

# Promoting Gentleness in the Art of Teaching



Tony McCrovitz and Globe Star advocate for a spirit of gentleness to improve lives.

What does it mean to be gentle? Living in the world is often described as the opposite of gentle but to understand what gentleness means and how it applies to Providence Center, let's look at the root meaning of the word gentle:

#### Having or showing a kind nature; not harsh or violent (Merriam-Webster)

In serving adults with developmental disabilities, Providence Center has proudly led the way with the most advanced and diverse services available in the area. In the organization's efforts to stay ahead of the curve, it recently began a partnership with Globe Star, a non-profit organization in Indiana that serves children and adults with intellectual disabilities, to bring the art of Gentle Teaching to Providence Center. Gentle Teaching is a therapeutic approach for serving those with disabilities which emphasizes the need of every individual to feel valued to increase their quality of life. Through the partnership with Globe Star, Providence Center is implementing Gentle Teaching so that it can continue to provide the best care and support for those it serves. Once our basic needs of food, sleep, and air are obtained (our physical/biological requirements), what does a human being need to fulfill their existence? The art of Gentle Teaching illustrates why it is of primary importance that a person feels safe and loved. Gentle Teaching also teaches one about feelings; how to feel safe and how to feel loved. So after one's physical/biological requirements are met, 'feeling safe and loved' is the next basic human need.

"Gentle Teaching is based on a psychology of human interdependence. It asks caregivers to look at themselves and their spirit of gentleness to find ways to express warmth and unconditional love toward those who are the most disenfranchised from family and community life." (Gentle Teaching International)

"Teaching people to feel safe and loved is the foundation on which to build to create meaning and value in a person's life," Globe Star Executive Director Tony McCrovitz explained. "From there you can begin to create a culture of gentleness where once an individual knows they are safe and loved, they are then invited to share their gifts and world view with those around them. Here is where dreams begin to be made and the opportunities to learn explode – for both the client and caregivers."

McCrovitz, a practicing psychologist with two Ph.Ds, travelled to Annapolis in December to conduct a week-long intensive training with the leadership of Providence Center in order to begin fully implementing Gentle Teaching within the organization and lay the groundwork for training all staff on how to create a culture of gentleness.

"Having worked with Providence Center for nearly 25 years now, I realize that we have been proponents of Gentle Teaching for a long time," said Providence Center CEO Chuck Coble. "We have been operating within the principles of Gentle Teaching without even knowing it. But for those we serve to fully enjoy the life that they deserve, Gentle Teaching has to be a part of everything we do. We are grateful for the knowledge

#### ...continued on page 5



## **Chuck's Notes** From the desk of Chuck Coble, CEO

Patience is a quality I have very little of, particularly these days as I look at the more than 40 years I have spent in the field of intellectual and developmental disabilities. I almost feel like Governor Schaeffer and his infamous response to his staff when a constituent concern

arose, "Do it now!" As I think back on the many years I have spent working intimately with thousands of incredible men, women, and children with disabilities, I am filled with more passion and less patience than ever to make a positive impact in the lives we serve. My mother used to repeat the well-known phrase, "Leave things in better condition than how you found them." I think of this phrase often.

I have always been a passionate advocate for people with disabilities, having had a family member with Down syndrome and all of the wonderful people I have met through the years. But as I recognize that I am in the twilight of my career, I cannot seem to stop the stirring in my heart that compels me to keep pushing forward. My arms and legs are tired after time spent on the trail so to speak but I feel a renewed energy to fight for the rights that those with disabilities have; namely, to have a rich life full of experiences, connections, and bonds. I attribute a lot of the unsettled feelings and urgency to our developing partnership with Globe Star to bring Gentle Teaching to Providence Center and Maryland.

