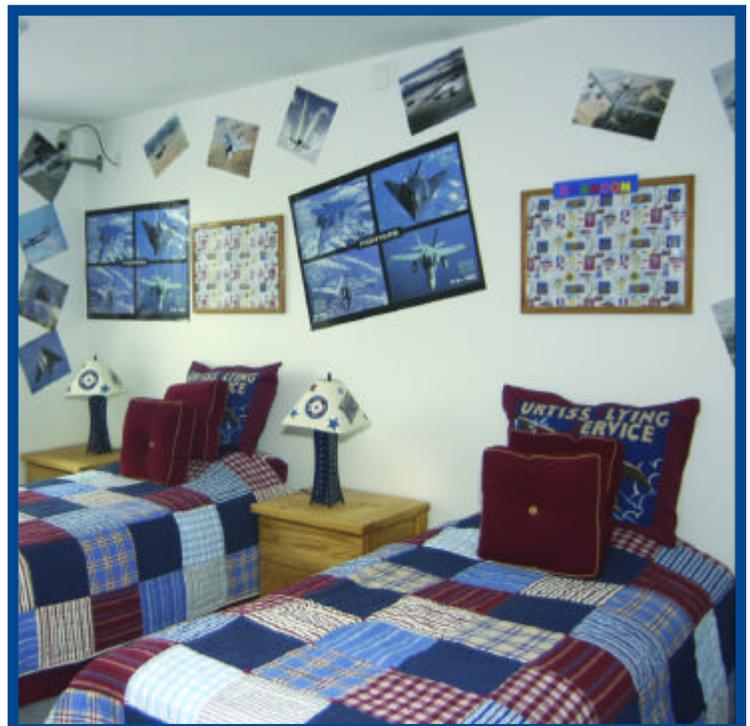
# New Residence - Mansfield, MA



*All homes have cable or satellite TV. Several have a big screen TV with surround sound.*



*This 3,250 sq. ft. raised Cape is built on a 34,000 sq. ft. corner lot. It has a beautifully landscaped yard and a deck off the main level. The home features 11 rooms, which includes 6 bedrooms, and 4 bathrooms.*



*The students assist in decorating their own rooms with their favorite posters and other items.*

# New Residence - Stoughton, MA

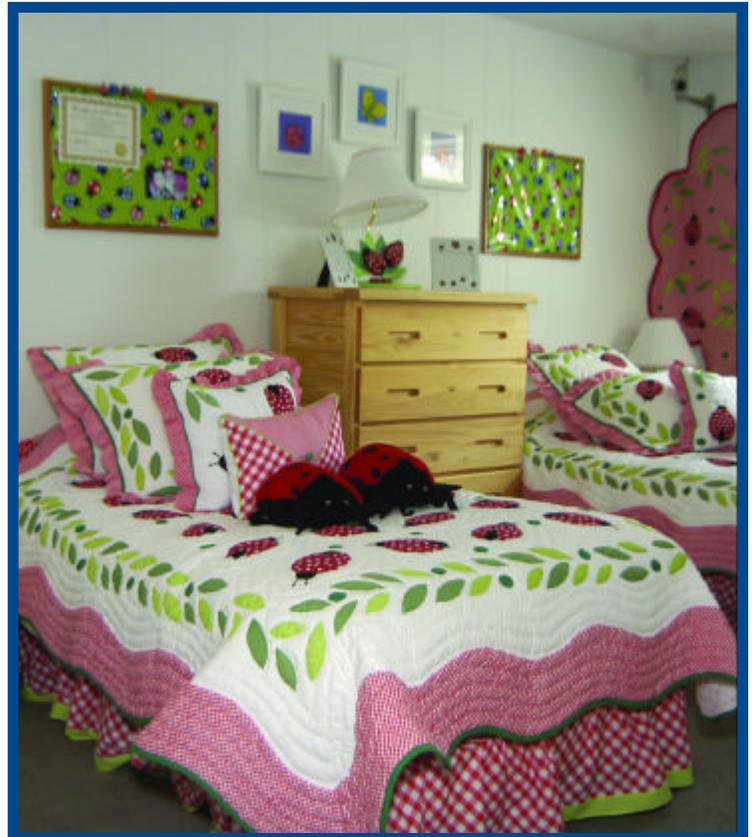


*All common areas are decorated with contemporary non-institutional furniture. No two rooms or houses are decorated alike.*

This spring and early summer we added two more homes and four new apartments to accommodate our constantly increasing student population. One of these is a home in Mansfield, MA, which we designed and contracted to have built for us. Another is a secluded raised ranch in Stoughton, MA, that sits on an acre of land. Each home is decorated differently, with non-institutional furniture. The new digital video recording system, described previously, is a great help to our decorator, who uses it to see whether each house is being kept in its desired neat, attractive and well furnished condition at all times.



