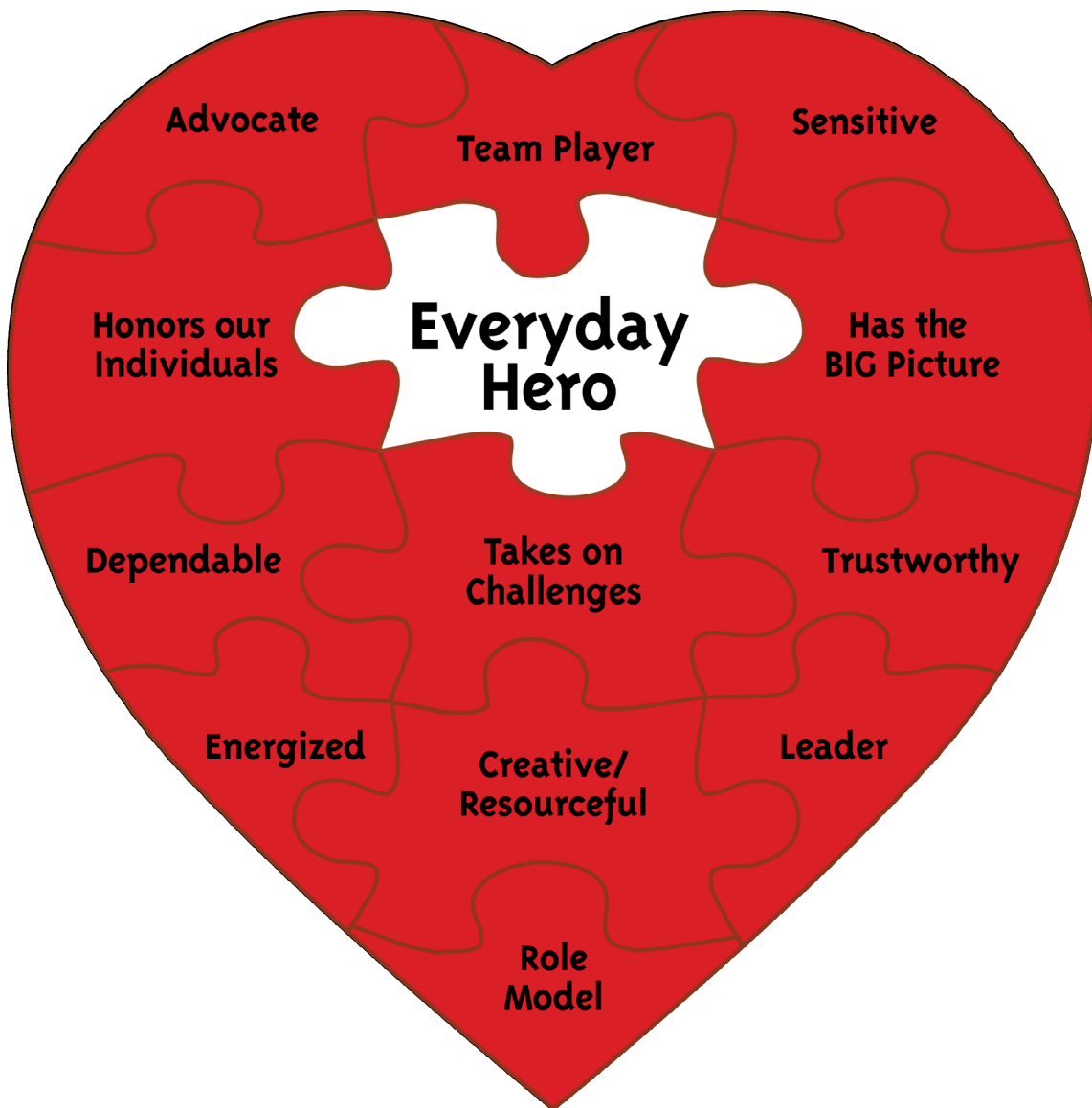




# HeartShare

HUMAN SERVICES OF NEW YORK

## EVERYDAY HEROES



Leadership Committee Packet

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## **EVERYDAY HEROES** **Program Description**

### **What is an Everyday Hero?**

An Everyday Hero is a Direct Support Professional (DSP) who contributes to the lives of people with developmental disabilities. In particular these special professionals assist individuals in building meaningful relationships and becoming an integral part of their community.