# Providence Profile: Jane Conrad, Director of Training



*Jane Conrad leads the training of staff to ensure competency and care throughout Providence Center.* 

#### What is your previous experience in this field?

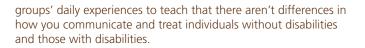
I have over 30 years of experience working with programs that serve individuals with developmental disabilities. After graduating college, I worked for Athelas Institute for three years, which at the time was a day program. I started in direct care before being promoted to a supervisor. After those three years, I was employed by the ARC Baltimore for 27 years. I began working as a House Counselor and lived with three teenagers with profound disabilities. After working in the programs for 10 years, I was then appointed to the Training Coordinator position, eventually moving up to Director of Training. I have over 20 years of experience training program staff to effectively and compassionately work with individuals with developmental disabilities.

#### What led you to this field?

I graduated with a Bachelor's degree in Special Education. After graduating, the school system was saturated with teachers with Special Education degrees, and there weren't any openings. I then sought a career with day programs for individuals with disabilities. After gaining enough experience in direct care, I felt qualified to pursue my passion for teaching through training direct care staff. My direct care experience was necessary for me to become an effective trainer and teacher.

# What is the most important and enjoyable thing you teach in your training seminars?

The most important thing we teach our staff is the fundamental rights of the individuals we serve. It is important for our staff to understand that our individuals should be treated with dignity and respect and how this impacts someone's life. I use our training



#### What is your approach to training?

My approach to training is discussion based, where I ask questions. I lead numerous activities to train, as opposed to lecturing. Interactive training is a more effective than lecturing.

#### How do our trainings carry out our mission?

Training our staff involves teaching them Providence Center's culture, mission, vision, and values. We give them the tools to assist our individuals to be all they want to be, make choices, learn to communicate, be involved in the community, and overall, live meaningful and productive lives.

# What is your favorite thing about working for Providence Center?

I love working here! People here work from the heart. They are motivated to work here because they care about the people we serve and are committed to providing the best care. As a provider, Providence Center is constantly evaluating ourselves and focused on improving. Our staff communicates openly about the changes and improvements that they think could be made and our leadership team takes their recommendations seriously into consideration.

#### What are your favorite things to do in your free time?

I enjoy reading murder mysteries. My favorite books are a series written by Lee Childs. I also enjoy playing video games and crafting. I love cross-stitching and painting ceramics.

#### What would you do if you won the lottery?

I would pay off my bills and buy a new car. I've always wanted to visit Alaska so I would take some time to travel. Afterwards, I would save money to enjoy my retirement.

That's Providence Center will feature participants, staff, employers, or people in the community that inspire and empower us. Nominate the person you think is helping Providence Center advance its mission and tell us why you think they should be featured in our Providence Profile. Send your nomination to Audra Harrison, Director of Community Relations, at <u>aharrison@providencecenter.com</u>.



# **Greenhouse, Woodshop, and Pottery Sales**

As the snow melts away and signs of Spring begin to appear, Providence Center announces its annual Spring Sale at its greenhouses in Arnold. Flowers and plants, pottery, and wood items all available at our Greenhouses at 370 Shore Acres Road in Arnold.

#### 15% Days on April 12th and 13th!



# Gearing Up for the Great Give 2014

The Great Give is an online giving campaign for participating nonprofits in Anne Arundel County from May 7, 2014 at 6pm to May 8, 2014 at 6pm. To give, please visit their webpage at <u>www.greatgiveaac.org</u> during that time-frame and search for Providence Center in the participating nonprofits to make an online donation. You will then be given access to our webpage where you may make an online donation. This giving campaign is a friendly competition with prizes throughout the 24 hour period given to nonprofits that meet various prize criteria. Please like us on Facebook (<u>www.facebook.com/providencecenterinc</u>) and follow us on Twitter (@ProvidenceCntr) to stay up to date with the campaign. The Great Give is an effort by the Community Foundation of Anne Arundel County to increase philanthropy in our communities.

Please consider participating in the 2014 Great Give and supporting Providence Center's important work.



# How Can I Help?

When you make a gift to Providence Center, whether it's a donation or the gift of volunteer time, you are helping to enrich the lives of 500 of our community's residents. There are many ways you can help the men and women with developmental disabilities who count on Providence Center.