*This 2,660 sq. ft. raised Ranch is located on 40,933 sq. ft. of land. It features a three season porch that overlooks the yard. There are 4 bedrooms and 3 bathrooms. The home is set back from surrounding neighbors and the main road.*



*The bedrooms are furnished with CD Stereos, televisions with cable/satellite access, and VCRs.*

# Student Employment Projects



*Students in the Work Activities Training Center count popsicle sticks and assemble them with rubber bands for their contract job with Concord Foods.*

As a result of some vigorous marketing, we obtained a major assembly contract with a manufacturer of popsicle sticks. This should keep our in-house Work Activities Center busy for some time. Other students continue to do paid part-time work in various JRC departments such as Computer Support and Nursing. We have developed a relationship with a local Coca-Cola bottling plant in Braintree that allows two of our students to work there in supported employment. One of our students gained a part-time, competitive (non-supported) job at a local child care center near JRC.



*The Nursing Department appreciates all the help they receive from Bernadette.*



*Brian sets up and repairs computers around the school building for the Computer Support Department.*

# Student Employment Projects



*Antonio and Steven had a supported work opportunity at the Coca-Cola storage and distribution plant in Braintree, MA.*



*Antonio and Steven stock shelves with Coca-Cola beverages.*



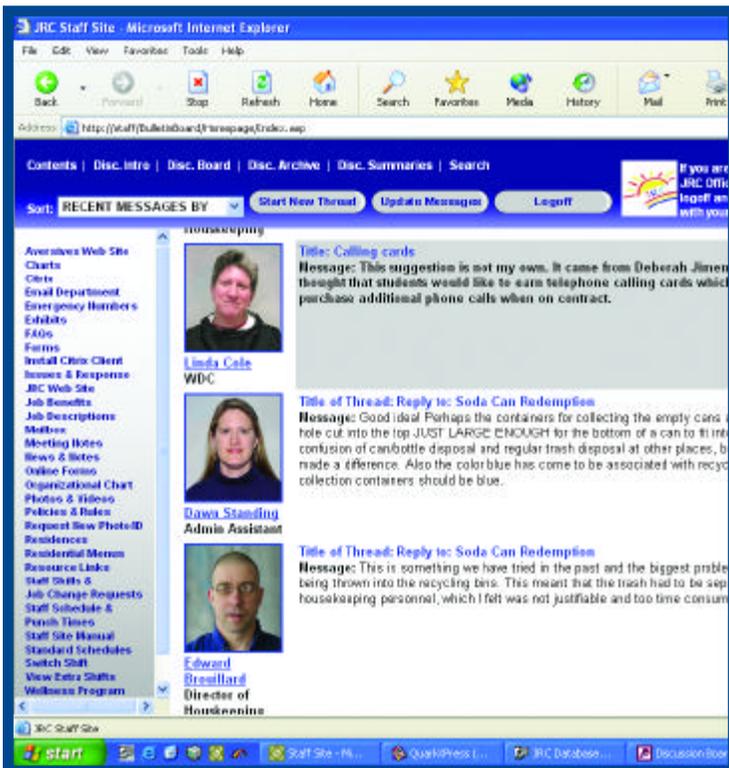
*Danielle worked at Mulberry Day Care Center from October 2002 to just before she graduated from JRC in June 2003. She primarily worked in the Infants Room, assisting the Lead Teacher with feedings, changings, and recreational activities. Danielle worked approximately 20 hours per week. She enjoyed working with the infants at Mulberry and felt this was a valuable experience for her future plans of being a Teacher.*