### **What is the Everyday Heroes Program?**

HeartShare's Everyday Heroes (EH) program recognizes the important contributions that direct support professionals make in the lives of individuals with developmental disabilities, particularly in assisting them to be part of their communities and in making personally meaningful connections with people who are not disabled. For HeartShare's education programs, the focus is supporting children to grow, develop and reach their fullest potential.

# EVERYDAY HEROES

## Annual and Ongoing Events

### Luncheons (May and October)

*This luncheon celebrates ONE outstanding story of an Everyday Hero's work with one featured individual from each program per year. There are two luncheons in the year to accommodate all of HeartShare's developmental disabilities programs.*

### Poster Contest (June)

*The individuals and staff members of each program work together to create a poster based on an EH characteristic. Approximately five posters are selected every year for display at HeartShare's main office during the month of June.*

### Program Site Celebrations (June)

*June is Everyday Heroes Month at HeartShare! Each program holds a celebration honoring all their Direct Support Professionals as Everyday Heroes. HeartShare's Senior Executives for Developmental Disabilities are invited to meet the EH's at each program. The EH's are given a token gift that represents a different EH characteristic each year.*

### Characteristics Project (Ongoing)

*Each program has a poster of the EH logo, which includes the 12 characteristics of an EH. At the monthly staff meetings, Direct Support Professionals are asked to give real examples of how they demonstrate the highlighted characteristic in their daily work..*

# What an **EVERYDAY HEROES** Leadership Committee Member Needs to Know

## **What is the Everyday Heroes Leadership Committee?**

To encourage and sustain EH values in HeartShare's developmental disabilities programs, the EH Leadership Committee was created to develop and implement strategies to make the EH concept and principles part of our daily work and to ensure that HeartShare celebrates and supports our direct support professionals.

## **What is my role as an EH Leadership Committee member?**

The EH Leadership Committee member is a spokesperson for their program, promoting the EH characteristics and sharing upcoming EH events and details with all the staff. Each EH Leadership Committee member also chooses which of the two EH sub-committees (Luncheon or Initiative Supports Subcommittees) he or she will join. Participation on a sub-committee is required for each EH Leadership Committee member.

## **What is the EH Luncheon Subcommittee?**

The EH Luncheon Subcommittee organizes two annual luncheons (around April and October) that provide an opportunity for direct support professionals to share the stories of how they are helping individuals attain their personal goals while becoming more active in their communities. For the children, the focus is on helping children learn and develop to their fullest potential. In addition to attending general Leadership Committee meetings, the EH Luncheon Subcommittee member will be expected to attend and participate in EH Luncheon Subcommittee meetings as well. From time to time, the EH Luncheon Subcommittee will initiate special projects, such as the EH Quilt Project and the EH Storybook Project.

## **What is the Everyday Heroes Initiative Supports Subcommittee?**

The EH Initiative Supports Subcommittee's focus is to actualize and promote the EH program at HeartShare and to facilitate and promote the celebration of EH Month (June) throughout the developmental disabilities programs. The committee is actively coming up with ways to keep EH alive every month of the year with special initiatives such as the EH Poster Contest, EH Characteristics Project and publicizing EH on the website and in print. In addition to attending general Leadership Committee meetings, the EH Initiative Supports Subcommittee member will be expected to attend and participate in EH Initiative Supports Subcommittee meetings as well. Future planned activities include the production of the EH Video and EH Thank You Boards at each program site.