### **Financial Support**

- You can make a cash donation payable to Providence Center at 930 Point Pleasant Road, Glen Burnie, MD 21060. Don't forget to check to see if your employer has a matching gift program. Donations can also be made by credit card. To process a credit card payment, call our Development Department at 410-766-2212, ext. 110. You can also go online at www.providencecenter.com and donate directly.
- You can donate stocks, bonds, real estate, and name the Center as the beneficiary on a life insurance policy. Contact your financial advisor to learn more about these and other options.
- Planned Giving can make a lasting impact that will serve the future of the Center. Planned gifts are ways a donor can leave money or assets to a nonprofit at his or her death; or a way to invest money so that the donor receives benefits during his or her life and then bequeaths the remaining funds to the nonprofit. To learn more, contact your financial advisor.

## **In-Kind Donations**

Donations of goods and services allow the Center to allocate funds to other program needs. Examples include art supplies for our art program, lawn equipment for our Horticulture Program or medical supplies. Please call our Development Department for a list of desired items and services at (410)766-2212, ext 110.

## Donate a Car

Providence Center's car donation program is ready to accept your vehicle in exchange for the tax benefits you will receive for donating to a registered non-profit organization. For more information on our car donation program, contact info@providencecenter.com.

## **Gift of Time and Talent**

Volunteers are a tremendous asset to our programs. You may have gardening skills to help in our greenhouses, an artistic flair to assist in our Art Institute, an entrepreneurial spirit that can help a participant start his own business, or just the desire to be a friend to someone, spending time over lunch, working on the computer or reading. Volunteer with Providence Center and make a difference in the lives of adults with developmental disabilities.

Volunteers must be at least 16 and go through a background check. We are happy to work with eligible students fulfilling community service requirements but ask that they volunteer a minimum of 40 hours. For more information, please contact Erin Bishop at ebishop@providencecenter.com or at (410)766-2212, ext. 105.

## **Employer Charity Campaign**

If your employer participates in the United Way's Maryland Charity Campaign, you can designate Providence Center as your beneficiary. **Providence Center's Maryland Charity Campaign number is #1256 and Combined Federal Charity Campaign number is #66186.** 

## Chuck's Notes, continued from page 1

Gentle Teaching has been around for a while. Some in the field have tried to discredit its effectiveness for various reasons. Still others never even attempted to grasp what it was all about. More only took pieces of it, tried it for a while with half-hearted effort, and rejected it.

I have known about Gentle Teaching for some time and the more Providence Center has focused on community-based services, the more Gentle Teaching continued to present itself in my life.

So I sent an email. Well, I sent a few. I was voraciously reading anything I could find about how to bring Gentle Teaching to Providence Center. I reached out to any contact I could. That is when I found Tony McCrovitz and Globe Star.

Gentle Teaching doesn't have a strong foothold in the U.S. It probably didn't help that when the book Gentle Teaching came out, many behavioral consultants and health care workers felt they were being portrayed unfairly as human torturers by the authors. Their superficial take on the book slowed American-based momentum for the movement to get those with developmental disabilities out of institutions and into the community with Gentle Teaching as a guideline. As a result, Gentle Teaching support is still largely based in Europe and Asia.

I am convinced that this is the most effective way to truly open up the lives we serve while also creating stronger bonds between our clients, our staff, and those in our communities. Everyone who works with those with disabilities should provide competent care based in love for humanity and develop bonds between those they care for and the role each plays in the other's life. Everyone who works at Providence Center will do this with Gentle Teaching as their guide.

It's not going to be easy, but it's worth it. It's not going to be convenient and brief. This is a movement, a paradigm shift. We are grateful to have the support of our Board of Directors, prominent advocates for the disabled, and our friends at Globe Star and Gentle Teaching International to transform lives – not just those we serve but those who are serving. I look forward to keeping you updated on our progress and sharing the life stories that are woven each day.



#### Promoting Gentleness, continued from page 1

and expertise of Tony and the partnership we are building with Globe Star that will help us keep our commitment to improving lives and our communities."

