



The Communities of Don Guanella and Divine Providence

Programs Serving Individuals with Intellectual Disabilities
A Division of Catholic Social Services of the Archdiocese of Philadelphia

INCREDIBLE GENEROSITY OF HEART

Honoring One Family's Commitment

Mary Murphy has been a part of the Divine Providence Community for 34 years. When Mary was in her teens, the Murphy family lived in St. Helena's Parish in the Olney section of Philadelphia.

With a large family of 11 children, Mr. and Mrs. Murphy realized that Mary needed more care than they were able to provide, so through a sister at the parish and Bishop John Graham, an auxiliary bishop in Philadelphia, the Murphy family learned about the Divine Providence Home in Elverson, PA.

When Mary was 16, Mr. and Mrs. Murphy moved Mary into the care of the Daughters of Saint Mary of Providence in Elverson. She only spent about a year there before the program and its residents moved to their current home at Divine Providence Village in Springfield.

Mrs. Murphy still misses the sisters that used to run Divine Providence, but she says that Mary is very happy at

DPV. She enjoys the social events and special days like Halloween, but she especially loves the Ladies' Club.



Mary Murphy (center) with her mom Joan (left) and godmother.

Several years ago, the Murphys had some very dear neighbors that passed away and left them a generous portion of their estate. They immediately decided that this would be "Mary's money," so they set it aside for her continued care at Divine Providence Village.

After 61 years of marriage, Mr. Murphy passed away three years ago, but Mrs. Murphy has continued to faithfully send a generous

check each month to Divine Providence Village. Every month for five years now a substantial check has arrived like clockwork to Divine Providence Village. Given this generosity, we thought it only appropriate to express here our profound gratitude to Mrs. Murphy and her family. They, indeed, define for us the meaning of philanthropy.

Phi-lan-thro-py. fə'lanTHrəpē/ (noun)

Literally, Love of Mankind: Goodwill to fellow members of the human race; especially: active effort to promote human welfare.



FROM THE DIRECTOR'S DESK

Mission-Focused Strategic Planning

Strategic Planning is a value and practice which *The Communities of Don Guanella and Divine Providence* deem as essential to our mission. Indeed, we have consistently relied upon comprehensive strategic planning to enact our rather sweeping changes in recent years and also respond to the changing intellectual disability environment. This milieu is marked by the intensifying medical needs of an aging population, an increasing focus on community programs, and variables related to funding.

Indeed the landscape is constantly moving, and it is more important than ever to have a purposeful set of goals and activities which enable our organization to effectively learn, grow, and continue to succeed.

Two features in this edition are fruitful products of our strategic planning, namely the appointment of a Director of Quality and Risk Management and a Director of Philanthropy. Both are new positions which promise to help Divine Providence and Don Guanella maintain its dynamism in these fluid times.

Beginning her position about a year ago, Liza Jones is making safety a daily and proactive priority of our work culture. This thinking has permeated all levels of our staff, who are fully participating in implementing a variety of safety systems and committees. In particular, Liza has overseen, with strong staff support, the instal-

lation of security doors throughout the Division and created an effective system of training for administering medications by staff to residents. We are indeed a safer environment because of these efforts.

Having been with us only since August, Mark Bradford has already launched an annual fundraising campaign, introduced planned giving, and raised our profile in the social media world. Behind the scenes, so to speak, he is developing a more effective database to collect and maintain accurate information, and is reaching out in new ways to our many stakeholders. Clearly, Mark is challenging our community by inviting us to create a culture of philanthropy at Divine Providence and Don Guanella.

It goes without saying that our strategic planning is infused with a strong sense of mission for those whom we serve. Not only are we preparing our organization to meet the program and service demands of the present and future, but we are also reinvigorating our mission to those with intellectual disabilities, fulfilling the call of our founder St. Louis Guanella: "in all things Charity." As we move forward with our plan, know that we deeply appreciate your interest and support, and hope that your new year is off to a peaceful and prosperous beginning.

