

# Dungarvin

2014 ANCOR Direct Support Professional of the Year Nomination



**James Salisbury – Dungarvin Oregon**

*nomination submitted by Roger Bachelor, Program Director*

James has a unique position of lead DSP for our company's Day Program maintenance crew. He and the crew members have been working hard keeping the 9 Portland homes and yards in top shape for 4 years. He maintains a balance of being a lead DSP of the maintenance crew (which currently consists of 4 folks supported) and physical demanding yard work/maintenance tasks. He has been successful at teaching new work skills to crew members along with utilizing their current abilities in varying maintenance tasks. This has led to the crew members gaining a sense of responsibility and being part of a team. One individual who used to work for only 5 minutes a day, now works 10 hours a week. Another member of the crew used to have violent episodes daily, but now emphasizes that he can't do so because his team depends on him. This sense of responsibility has carried over into their home lives as well.

Those supported in the work crew trust James to genuinely respond to their concerns. He has developed a relationship with the crew members that set a high expectation for work standards and professionalism while supporting behavioral needs. James's patience has been key to solving conflicts and building teamwork between those supported in the work crew. All four members of the crew have expressed to other staff they are excited to be working with James at the beginning of the day.

Being part of the company for 12 years James has seen great transformations of individuals served. James has been a key contributor to the ISP meetings for the individuals. He advocates and plans for independence, teamwork and overall quality of life. He stays in touch with the homes to address work concerns and to ensure transportation to the program is successful. He has helped one person in particular make decisions on having relationships with more positive people in his life.

James' requests for time off from the job are rare. His attendance is consistent due to the needs of his crew, as well as the need to participate in mandatory trainings. On training days he has contributed to ideas for those filling in for him, to facilitate their success in his absence. The nature of James' position

forces him to work in some extreme outdoor weather elements, which is out of the ordinary for most DSP's.

James has been great at tapping each individual crew member's strengths to build an effective team. For example, he may ask an individual to mow a lawn if his physical abilities allow him to do so, while he may have another to clean an area because it is less physically demanding. He encourages teamwork with a daily debrief session in which a member of the crew leads a discussion of the day's work. During this time, individuals will address each other and may identify issues such as "I couldn't work because you talked too much" or "it was really great when you saw that I was having a hard time and you offered to help". Having that debriefing time at the end of the day gives each individual a time to reflect on what did and didn't work for the day.

James demonstrates a strong work ethic for others to follow. He sets a great example for those supported in the program and also for other staff that help on the maintenance crew. He is creative in problem solving and his patience has been an inspiration for fellow co-workers. James presents a professional standard for those shadowing, and his genuine care for those served is a positive influence for new staff.