# EVERYDAY HEROES Luncheon

## Luncheon Sub-Committee Materials

### **Luncheon Timeline**

**page 6**

*The timeline lists dates for the various workshops and activities that help to prepare the Everyday Heroes and their programs for the annual Everyday Heroes Luncheon.*

### **EH Nomination Forms**

**pages 7-9**

*These forms are optional for use in the programs as a way to involve other staff members or individuals in selecting the year's Everyday Hero.*

### **Everyday Hero Response Form**

**page 10**

*Managers are sent this form to return to Linda Tempel with the names of the selected Everyday Hero, featured individual and those who will attend the Luncheon.*

### **Managers Introduction Guideline**

**page 11**

*Managers use this guideline to write a short introduction to be shared before the at the Everyday Heroes Luncheon. This written piece is used as a biography of the Everyday Hero for booklet published annually.*

### **Everyday Hero's Story Outline**

**page 12**

*Everyday Heroes use this outline to write their story to be shared at the EH Luncheon. They receive this outline at the Storytelling Workshop training.*

### **PowerPoint Presentation Guidelines**

**page 13**

*This guideline walks the EH and their manager through how to put the story and picture together in a PowerPoint format. Extra support is given to the EH during a Presentation Appointment that the EH attends with Eunice Han, Daniel Chan or Brian Fitzgerald.*

# EVERYDAY HEROES Luncheon

## General Timeline

### *Eight Steps to Everyday Hero Storytelling Success!*

1. Linda Tempel distributes Memo and Response Form for selecting Everyday Heroes to managers.
2. Program managers send in Response Forms by deadline listed in the Memo.
3. Program management acknowledge Everyday Heroes at their site with a Letter of Acknowledgement and begin preparing the EH to write the story of their work with the featured individual.

#### *Three Events to Prepare the Everyday Hero for the EH Luncheon*

*Everyday Heroes come to 12 Metrotech Center for these three events (in blue).*

4. **Storytelling Workshop** — Everyday Heroes will meet with Everyday Hero Trainers and one another to share stories of their work and learn basic public speaking tips. During this session, they will have an opportunity to work on their individual stories.
5. Everyday Heroes have the following week to complete their stories and collect photographs. During this time, program management support their Everyday Hero in typing their story, taking digital photographs and sending this information to EH Trainers
6. **Presentation Appointment** — Everyday Heroes meet once with an EH Trainer over a two-week appointment window where they will bring their typed story along with corresponding digital photographs. By the end of this session, Everyday Heroes will go home with the completed PowerPoint presentation to be able to rehearse.
7. Everyday Heroes are given an opportunity to rehearse their stories in front of others in the program.
8. **Dress Rehearsal** — Everyday Heroes will meet together to present their completed stories and give feedback to one another. A photograph of each Everyday Hero will be taken at this session that will be published in the annual Everyday Hero Honoree Booklet.

# EVERYDAY HEROES Luncheon

## Nomination Forms

### [Optional for Use in Selecting Everyday Heroes] Instructions for Nomination Forms

An Everyday Hero is a Direct Support Professional who contributes to the lives of people with developmental disabilities, in particular, these special professionals assist individuals in building meaningful relationships and help them become an integral part of their local communities.

The Everyday Heroes Initiative strongly supports community inclusion and identifies three values for staff to embrace:

1. Support meaningful relationships for individuals
2. Support people to become regulars in the places we frequent in the community
3. Take the next step from old to better to best, in an effort to support community membership, one person at a time.

What is an Everyday Hero? How will I know if I am one or if I work with someone who is? An Everyday Hero will exemplify the following 12 characteristics.

1. Team player
2. Advocate
3. Trustworthy
4. Creative & Resourceful
5. Takes on Challenges
6. Energized (fun, friendly, & engaging)
7. Has the BIG picture (recognizes the positive effects of community inclusion on the individual)
8. Honors Our Individuals (by giving choices and respecting differences)
9. Role Model
10. Sensitive
11. Leader
12. Dependable

Please fill out the attached form to nominate an employee who excels and exhibits the above mentioned attributes as it relates to Community Inclusion and the Everyday Heroes Initiative.

# EVERYDAY HEROES Luncheon

## Nomination Forms

### Staff Nomination Form Outstanding Everyday Hero (To be completed by Staff)

Name of nominated staff \_\_\_\_\_

Why do you consider this person an Outstanding Everyday Hero?

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Give an example of how the person has utilized the characteristic of ENERGIZED to help an individual achieve a dream or improve their life.

