



Neuro News

A newsletter from NeuroRestorative

Winter 2024

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Make a Referral

Let our caring professionals help you find the right services and resources for your patient or loved one.

 **Call**
800-743-6802

NeuroRestorative’s Employee Inclusion Council

The Inclusion Council was formed in February 2022 and comprises team members and leaders throughout our organization who are committed to promoting diversity, equity, inclusion, and belonging (DEIB) in the workplace for their teams and the company.

By sharing their knowledge and unique viewpoints, council members help to create workplaces where people from all backgrounds and experiences feel welcome and valued, bringing our Inclusion value to life through our mission: Every employee should have a career experience that makes them feel seen, heard, and valued.



We are committed to fostering diversity, equity, inclusion, and belonging in our organization so team members feel confident in advocating for themselves and others, are equipped to grow and thrive and feel supported on their professional journey. Out of this mission, the Inclusion Council has fostered employee engagement through state-level Inclusion Committees and Employee Resource Groups:

- Inclusion Committees represent all organizational team members who live and work in their state on matters of DEIB. Their purpose is to bring the mission of the Council to life in their local programs and teams through activities and outreach that fit the needs of team members in their state.
- Employee Resource Groups are national associations of team members with a shared experience or identity – such as military background, professional path, ethnicity, or sexual and gender orientation. These groups help people connect with others who can understand and affirm their experience. They also provide a channel for peer-to-peer learning at the personal and organizational levels.

There are countless intersections of identity and experience among our 40,000 team members and the 55,000 individuals in our programs. We care for people with disabilities and we also have many team members who themselves have disabilities. We have military veterans in our programs and we also employ many military veterans and family members of active and retired military personnel. We have LGBTQ+ team members and members of our programs. We are all part of NeuroRestorative, a part of the Sevita family.

Quality and continuity of care are crucial to our mission, and engaged, effective employees are central to these outcomes. In an environment where our primary focus is on the individual receiving our care and some of our employees rarely go into an office, our Inclusion Council, Committees, and ERGs help our team members connect with each other in new and meaningful ways, where their experience as professionals and as people gets to be the main focus, fostering a sense of inclusion, belonging, and shared purpose.

Message from the President

Friends and Colleagues,

Happy New Year! I remain incredibly grateful for the dedication, enthusiasm, and knowledge our team members bring to the individuals we serve and their families daily. Because of this work, we again reported positive gains in the outcomes of those we are fortunate to serve. I am excited about 2024 and the opportunities it will bring to continue carrying out our mission and guiding and supporting those we serve along their health and rehabilitation journeys.

You will notice that we have updated our NeuroRestorative logo to signify our relationship with Sevita. This update does not reflect any changes in our service offerings. In fact, across the country, we will continue to expand our service lines and geographic offerings to serve the needs of more people, including children and adolescents under the age of 21, who can benefit from our specialized behavior services.

In this quarter's newsletter edition, we have featured the diversity of our team members and the people we serve, including stories of how we support culture in our programs for the individuals we serve. In addition, we celebrate this quarter's Heroes, the Neuro Institute, and the stories of many people across the country.

Our people make our mission possible, and we proudly celebrate our team members for all they do in the communities we serve. I wish our friends, colleagues, individuals, and families we serve the best in 2024.

Sincerely,

Bill Duffy, President
NeuroRestorative



Friends and Colleagues,

I hope you had a happy and healthy start to the New Year. As we continue to grow at NeuroRestorative, our priorities remain the same – to focus on quality, positive outcomes, and removing barriers to access to care. I want to send a special thanks to our Medical Directors and team members who show up every day and provide continuous support for the individuals we serve and their family members. In this quarter's newsletter, you will read about our dedication to including diversity and culture in our programs.

I am excited to continue to be a part of the growth of NeuroRestorative and all we will accomplish as a team in 2024.