Fran Swiacki
Executive Director



DIRECT SUPPORT PROFESSIONALS

The Backbone of Our Communities

Our **Direct Support Professionals** (DSPs) are truly the foundation of our programs, as they provide essential daily care for the men and women we serve in our residential and day programs. For this reason, we are increasing our efforts to let them know how much we appreciate them, with things like Perfect Attendance Awards and an Employee Referral Bonus Program.

Our communities celebrated National **Direct Support Professionals Week** from September 10 - 16, 2017. DSPs were honored for their hard work, and dedication by administrative staff, residents, and their families and were treated to a full week of special acknowledgments including meals, Mass, games, gifts, and prizes.

The Day Programs acknowledge staff monthly with **“Above and Beyond Awards”**. Employees who exhibit our core values of compassion, dignity, charity, justice, and excellence are nominated by co-workers, families or visitors. Photos and commendations of each honoree are

posted on a bulletin board, and they also receive a certificate, monetary award, and personal acclaim during a ceremony with lots of fanfare.

Thank-You Boards are located in buildings around Divine Providence campus where anyone can recognize staff with a “shout out”. The acknowledgments are read at cottage meetings, added to the meeting minutes, and any staff receiving a “shout out” has a chance to be recognized and win a gift card. DPV also has a pizza party monthly for the cottage with the highest record keeping compliance. **The DPV Family Award** is sponsored by parent and Board Services Committee Member Guy Wolfington, and awarded monthly to an outstanding employee. Nominations can be submitted by anyone and honorees receive a plaque and a generous monetary award. The Communities of Don Guanella and Divine Providence regularly recognize staff, which helps to unify teams and increase appreciation for one another.

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FAMILY CHRISTMAS PARTY

and Its Sponsors

On Sunday afternoon, December 3, 2017, a record number of over **550** attended our annual Family Christmas Party at the Springfield Country Club. Coincidentally, that morning, the Philadelphia Inquirer had just run its first in a series of four articles titled, *Falling Off the Cliff* that addressed the challenges families face in caring for their loved ones living with intellectual and developmental disabilities once they turn twenty-one. Many parents were thankful that day for the loving care provided by our incredible direct support professionals at the Communities of Don Guanella and Divine Providence. The faces in the pictures you see here tell the story well.

We would like to extend a very special thanks to our business partners that sponsored the event this year. We would also like to acknowledge Kevin Barr, our Director of Corporate and Foundation Relations for his hard work in securing their generosity. If you're visiting one of the businesses listed here, be sure to tell them "Thanks!"





PLANNING FOR A SAFE AND SECURE FUTURE

Proactive Quality and Risk Management

“The safety and well-being of all the residents who call DPV home, as well as the staff who care for them, are of paramount importance to family members. The new security badge system now in place for all the DPV cottages provides an additional level of protection. Knowing that there is an Emergency Preparedness Plan definitely eases concerns of family members”.

– Helen Naab (Sister of Tommy at DPV)

In the year that Liza Jones has been with the Developmental Programs Division as Director of Quality and Risk Management, she has embraced key strategic planning initiatives developed to reduce risk and enhance the quality of the services we provide. Liza’s professional career has been devoted to improving the lives of individuals with intellectual disabilities. Her passion for this work is evidenced in her dedication and compassionate interactions with the *“amazing men, women, and children that I have the privilege to work for and with every day.”*

The Quality and Risk Management team she leads is devoted to proactively minimizing risk and continuing to *“protect the health and safety of the men, women, and children served within the Developmental Programs Division, as a practical means of embracing our core values.”*

Among the initiatives addressed by Liza and the Quality Team is a more focused approach to incident management. Analyzing systems, data, and trends to inform

change and enhance or develop systems assists in prevention of similar future incidents. A comprehensive emergency preparedness plan to respond to various situations such as severe weather and power outages has also been established. Liza has been instrumental in tightening procedures on medication tracking systems to ensure their proper administration in our community homes. The team has also completed comprehensive mock audits of all the sites within the Development Programs Division to help ensure that best practices are maintained in the residential and day program areas.