With individuals feeling safe and loved as the foundation, the focus of Gentle Teaching then switches to caregivers. The relationship between an individual and their caregivers is critical to creating the opportunities to learn and share. By creating true companionship, sharing is more easily accomplished and learning opportunities abound.

"Gentle Teaching is about increasing one's quality of life and the recognition that we are all interdependent," McCrovitz explains. "Gentleness is not about being weak. In fact, it describes the strength needed to truly listen to another human being and invite them into your life. It's connecting people and recognizing our interdependence so that each person has the opportunity to walk their paths while inviting others to join them along. It is about building a better community by enriching the lives of everyone involved."

Gentle Teaching began in the mid 1970's by a group of behavioral consultants who were dedicated to the deinstitutionalization of those with intellectual and developmental disabilities. One of the founders, the late Dr. John McGee, worked with McCrovitz and Gentle Teaching International to promote this paradigm and implement it wherever possible.

To make Gentle Teaching successful, trust must be established between an individual and their caregivers. "An individual must first feel safe with their caregiver," McCrovitz emphasizes. "From there, they need to know they are valued. And finally trust can be developed so that they can learn from their caregiver and the caregiver can learn from them. This interdependency and reliance on one another helps trust take root and achievements soar."

Gentle Teaching has redefined how individuals with disabilities are treated, particularly with those individuals who have aggression issues or unhealthy behaviors that can harm themselves and others. Traditionally, behavioral plans have dictated how those individuals are treated in times of crisis. But Gentle Teaching highlights a significant flaw in individual service plans that include behavioral issues – that behavioral plans do not force the caregiver to examine their behaviors; only those of the client are addressed. With Gentle Teaching, every caregiver is forced to look at whether or not they are creating an environment where the individual feels safe and loved.



McCrovitz' children enjoy Providence Center's Adirondack chairs in their yard in Indiana.



When two people connect, the possibilities are endless.

"The rubber meets the road, so to speak, with Gentle Teaching in the case of those individuals with behavioral issues," Coble states. "Gentle Teaching rejects the control/manipulation model that has been so common in the field of disability treatment. It rejects that an individual with 'negative' behaviors must conform and be controlled when behaviors manifest. By creating a foundation of safety and love through Gentle Teaching, an individual can learn to express him or herself and refocus in times of stress or agitation. Learning opportunities are created, not in times of crisis, but in times where there is trust and safety established. That is where the brilliance of Gentle Teaching is evident – seeing someone rechannel when those moments are upon them."

Providence Center's Director of Training Jane Conrad said that the initiative to implement Gentle Teaching will take time but is a top priority for the organization. "Gentle Teaching is not only the right thing to do for those we serve, but will serve to make us a better, stronger organization that is prepared to meet the needs of those that rely on us for many years to come. We plan to be diligent in creating a culture of gentleness in everything we do going forward and creating these wonderful opportunities to learn from one another at all times."

# Gentle Teaching Is...

Gentle Teaching is a non-violent approach for helping people with special needs that focuses on four primary goals:

- Teaching the person to feel safe with us.
- Teaching the person to feel engaged with us.
- Teaching the person to feel unconditionally valued by us.
- Teaching the person to return unconditional valuing to us.

These four goals contribute to building a sense of companionship and community for the person.



This listing reflects commemorative gifts from November 2, 2013 – February 20, 2014

In Memory of Cindy Askew Mrs. Betty J. Askew

In Memory of Constine Johnson Ms. Rose M. Parker

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In Memory of Elizabeth Parsons Tower Ms. Sage Mumma

In Memory of George Moran Mr. and Mrs. James Arangio Ms. Nicole Arangio Ms. Sandra Arangio Mr. and Mrs. Thomas I. Baldwin, Jr. Mr. and Mrs. Joel Core Ms. Joan B. Doolittle Mr. and Mrs. Martin Doordan Eton Advisors LP Ms. Mary Harms Ms. Jane Hopkins Mr. and Mrs. John Hopkins Mr. and Mrs. Nicholas Leonardi Mr. and Mrs. F. M. Latham Mr. and Mrs. Bertrand Mason Metrinko Office Interiors Mr. and Mrs. Scott Paseltiner Mr. David Philipp Mr. and Mrs. Mitchell Schwartz Mr. and Mrs. Stephen Troy

In Memory of Olivia Constants Mr. and Mrs. Stephen Constants

In Memory of Polly Green Mr. and Mrs. Melvin Dey

In Memory of Robert Szuba Ms. Joan Gahagan Dunn Mr. and Mrs. Dan Fox Mr. and Mrs. Joseph Romanchak, Sr.