Sincerely,

Mel Glenn, MD
National Medical Director
NeuroRestorative

Our Impact: Including Culture and Diversity in Our Programs

At NeuroRestorative, we believe that recovery from brain, spinal cord and medically complex injuries, illnesses and other challenges is a process, and we have developed an effective and flexible continuum of subacute and post-acute care and support services that helps guide individuals through their rehabilitative journey no matter their challenges, background, or language.

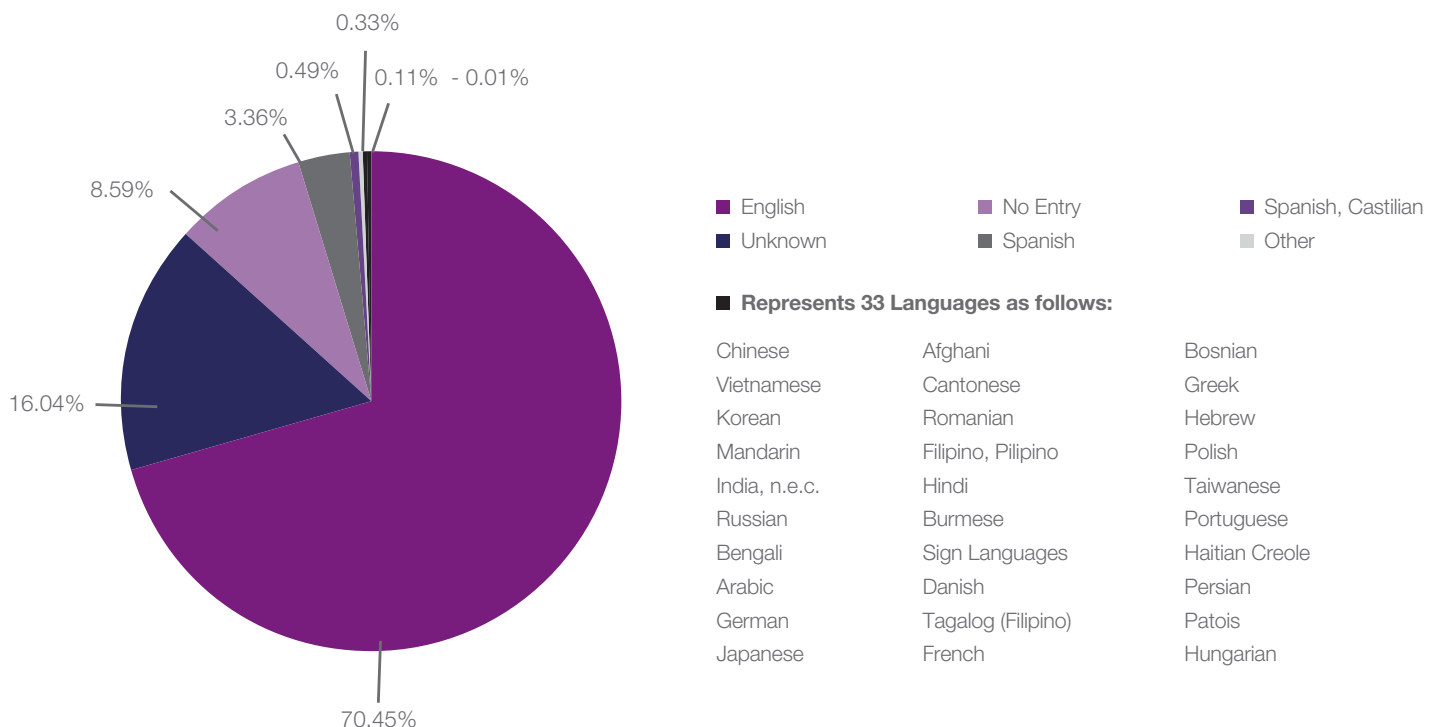
As Specialists in rehabilitation, the NeuroRestorative treatment team is focused on empowering individuals to achieve their potential through a continuum of outcome-driven, community-based rehabilitation programs and specialized supports, which include their first language, culture, military status, gender, and beliefs. As a member of the Sevita family, we share the values of respect, opportunity, and community.