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Name of person completing the form \_\_\_\_\_



# EVERYDAY HEROES Luncheon

## Nomination Forms

### Staff Nomination Form Outstanding Everyday Hero (To be completed by individual)

Name of individual \_\_\_\_\_

Name of individual completing the form if different from above \_\_\_\_\_

What staff do you like to go out with? \_\_\_\_\_

Where have you gone with the person (specify)?

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How has this person helped you in the community/achieve your dreams? (Ex. Learned to make purchase, helped me make friends with man at the deli, people greet me by name, taking cooking class at community center etc.)

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# Everyday Heroes Response Form

Program Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

## 1. Direct Support Professional who is presenting as your program's "Everyday Hero":

Everyday Hero Name: \_\_\_\_\_

Everyday Hero Cell Phone: \_\_\_\_\_

Everyday Hero T-Shirt Size: \_\_\_\_\_

## 2. Program participant or student being featured in presentation:

Name of program participant: \_\_\_\_\_

Will individual be attending the event?  Yes  No

Will individual be participating in the presentation?  Yes  No

**PLEASE RETURN ATTACHED MEDIA CONSENT FORM FOR PROGRAM PARTICIPANT OR STUDENT.**

## 3. Names of Program Coord/Mgr/Sup, Asst. Program Coord/Mgr/Sup, additional non-presenting DSP and other staff attending from the program (up to 4 additional); Do not include name of Everyday Hero:

Non-Presenting DSP: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

## 4. Indicate any special needs your program may have, such as presentation time or special dietary needs:

\_\_\_\_\_

**Fax or email Response Form to:**

Linda Tempel  
12 MetroTech Center, 29th Floor  
Fax: (718) 422-3324



# EVERYDAY HEROES Luncheon

## Managers' Introduction Guideline

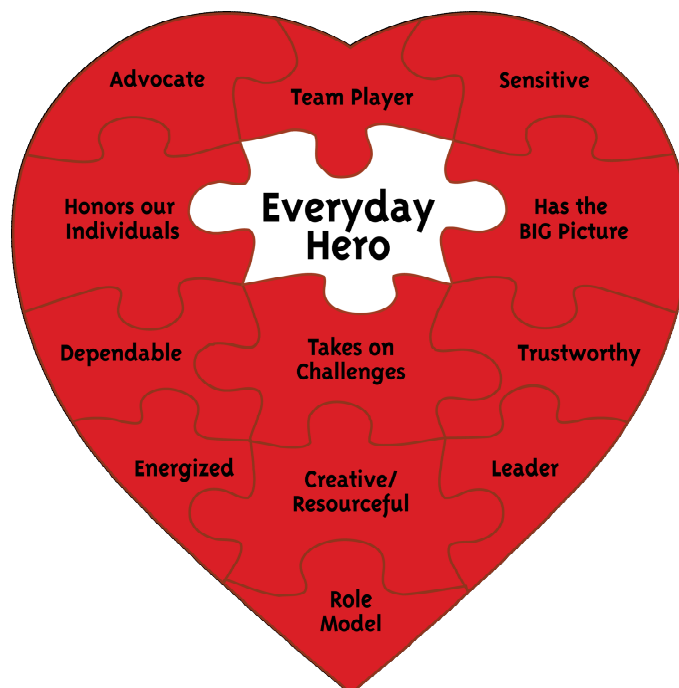
The main focus of the Everyday Heroes Luncheon is a 5-10 minute presentation made by direct support professionals who are “everyday heroes” in the lives of individuals supported by HeartShare. Each Everyday Hero who is presenting is encouraged to have the individual, who is the focus of their work, be part of the presentation, whenever possible [*note: this will not be appropriate for the preschool programs*]. The presentation itself should be supported by some type of visual presentation (a PowerPoint Presentation is recommended) that highlights the work the Everyday Hero is doing with the individual.

An important part of the presentation is the introduction which is done by a manager of the program. As it is sometimes difficult for someone to talk highly of oneself, it is important that this manager shares details of why this person was chosen as the Everyday Hero.