In Honor of Michael Boulier Mrs. Maureen Ashley

In Honor of Lynne Pagnotto Ms. Mary Rose Barron

In Honor of Gretchen Peterson Ms. Wanda Cantlin

In Honor of Mary Kay Dacy Mr. James Dacy

In Honor of Anna Marinucci Ms. Phyllis Dowd

In Honor of Eugene Harvey Mr. Patrick Harvey In Honor of Carl Jeffrey Atkinson Ms. Janice E. Huss

> In Honor of Paul Goddard Mr. and Mrs. William Kirby

In Honor of Nancy McNew Mr. J Kent McNew

In Honor of Joey Pappas Mr. Joe Schoner

In Honor of Susan Booth McMann Col. and Mrs. Peter B. Southmayd

In Honor of Taylor Comport Mr. and Mrs. Charles S. Walsh

# In the Community

Providence Center works to actively engage our participants in the community through our Supported Employment program with employment and volunteer positions. Thanks to all of our community partners and we hope that you will consider supporting those partners that support our important work. The following is a list of new employers since November 2013.

**Broadneck Community Library** 1275 Green Holly Drive Annapolis, MD 21409 Broadneck Elementary School Afterschool Enrichment Program 470 Shore Acres Rd Arnold, MD 21012 **Aguia Cleaning Services, LLC** 102 N Church Rd Glen Burnie, MD 21061

Maryland Therapeutic Riding 1141 Sunrise Beach Rd Crownsville, MD 21032

Ruth Parker Eason School 648 Old Mill Rd Millersville, MD 21108 KinderCare Daycare 1069 MD Rt3, North LA Gambrills, MD 21054

**Petco Animal Supplies** 6631 Ritchie Hwy Glen Burnie, MD 21061

Naval Station Commissary Building 321 Kincaid Rd Annapolis, MD 21402



# **Retail Partners**

The retailers and partners below offer their customers, or facilitate the sale of, our products. Through our partnerships, these important supporters of our work are also assisting our participants gain greater independence by earning a paycheck for the sale of their work. Please consider supporting those retailers that support the artists, potters, woodworkers, and growers of Providence Center:

#### Cecil County, Maryland Susan O'Neill

Economic Development Manager 200 Chesapeake Blvd Suite 2700 Elkton, MD 21921

Angel's Supermarket 4681 Mountain Road Pasadena, MD 21122 **Arnold Farms** 1360 Ritchie Hwy Arnold, MD 21012

**Childs Landscape** 491 College Parkway Arnold, MD 21012 Alliance for the Chesapeake 501 Sixth Street Annapolis, MD 21043

**The Perennial Farm** 12017 Glen Arm Road Glen Arm, MD 21057

Willow Oak Flower & Herb Farm 8109 Telegraph Road Severn, MD 21144

Kathy's Corner Shop 100 S. Main Street North East, MD 21901

Beans, Leaves, Etc. 33 South Main Street North East, MD 21901 Homestead Gardens 743 W. Central Avenue Davidsonville, MD 21035

Homestead Gardens 522 Ritchie Highway Severna Park, MD 21146

Anne Arundel Medical Center 2001 Medical Parkway Annapolis, MD 21401

Maryland Economic Development Association P.O. Box 27039 Baltimore, MD 21230

# Announcements

Providence Center would like to acknowledge the following staff members for their years of dedicated service:
Gail Kearney for 10 years of service
Marcia Surgeon for 25 years of service
Cindy Crowner for 26 years of service
Thank you!