# Online Discussion Board



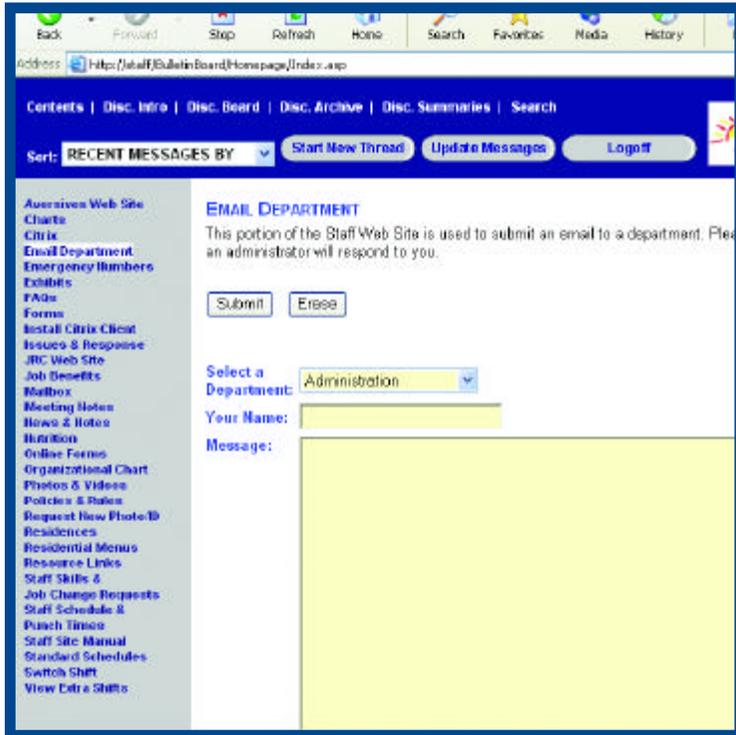
*Training in the use of the staff site and discussion board is required of all employees at the start of their employment. Staff members are encouraged to make thoughtful and constructive suggestions to improve the JRC program.*



*The discussion board can be accessed from all of JRC's computer workstations as well as from the staff members' own homes.*

*Pictures of the staff member appear next to their respective posts so that staff may become familiar with faces.*

# Online Discussion Board



*One section of the staff web site allows any staff member to send email messages to any of 21 departments.*



*Direct-care staff are required to submit certain job-related forms in electronic form using the JRC Staff Site.*

Encouraging and obtaining constructive suggestions from each of our 830 employees, each of whom works a different shift schedule is not easy. Our solution is an online discussion board that our software developers have created. We provide 15 minutes on each shift for staff to read and post messages on this discussion board. Each staff member is required to make two constructive suggestions each month. We also train staff in how to use computers and the discussion board, and we provide a \$100 reward for the best suggestion of the week.



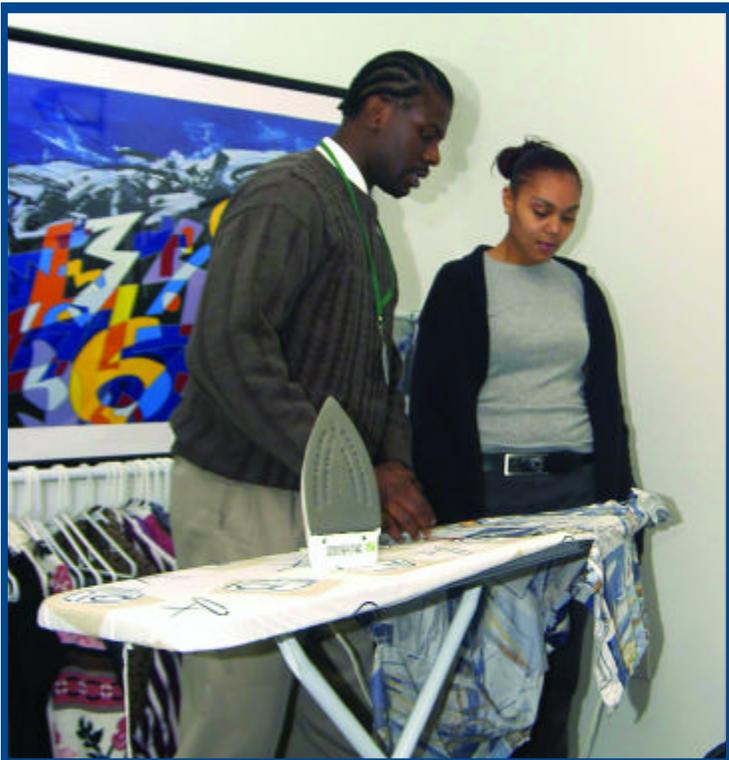
*Four computer workstations have been set up in the staff mailroom for staff members to use on their breaks.*