### Things to Remember When Writing the Introduction of the Everyday Hero:

- Should only be about 2-3 minutes as the Everyday Hero will also need to share for a total of about 5 minutes.
- Look at the characteristics of an Everyday Hero below, please highlight a few that this Everyday Hero presents.
- Share a specific scenario you observed would provide an engaging example.
- Coordinate with the Everyday Hero so you are on the same page with what will be shared.
- Send your introduction to Eunice Han to use for the EH Bio Booklet.

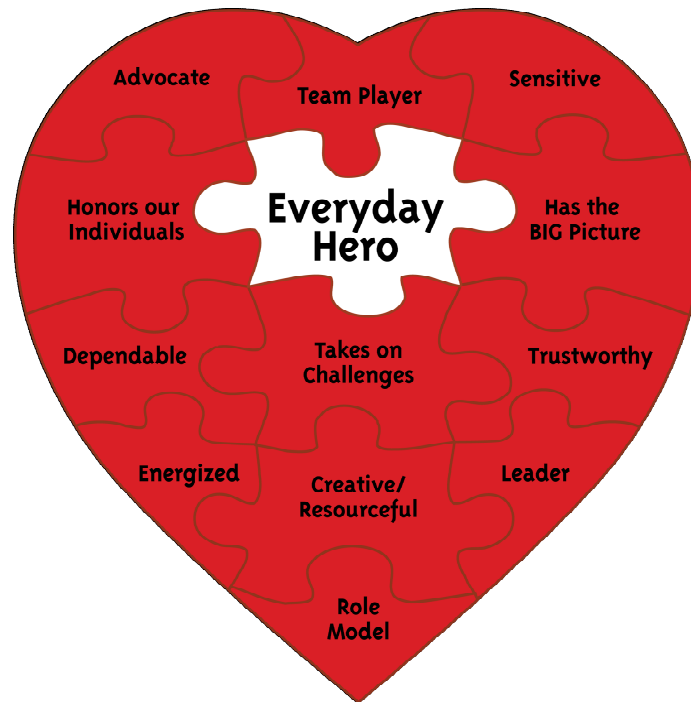
### Characteristics of an Everyday Hero



# EVERYDAY HEROES Luncheon

## Everyday Hero's Story Outline

This outline is intended to help the Everyday Hero write their story. Think about how you've helped your featured individual participate in the community or achieve his/her dreams. Remember to match your story with pictures for your presentation. Keep in mind the characteristics of an Everyday Hero (you!):



1. Introduce yourself and your background  
Introduce your name and your program.  
How long have you been working at HeartShare?  
What brought you to HeartShare?  
What characteristics make you a unique employee?
2. Introduce the relationship between you and the individual you work with.  
Describe the scene of when you first met the individual.  
What was the situation like when you and the individual started working together?  
What makes this individual unique?  
What are some things that stand out about the interaction between you and the individual?
3. Share about the individual's capacities and challenges  
Capacities are the individual's skills, interests, preferences and valued characteristics. For example, describe how you helped the individual interact in the community.  
Challenges are the dreams or goals the individual may be pursuing. For example, describe how you helped the individual gain independence in something.
4. For each capacity or challenge, write what *you've* done to support the individual's capacities and/or achieve their dreams and goals.
5. Conclusion/summary with life lesson learned or inspiration.

# EVERYDAY HEROES Luncheon

## PowerPoint Presentation Guidelines

1. Write your story using the “*Everyday Hero ‘s Story Outline.*”
2. Find already existing pictures that go with the story or begin taking pictures of the individual and the Everyday Hero that go with the story. Remember to incorporate pictures of the individual participating in the community
3. If you need to scan printed photos in for the presentation, you can use your photocopier’s scan function, otherwise, contact Eunice Han (718-422-3218) at least three weeks prior to the event.
4. Create a title page that includes your name, the name of the program you work at, and if applicable, the first name and last initial of the individual.
5. Insert pictures in your PowerPoint presentation which illustrate and follow the text of your story.
6. Type or copy/paste the part of the story that pertains to that picture in the “Notes” section below the picture.
7. Save the PowerPoint presentation in the following format:  
**Name of Program – Your Name.**  
**Example: DD Admin – Eunice Han.ppt**

### **General PowerPoint Tips**

- Use no more than two pictures per slide as a cluttered slide can be distracting.
- Use a concise title for each slide.
- Try not to use too many moving icons or clip-art designs, as this can either cause glitches or distract from the presentation.
- Using music is not recommended, however, if used, it should only be used as a separate part of the presentation, so that the sound does not interfere with the presenter speaking.