Congratulations to Linda Dobson-Kehinde, Christen DeCicco, Rene Borges, and Stacey White for their recent promotions. Linda and Christen were promoted to Program Coordinators in Self Advocacy. Rene was promoted from driver to Lawn Care Manager at Baldwin Industries. Stacey was promoted from Dispatch to Transportation Coordinator. Congratulations!

Thank you to the Jesse and Hertha Adams Charitable Trust for their support of \$20,474.68 for our glass greenhouse renovation.

Thank you to Mike and Sandi Szuba for their donation of \$15,000 from proceeds from Jalopyrama 2013.

Thank you to Here a Pop-up Shop in Annapolis for their donation of \$300 from Give Back Day during their holiday sales.

Thank you to St. Christopher by the Sea on Gibson Island for their donation of \$1,000 to support our programs and services.

Thank you to Maryland Primary Care Physicians for their donation of \$1,787 to support our programs and services.

 Thank you to Bill Homoky and the Board of the Chartwell Foundation for their grant of \$7,500.

Thank you to the Chaney Foundation for their grant of \$2,000 to support our programs and services.

Thank you to the Creston G. and Betty Jane Tate
Foundation donation for its donation of \$1,000 to support our programs and services.

Thank you to GW Carr Contracting for its donation of a tree baler and Katherine Holmes for her donation of a riding mower. Both donations will enhance our landscaping services.

✤ Thank you to Broadneck High School student Quinn Crandall for his donation of three handmade picnic tables for our Jean Bradbury Building. Crandall made the tables as part of his Eagle project for Boy Scout Troop 995.

A full listing of donors will be featured in Providence Center's 2014 Annual Report.

## **Contracted Services** at Baldwin Industries

Providence Center's Baldwin Industries is an innovative business entity that serves companies while supporting our participants. Baldwin operates as a subcontracting business providing a diverse range of services to businesses and agencies throughout the Baltimore-Washington Metropolitan Area. These services include:

retail and wholesale packaging, product assembly, hand packaging, wafer sealing, heat sealing, delivery and pickup, mass mailings, door hanger and flyer distribution, office cleaning, group enclaves for work at employers' sites and individual placement with supported employment services.

**Do you have assembly or production work that Providence Center could help with?** Contact Toron Green at (410)766-2212 ext.305.





Non-Profit Org. U.S. Postage **PAID** Millersville, MD Permit No. 9



facebook.com/providencecenterinc

**Spring Sales** 

at the Greenhouses

Spring hours start April 1, 2014:

8:00 AM – 4:00 PM Monday through Friday

10:00 AM - 2:00 PM Saturdays

April 12 - 13, 2014 - 15% Off Days

for Big Spring Sale

370 Shore Acres Road

Arnold, MD

ProvidenceCntr

Save the Date!!

#### Providence Center Kiwanis Aktion Club

Wednesday, April 2, 2014 Wednesday, May 7, 2014 Wednesday, June 4, 2014 4:00 PM – 6:00 PM Cloverleaf Building Millersville, MD For more information, contact Rosemary Elger at <u>relger@providencecenter.com</u> or at (410) 766-2212 ext. 205

#### Providence Center's 22<sup>nd</sup> Annual Moran Golf Classic

Presented by Moran Insurance and Chiron Technology Services, Inc. Monday, June 2, 2014 Queenstown Harbor, Queenstown 10:00 AM Shotgun start For more information, visit <u>www.providencecenter.com</u> or contact Aimee Bullen at (410) 766-2212 ext. 110 or <u>abullen@providencecenter.com</u>.

The mission of Providence Center is to provide services that allow individuals with disabilities to enjoy increased selfdetermination in leading a more independent, valuable and functioning role in society. These support services are individually designed and professionally managed to enable these individuals to exercise higher levels of control over their lives.

For more information on how you can help our participants achieve their dreams, contact Aimee Bullen in Providence Center's Development Department at (410)766-2212 ext. 110.