# Daily Living Skills Classroom

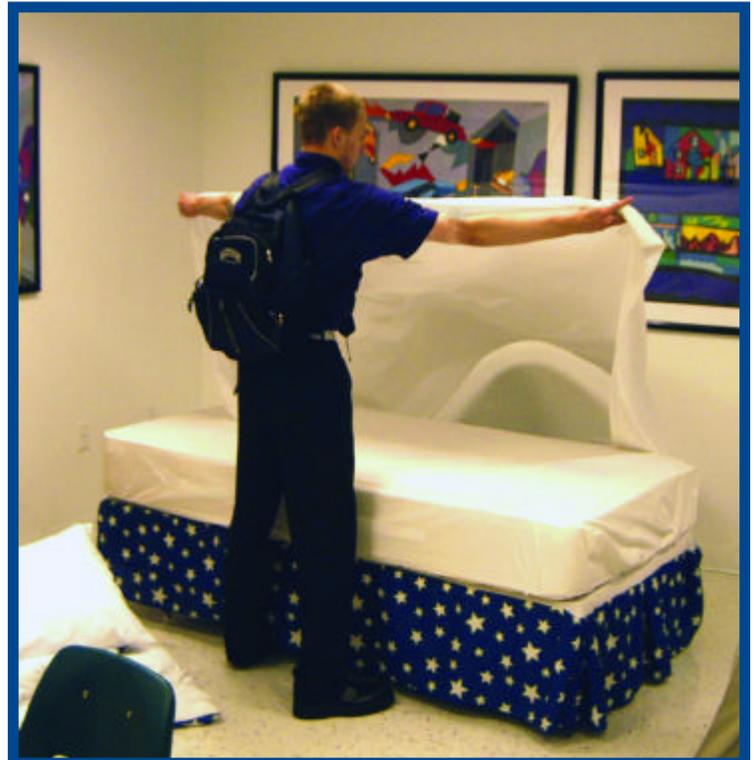


*A bed, table, and sink help create the elements of an authentic residential environment in the classroom.*

In November 2002, we opened a special classroom to teach skills such as making a bed, washing dishes, setting a table, ironing, and folding clothes. This Daily Living Skills classroom featured a sink and cupboards, table with place settings, bed and bed linens, iron and ironing board, and a dresser with clothing. In July 2003, we changed the location of this training program to a home we operate that is within walking distance of our school building. In this program, we are teaching, among other things, appropriate eating skills and utilizing napkins and utensils appropriately. We have seen great improvements in the students' abilities as a result of this training.



*Lisa looks on as Shannon, classroom instructor, demonstrates the appropriate way to iron a shirt.*