# EVERYDAY HEROES Initiative Supports

## Initiative Supports Sub-Committee Materials

### Poster Contest

page 15

*The annual poster contest is a way for programs to promote the Everyday Heroes Celebrations that take place at the program site. All posters are first submitted to the main office and winners are displayed in the main office from April through June.*

### Everyday Heroes Program Celebrations

page 16

*During the month of June, each program has a celebration either at their site or at a nearby venue in honor of all the direct support professionals at that program.*

### Everyday Heroes Characteristics Project

page 17

*The Everyday Heroes Characteristics Project is a way for all HeartShare DD programs to keep the Everyday Heroes initiative alive throughout the year. Each program is given a poster with the EH Logo and each month, a highlighted puzzle piece indicates the focus characteristic of the month. Specific direct support professionals are commended for ways they demonstrate the characteristic with the individuals in the program formally at staff meetings or informally on a daily basis.*

### Everyday Heroes Recognition and Gift Items

*The Initiative Supports Sub-Committee produces a gift item that goes with the characteristic theme for the year for all the DSP's. Past gift items include a chocolate bar, flashlight keychain, EH quilt magnet and EH puzzle game. In addition, the Sub-Committee produces other support materials like "EH Moments" thank you note cards and EH stickers.*

# EVERYDAY HEROES Initiative Supports

## Poster Contest

*The annual poster contest is a way for programs to promote the Everyday Heroes Celebrations that take place at the program site. All posters are first submitted to the main office and some are displayed in the main office from April through June. The EH Initiative Supports Committee selects a different theme each year.*

### POSTER CRITERIA

- 1. MUST use Poster Board (28" x 22")**
- 2. MUST include words "June is Everyday Heroes Month"**
- 3. MUST include the name of your program**
- 4. MUST illustrate STAFF as Everyday Heroes**
- 5. Focus on the Everyday Heroes Characteristic**

**A copy of the winning posters will be on display at the main office**

**Each Program will submit a poster in  
April to 12 MetroTech (to Mary S.)**

Any questions, please contact Kimberly Rendeiro at (917) 846-1528

# EVERYDAY HEROES Initiative Supports Program Celebrations

## EVERYDAY HEROES MONTH CELEBRATIONS

This is where each program will host their own EH Month Celebration!

### A Few Guidelines

The Celebration should take place on a date during the month of June (You may have your celebration starting the last week in May through the first week in July).

Linda, Evelyn, and Director of Program as well as **ALL of your staff** should be invited to the celebration.

How you choose to celebrate is up to the individual programs – some suggestions are: BBQ, dinner out, breakfast, catered meal, ice cream social

**Please type your responses and email or fax this response form to Linda Tempel at 718-422-3324 (fax).**

### June is Everyday Heroes Month Response Form

Program Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_

Date of Celebration: \_\_\_\_\_ Time of Celebration: \_\_\_\_\_

Please describe how you are celebrating: \_\_\_\_\_

Number of DSP/TAs/DSS/AGL/GL (please do not include clinicians or management):

\_\_\_\_\_



# EVERYDAY HEROES Initiative Supports

## Characteristics Project

*The Everyday Heroes Characteristics Project is a way for all HeartShare DD programs to keep the Everyday Heroes initiative alive throughout the year. Each program is given a poster of the EH logo to post in a central place for all staff to see. Every month, direct support professionals who have demonstrated these characteristics in their work with the individuals at the program are highlighted either formally at staff meetings and informally on a daily basis. Each month, programs can decide to follow the schedule the Initiative Supports Committee sets or they can choose the characteristics they highlight as they see fit.*

