

# Mission Moments

*Made Possible By YOU!*

Edition 50, May 2020

## Heroes on the Front Line

Tangram has nearly 300 employees, nearly 200 of which provide face-to-face support services to the individuals we serve. These individuals are more than essential; In fact, many of Tangram's clients could not live without the support they receive from these individuals. During the past couple of months, these direct service employees have been the unsung heroes of the COVID-19 pandemic, and we wanted to shine a light on their selfless efforts. These stories are representative of the hundreds of large and small acts of service that Tangram's employees complete every day.



### Michelle

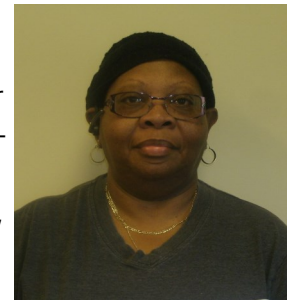
Michelle is Tangram's nurse manager. She manages all the wellness coordination activities for Tangram and supervises two other nurses. Though the team transitioned to telemedicine, Michelle continued to make herself available for in-person visits when necessary, and that's not all. "She has been delivering supplies and going to sites where we have positive staff cases to limit managers' exposure. She never wants to take credit for anything, and always says it is just part of her job as a nurse," said assistant director of operations, Tabitha Sweezy.

Michelle has also been an integral part of coaching Tangram front-line staff on using PPE effectively, as well as sanitizing home environments. The toughest part of this situation for Michelle? "I miss seeing people face-to-face. I miss the personal interaction," she explained. And while she is modest when it comes to recognizing her impact, Michelle recognizes that she is right where she should be—"This is a calling. God has put me in the right place."

### Mary

Mary has worked for Tangram for nearly 10 years and has served at a variety of sites. At the site where she currently works, one of her coworkers tested positive for COVID-19. This is one of very few cases that Tangram has of employees with COVID-19 and Mary's and her coworkers' efforts demonstrate the importance of good sanitizing procedures and PPE usage. "I know that I'm high risk, and because of that, I think I know more about the virus than any other person," she said, with a laugh.

"We do all the preventative measures possible that would keep us from getting sick." Mary commends the efforts of her coworkers, particularly the individual who was diagnosed with COVID-19, saying that she set the pattern for cleanliness in the home and because of that, the staff were already accustomed to taking measures to protect client and staff health. "We were prepared for it. We just had to keep doing what we were already doing and step it up a bit," Mary explained. These efforts paid off, and no clients have been diagnosed with COVID-19 at this site, or at any Tangram sites, showing how dedicated staff have been to protecting those we serve.



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## Heroes on the Front Line (cont'd)



### Jauna

Jauna is a DSP (direct support professional) with Tangram. She has showed great leadership during this time. The home where she works was experiencing a transition between managers, and Jauna stepped up to coordinate wellness for the site, communicate with employees, and assist with COVID-19-related staffing issues. She even rearranged her own schedule to be able to fill in where needed, while keeping overtime in mind. When asked how she copes with the added stress of this situation, Jauna had some great advice for other caregivers, "You need to grow a lot of patience, find things to help with your stress and anxiety, and don't give up because it will get better."

During this time, Tangram's employees have stepped up to ensure the health and safety of the people we serve, many of whom are in high risk categories. Statistics from the State of Indiana show how Tangram's preventative measures have been very effective in limiting the number of staff and client cases that Tangram has experienced:

Intellectual/Developmental Disability Client COVID-19 Cases as of May 6, 2020:

In Indiana: 106

In Marion County: 67

**At Tangram: 0**

DSP COVID-19 Cases as of May 6, 2020:

In Indiana: 91

In Marion County: 53

**At Tangram: 4**

Tangram has received tremendous support from our community during this time, and we recognize the outstanding work of our front-line employees, without whose commitment to the wellness of the people they serve this would not be possible. We commend you and thank you for your efforts!

[WATCH videos saluting the DSP workforce on Tangram's YouTube Channel!](#)