*Chad does a great job making this bed!*

# Daily Living Skills Classroom



*Lisa demonstrates the proper way to set a table.*

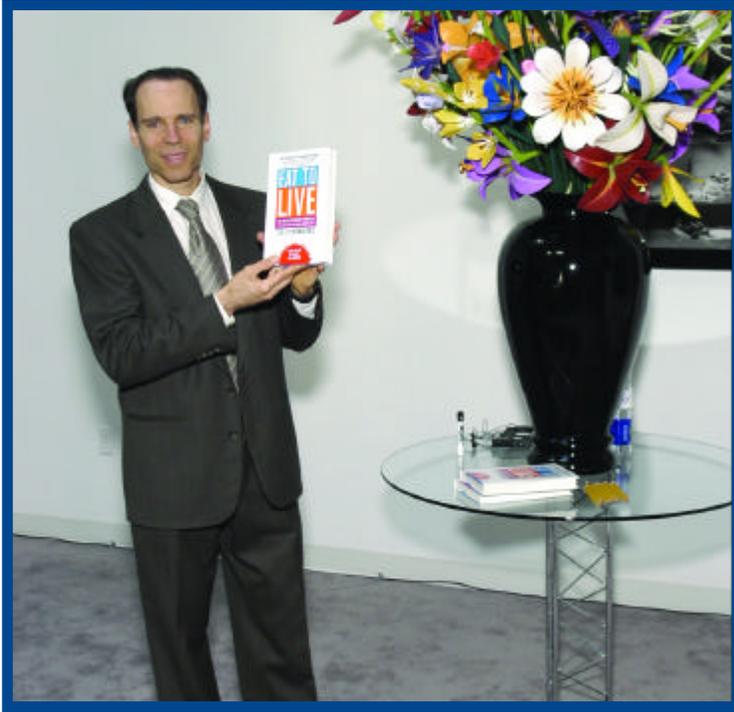


*Chad, Lisa, Jasmin, Steven, and instructor Shannon (standing) take time out for a group photo!*



*Shannon teaches Steven how to fold towels.*

# New Wellness Program



*Dr. Joel Fuhrman is a nationally-recognized expert in nutrition. He is also a board-certified family physician in private practice and the author of the book Eat to Live.*



*Dr. Fuhrman spoke to JRC students and staff members about using diet and nutrition to prevent and reverse disease.*



*All staff members are invited to a weekly luncheon to sample recipes and discuss topics on diet and nutrition. Dr. Israel attends each of these luncheons and plans the nutritional videos that are shown at these luncheons.*

We have begun to provide instruction to our staff and students on good nutrition and how it can help one to avoid chronic diseases. The instruction is largely by means of filmed lectures by prominent physicians and nutritional specialists. We have also had consulting visits, including lectures, by nationally-known experts such as Dr. Joel Fuhrman (above) and Dr. Harvey Zarren. We have started to change the menus of our students in a healthier direction. The first step was the introduction of a salad bar which has proven surprisingly popular. We also have started a voluntary weekly “nutrition lunch” for staff at which we sample nutritionally-sound food and watch related videos. Recently we created a private “nutrition lounge” where staff can stop in for lunch while browsing books or viewing videos. Several staff members or their spouses have seen major health benefits from these activities. One staff member has reduced her cholesterol level by 100 points.

# New Wellness Program



*A video is always playing in the JRC Nutrition Lounge and staff members may utilize this room on their lunch breaks.*



*The JRC Nutrition Lounge features various books, videos, and newsletters that may be loaned out to staff.*

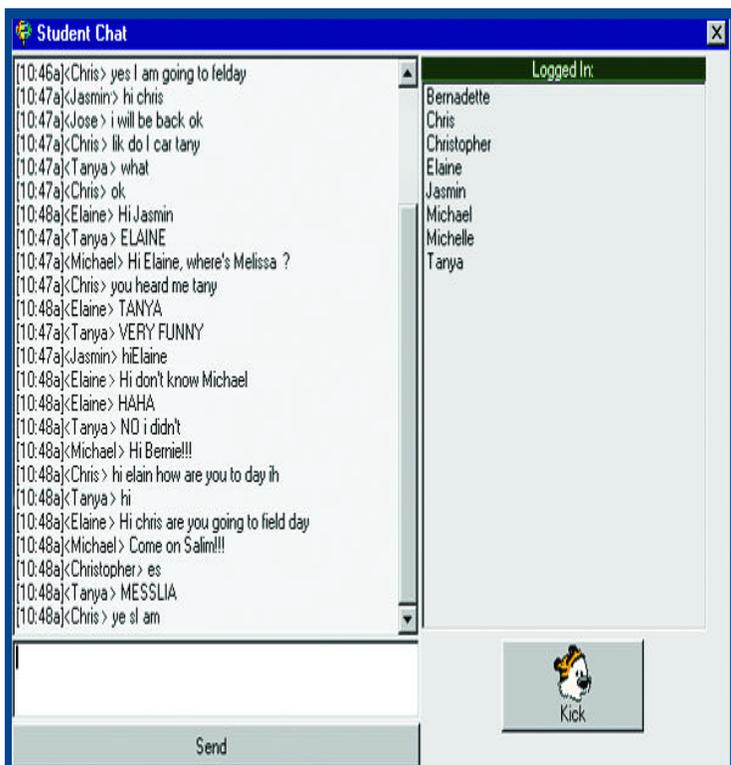


*Weekly meetings afford staff members the opportunity to view various videos on nutrition.*

# Online Chat Room for Students



One of the most powerful rewards for many of our students is being able to access the internet. Another popular reward is the opportunity to chat with other students over a special chat room we have created for that purpose. Students who are passing their contracts may log on to the JRC Student Chat Room at various times throughout the day.