Including cultural influences and beliefs into an individual's rehabilitation journey positively impacts how people think and feel about their health and health challenges, positively responding to lifestyle changes, feeling respected and being comfortable with the team members providing care. Each member of our rehabilitation team brings a specific set of skills, and collectively they provide an array of quality services and compassionate care for the individuals we support and their families. Our supports and services, include:

- Neurorehabilitation
- Positive Behavioral Supports
- OT, PT, Speech Therapy
- Cognitive Therapy
- Educational Support & Schooling
- Family Education & Training
- Counseling
- Telehealth Services
- Day Programs
- Pediatric Care
- Vocational Programs
- Health & Wellness Management

Primary Language Demographics in Our Programs



Putting Marie First: NeuroRestorative Provides Care to Marie and Her Family From Puerto Rico

Marie, 24, from Puerto Rico, joined our NeuroRestorative Sarasota, Florida, program in April 2023. After struggling with behavioral challenges, outbursts, and physical self-harm at home, Marie's family knew it was best to have Marie live in an environment that specialized in providing care in a person-centered culture with robust clinical teams and therapeutic environments that would provide Marie with the skills needed to learn and grow. Although it was a hard decision to place Marie in a program that is not close to home, they are able to visit her every month.

"It was not an easy decision. It was an awful decision and very hard, but it is necessary. We needed to put her first and fight for her. We are still able to visit her every month. We are always thinking of her and talking with the staff and getting updates," said Marie's mother, Joyce.

Marie is involved in Occupational, Speech, and Behavioral Therapy. Marie's first language is Spanish and our team makes it a priority to ensure Marie is comfortable and happy in her group home, including having Spanish-speaking therapists and including cultural influences in daily activities like listening to Spanish music, playing with dolls, enjoying the outdoors, especially the swings, cooking food that reminds her of home, or watching Spanish cartoon's like Pocoyo, which is one of Marie's favorites. Marie has made huge strides and is able to successfully attend community events, which she didn't initially favor upon joining the program.

"Marie, or Marí as I call her, has made amazing progress over the past few months. She has been able to communicate her needs and wants more effectively, which has led to more desirable and safe behaviors. Marí has improved her English language, which has helped her socialize with others," said Michele Lubrano, Case Manager at NeuroRestorative. "Being bilingual in English and Spanish, I have established a special bond with Marí. We can spend one-on-one time and get to know each other, building mutual respect for one another. I look forward to seeing what the future holds for her because I know she has great potential."

Joyce is an advocate for the Autism community. As Co-founder and Executive Director of a public charity named Autism Alliance of Puerto Rico (www.alianzaautismo.com), she and her organization are passionate about spreading awareness, fundraising through awareness shirts and accessories, helping families in Puerto Rico and sharing their daughter's story. Marie has an incredible support system, and we are proud to be a part of her journey to independence.



We're hiring! Join our mission.

As a part of the Sevita family, we're made up of caring team members dedicated to helping the people we serve grow and live well. We're looking for dedicated and caring professionals to join our team. Apply now!



Scan the QR code to search for job opportunities near you!



Jim, Army Veteran, and Semi-Pro Roper, Thanks NeuroRestorative for Getting Him Back to Happiness

Jim, 78, an Army Veteran, came to our NeuroRestorative Austin, TX, Day Program after a rodeo accident in August 2020, falling off of a horse and sustaining a spinal cord injury. Jim grew up in Austin, TX, and after 36 years of civil service, having a successful career in the Army and serving under President Bush as an appointed Homeland Security Leader, Jim retired to focus on his family, caring for his ranch, and becoming involved in semi-pro team roping. After his injury, Jim never thought he would use the rope again.

Jim was referred to NeuroRestorative after not having success at a previous rehabilitation facility. Soon after, he joined our NeuroRestorative Austin program to receive occupational, speech, and physical therapy. Jim has made great progress, like walking several hundred feet a day with a walker and gaining memory skills back, and even using the rope in some of his therapy sessions.