Recently an ID Badge Security System was implemented at DPV Main Campus, the Norwood Office location and at the Day Programs located at Our Lady of Fatima. All employees and visitors must now use their ID Badges to gain access to those buildings, and we have increased capability to monitor activity in all buildings. This substantial investment in the safety and security of our individuals and staff has been well received by everyone.

Mary Jo and Liza Jones check out the First Aid and Emergency Kits located in every building.



AGAPE LOVE

In All Things, Love

There are many who provide services to persons with intellectual disabilities within the Philadelphia metro area, and certainly all are to be commended for the quality of services that are provided. We believe that the Developmental Programs Division (DPD) of Catholic Social Services distinguishes itself in its strong emphasis and singular commitment to Mission. One might say that mission is the “soul” of our programs, wherein our purpose and meaning are defined, core values are identified and lived, and Catholic identity is embraced as integral. All these aspects of mission, in the end, contribute toward and enhance the quality of life, care, and service for those entrusted to us.

Over the last year, the DPD has formed a cross-program committee focusing on helping staff to be “rooted in Mission” and has taken as its theme for this year **agape love**. The Greek word *agape* characterizes a love that is selfless, sacrificial and self-giving, while also seen as being a love that is unconditional. With the eyes of Christian faith, this is a love that summarizes, to a great extent, Jesus’ love expressed to all of us with these



Mame, DSP and Robert

challenging words: *“I give you a new commandment: love one another. As I have loved you, so you also should love one another,”* (John 13:34).

Mother Teresa (St. Teresa of Kolkata) says this about Jesus’ new commandment: *“I pray that you will understand the words of Jesus, ‘Love one another as I have loved you.’ Ask yourself, ‘How has he loved me? Do I really love others in the same way?’ Unless this love is among us, we can kill ourselves with work and it will only be work, not love.”* I have witnessed how our staff, in so many ways, manifest that they have truly understood these words of Jesus and exhibit the agape love of Jesus, so that what they daily do is love with work. So many selfless, sacrificial, and unconditional acts of love are born out each day in the ministry and service given to those entrusted to us. Another aspect of agape love that is evident among our staff is captured in these words of Mother Teresa: *“Little things are indeed little, but to be faithful in little things is a great thing. God does not call us to do great things, but to do small things with great love.”* In the end, one might see agape love in the wisdom of St. Louis Guanella, who once said, *“Charity is a chain that binds our hearts.”*



Steven and Mohamed, DSP



The Communities of Don Guanella and Divine Providence

Don Guanella and Community Programs

Administrative Offices
20 East Cleveland Avenue
Norwood, PA 19074
610-543-3380

Divine Providence Village

686 Old Marple Road
Springfield, PA 19064
610-328-7730

Day Programs at Our Lady of Fatima

10 Fatima Drive
Secane, PA 19018
215-578-8204
www.dgvdvpv.org

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SAVE THE DATE:

Family Town Hall Meetings

March 21, 2018 - 7:00 p.m.

May 23, 2018 - 7:00 p.m.

Divine Providence Village
Multi-Purpose Building



Our staff provided gifts, clothing, food, and household items to a refugee family from Eritrea at the CSS Delaware County Family Service Center in Chester.



Several departments from our administrative offices selected a room to furnish for a refugee family.

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HOW YOU CAN SUPPORT

The Communities of Don Guanella and Divine Providence

- **Join the Don Guanella/Divine Providence Annual Giving Society** by making a three-year pledge of support. See the www.dgdpcommunities.org/annual-giving-society.
- **Join the St. Luigi Guanella Legacy Society** by making a planned gift. This can be as simple as naming the Communities in your will or naming us as a beneficiary in your life insurance policy. Other ways of giving include transfers of appreciated stock, IRA rollovers, and management of other retirement assets that can result in substantial tax savings. Visit our website at www.dgdpcommunities.org/legacy for more information.
- **Make an outright gift of cash:**
Your cash contributions are always welcome.
- **Host an event!** We are happy to come to your home to talk to a group interested in knowing about us and supporting us.

Please consult with your financial advisor before making any decisions regarding a planned gift.