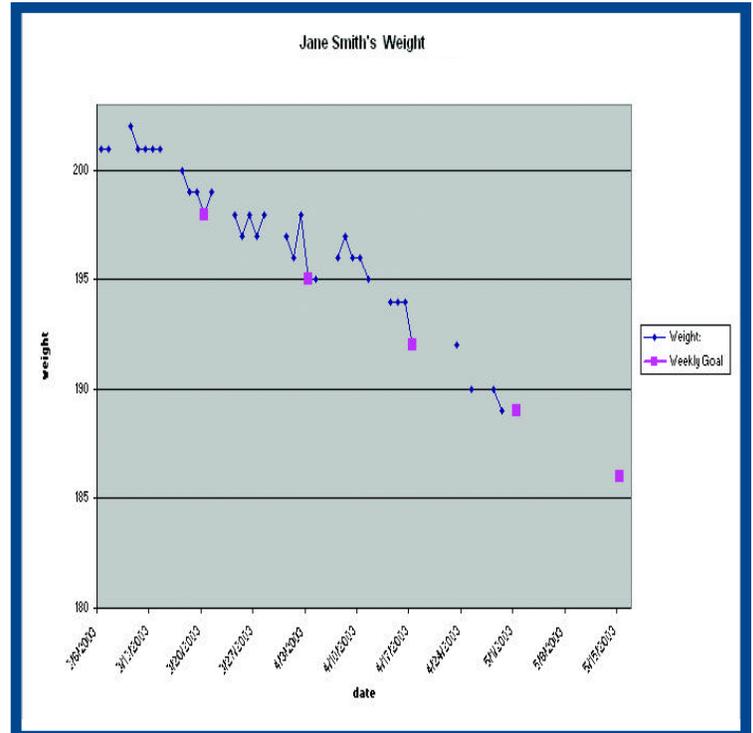
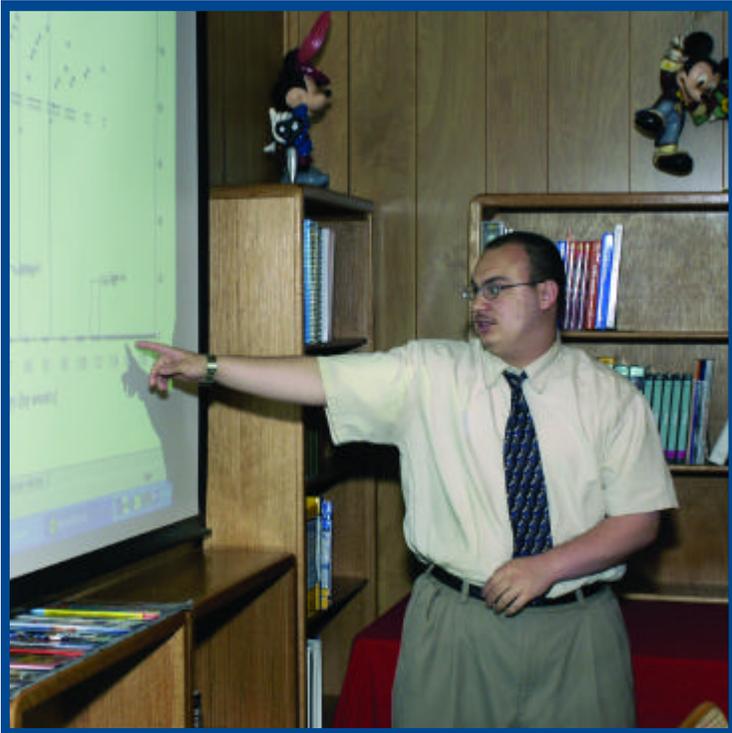


*Our in-house software developers designed the chat room program for our students.*