“I am doing things I never thought I’d be able to do. The facilities are great, and I like my relationships with the therapists; it’s like being their friend. Knowing they care about me getting better – they are great people,” said Jim. In addition, the team has also helped Jim with daily life skills such as getting in and out of vehicles and short-term memory.

When asked any advice he would give someone who is going through something similar, Jim responded, “Always look for the right place that people really want you to get well. Rehab has got a lot to do with patience. It is a very slow process. You have got to have faith in where you are and trust the people who are working with you, and keep going. It does not happen overnight. Keep working hard and trust the NeuroRestorative staff.”

Jim has four children, 13 grandchildren, and two great-grandchildren. With only a few therapy sessions left, Jim is looking forward to being home full-time with his family and getting back out to the ranch. At NeuroRestorative, we are proud to work alongside Jim and many other Veteran and Military Service Members in providing care to those recovering from traumatic brain and spinal cord injuries as well as other complex injuries and illnesses.



Team Member Highlight: Jose Rucobo, Case Manager

Jose Rucobo, MPA, CCHW/I, MHFA, Case Manager at our NeuroRestorative El Paso, TX, program, is a proud El Paso resident. Jose became interested in a career at NeuroRestorative because of his passion and background in case management. In his role, Jose’s duties include working closely with the family and navigating the complexities of insurance and authorizations. In addition, he coordinates care from admission to discharge, identifies vital community resources, assists with referrals, and, most importantly, advocates for individuals and their families. “What truly energizes me about my work is the comprehensive journey I take with each individual’s family,” said Jose.



As a native Spanish speaker, Jose has the ability to speak and communicate directly with Spanish-speaking individuals, establishing connection, trust, and cultural understanding. We are able to see the influence this has in making healthcare more accessible and welcoming, preventing health disparities, and ensuring our teams/departments are making sure every person receives the care and support they need. **“Our efforts to provide culturally appropriate care extend to all people, regardless of their language preference. Every person deserves to feel understood, respected, and valued in their healthcare journey,” said Jose. “Our commitment to language inclusivity is just one way we strive to meet this goal, ensuring that every person receives the highest quality of care.”**

We are lucky to have such dedicated team members, like Jose, who recognize the importance of including cultural traditions, activities, holidays, and so much more into each individual’s routine, making their time with us not just healing but also familiar and comforting. Some examples may include visits from priests, familiar foods, BINGO, karaoke in different languages, and so much more. Thank you, Jose, for all you do to help those we serve and their families!

Enjoying Winter Sports? Be Safe This Winter by Following a Few Tips



In March, we honor Brain Injury Awareness Month. We want to remind you to be safe while enjoying winter sports this season. Did you know that roughly 1.6-3.8 million TBIs are seen in sports and recreation each year in the United States? Skiing and snowboarding have a high number of head and neck injuries every year. If you experience any of the following signs or symptoms after an injury, please seek immediate medical attention. If you have experienced a TBI and need rehabilitation support, please give us a call at 800-743-6802.

Below are a few tips, signs and symptoms to note from Mel Glenn, MD, National Medical Director.

Concussion Signs and Symptoms:

- Appearing to be dazed or stunned and answering slowly
- Not able to recall prior events/confusion
- Loss of consciousness

Post-Concussion Signs and Symptoms:

Headache, dizziness, difficulty concentrating, memory problems, bothered by light and/or noise, and fatigue.

Tips:

- Wear appropriate protective gear—especially a helmet
- Bring a cell phone and friend or family member
- Be informed about current weather conditions
- Hydrate throughout the day and stop when necessary
- Stay on marked trails

The Expert Corner: Defining Culture and Cultural Competency

Marta Ketter, MS CCC-SLP, Supervisor of Speech-Language Department



Defining Culture

According to Edgar Schein (2010), a culture is “shared beliefs, values, and assumptions of a group of people who learn from one another and teach to others that their behaviors, attitudes, and perspectives are the correct ways to think, act, and feel.”

Therefore, by that definition, we can assume that anyone would have difficulty interpreting and predicting the behavior of people with a different cultural background. For example, I remember the first Super Bowl party I attended. Suffice it to say, I did not understand American football or why that game mattered so much to so many people; to me, soccer made sense and was the sport worth getting worked up over! Predicting what to wear, what food to bring, and when to pay attention to the game could be challenging if you are unfamiliar with the culture.

Cultural Competency

Our ability to be sensitive to cultural differences and make the appropriate changes to our behavior is a worthwhile skill to practice. These skills will prove valuable in any setting, but particularly in the healthcare system. Ongoing self-assessment and willingness to be open to a different world view is part of this process. Other things you can do to practice and develop cultural competence include:

- Accepting the differences of others
- Staying flexible
- Avoiding judgment
- Appreciating differences
- Expressing curiosity
- Knowing your geography
- Being aware of your beliefs, traditions, and values
- Being willing to learn those of others



NEURO
INSTITUTE

Continuing Education for Rehabilitation Professionals

Neuro Institute offers monthly, one hour online CEU opportunities spanning a variety of topics related to rehabilitation services for individuals with brain, spinal cord and medically complex injuries and other challenges. Below is upcoming events. **To view CEU credits or Past presentations for credit, please visit: neurorestorative.com/institute.**



Ethics in Clinical Practice

Frank Lewis, PhD, National Director of Clinical Outcomes, NeuroRestorative



Learning Objectives

- Participants will be able to identify at least 5 factors that contribute to unethical behavior.
- Participants will be able to identify the purpose of Stanley Milgram’s landmark study on ethics.
- Participants will be able to identify the study that led to the Belmont Report on ethical guidelines for the protection of patients.
- Participants will be able to identify one positive result of the Willowbrook study on medical practice.
- Participants will be able to identify three steps in the process to resolve ethical conflicts in clinical practice.

NeuroRestorative Heroes

NeuroRestorative Heroes celebrates team members whose actions make them a hero to those we serve or their colleagues. This quarter, we celebrate six outstanding employees for their dedication to the individuals we serve. Do you know a NeuroRestorative employee whose actions make them a hero to those they serve or to their fellow colleagues? **Nominate a Hero today by visiting neurorestorative.com/heroes-nomination.**

FY24 Q1 Heroes



Kai Anderson

Direct Support Lead
NeuroRestorative Illinois



Jorge Garcia

Licensed Practical Nurse
NeuroRestorative California



Rachel Cassise

Program Manager
NeuroRestorative Michigan



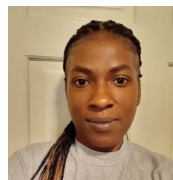
Laura Hofer

Speech Therapy Supervisor
NeuroRestorative North Dakota



Whitney Davis

Physical Therapy Supervisor
NeuroRestorative Texas



Dadria Smith

Residential Supervisor
NeuroRestorative Florida



Manuel Diolazo

Certified Nurse Assistant
NeuroRestorative California

NeuroRestorative Academy: A Specialized Non-Public Therapeutic Education Provider For Children and Adolescents

NeuroRestorative Academy provides a supportive academic environment in which students feel included, proud, and comfortable with who they are, preparing them for who they will become.

Since 1980, NeuroRestorative Academy has served children and adolescents who experience behavior dyscontrol that compromises learning in transitional environments. Regardless of diagnosis, the students we serve may demonstrate persistent high frequency/high magnitude behaviors requiring trauma-informed, person-centered environments of care supporting each individual to reach their highest potential.

Academy Locations:

- Benton, AR
- Clearwater, FL
- Carbondale, IL
- Mount Prospect, IL
- Bloomington, IL
- Erie, PA



To learn more about our Academy, please scan the QR code to watch a video on Mac, graduate from NeuroRestorative Academy, who currently lives in one of our residential homes.



Contact us: 800-743-6802 | neurorestorative.com



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a part of the Sevita family