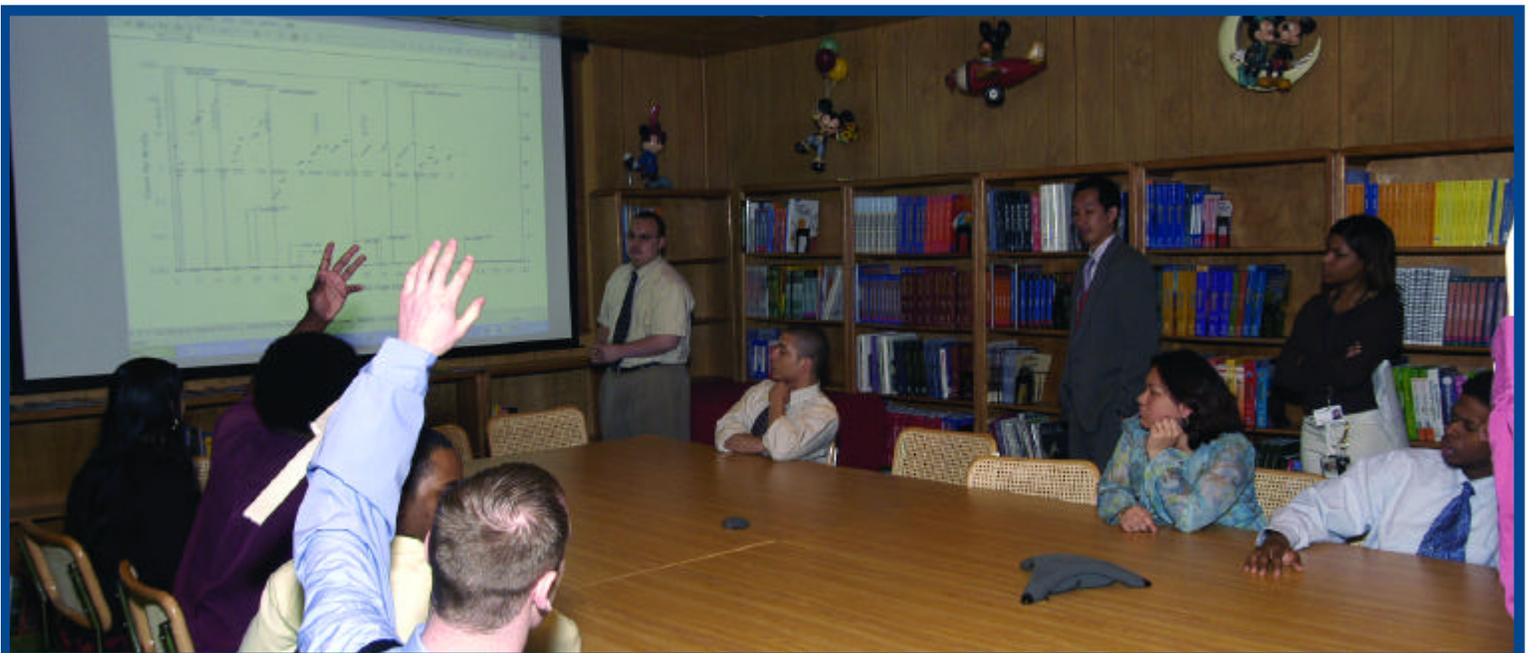


*Bernadette types a message to her friend in another classroom.*

# Student Chart Sharing Meeting



Most of our higher functioning students participate in regular "chart shares," at which they show their self-management and behavior modification charts (see sample photo above right) to other students and share ideas and progress. The photo above (left) shows one student demonstrating his self-management chart with his fellow classmates. Students set weekly and 13-week goals for themselves, select penalties that they agree to pay if they fail to make their targets, and identify a monitor who will verify the accuracy of their data and their fidelity in carrying out their contracts.



# Whimsy Room & Auditorium



We continue to develop our new office building located at 250 Turnpike Street, next to our current administration building at 240 Turnpike Street. The latest rooms that we have decorated are the “Whimsy Room” (above), which is a very whimsically decorated lounge and an auditorium (below), which is decorated in black and white. Eventually these two rooms will be connected by folding doors so that one large room can be created for large gatherings.

