



ENRICHING

INFORMATION + SUPPORT

Families of Children with Special Needs

Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey counties

SPRING

2010

Family Support Network - High Country

2359 Hwy 105
Boone, NC 28607

Phone:
828-262-6089

Toll-Free Family Line:
(866) 812-3122

Fax:
(828) 265-5394

Email: hayeskl@appstate.edu
parent2parenthighcountry.org

Our Staff:

Kaaren Hayes
Director

Norma Bouchard
Outreach Coordinator for
Alleghany, Ashe, Wilkes Counties

Teresa Emory
Outreach Coordinator for
Mitchell and Yancey Counties
828-682-4772

Debbie Bowman
Outreach Coordinator for
Avery County

Advisory Board Members:
Jeannie Caviness
Allie Funk
Christine Goodrich
Susie Lyall
Margaret Moore
Alice Naylor
Donna Soule

**An Affiliate of
Family Support Network-
North Carolina**

With Support From

Appalachian State University

Children's Developmental Services
Agency—Blue Ridge

High Country United Way

Friends of Family Support Network—
High County

Avery Partnership for Children

Mitchell-Yancey Partnership for
Children

Telephone Tips



Many times, when advocating for ourselves or others, it becomes necessary to obtain assistance from others or from governmental agencies by telephone. The following ideas may help you.

1) The people you call are people too.

Your goal is to establish rapport with them and let them know what you need.

2) Find out who you need to talk to and ask for that person

It may be helpful to ask the receptionist who is in charge of a certain office so you can ask for the person by name.

3) Decide what you need to know. State your questions and/or concerns in five or fewer sentences.

Rehearse you call before actually making it. Give the person you called time to ask questions and learn from you at their own speed. Give brief answers to each question. Be efficient in what you say.

4) Keep them Talking

The more they talk, the more likely they are to come up with solutions to your question or problems. Even if the advice seems incorrect, it is important not to criticize or contradict, but do ask questions that will lead to the information or help you need.

5) If you are referred to another person

Ask for information about the person and use that information in your second contact.

6) The person you are talking to is not your counselor.

If you explain the details of your experiences, listen for their reactions. Choose what you say with care. Get your social support elsewhere.

7) At the end of the conversation, Thank the person.

If he/she has spent a long time helping you, write a thank you note.

8) If the person is not available when you call.

You may be able talk to a secretary but be prepared to talk with an answering machine or voice mail. If you leave a message, it should include your name, when you can be reached and your telephone number.

(Adapted from "Tips for Telephone Effectiveness" By Dale Brown LDA Newsbriefs, Jan./Feb. 1993)

Fun Family Activities

familyfun.com

Recipe Corner: Mr. Tomato Head

Ingredients:

- Small tomato or cherry tomato

- Peas

ASSORTED DECORATIONS

- Cream Cheese
- Canned black beans
- Yellow bell pepper
- Celery

Instructions

1. With a serrated knife (parents only), slice the top off a small tomato or cherry tomato; reserve the top for the hat.
2. Scoop out the inside with a teaspoon or melon baller, turn the tomato upside down to drain, then fill with peas.
3. Use cream cheese to glue on a pair of canned black-bean eyes, yellow-pepper nose, and a celery grin. Put his hat back on, and he's ready to paint the town red.



Spring Cleaning

Check Your Closet, Donate things that others can find useful.

The Assistive Technology is any equipment that helps to improve, increase or maintain the skills of a person with a disability. Some Assistive Technology items are needed for a short time while a skill is learned. Other times, providers need to try different options in order to select a device to purchase for long term use. In either situation a loan library helps to facilitate the appropriate items are used to help teach or improve the skills being address.

The Children's Developmental Services Agency of the Blue Ridge (CDSABR) has a loan library open to the community to provide for short term needs or to explore multiple styles of a device in order to find the most appropriate item to purchase. *Our library includes positioning and mobility equipment, communication devices, computer software and alternate access methods, adapted books, toys, and much more.*

The CDSABR AT library is seeking donations of items that your child may no longer need. One family donated a shower chair that was no longer needed. Another family donated their child's high tech communication device as she has graduated to something better for her. We appreciate these donations and hope that others will remember our loan library when you need to clear out equipment or toys. To make donations contact Jennifer Chapman at 828-265-5391 or jennifer.chapman@dhhs.nc.gov



Love and Logic: Special Thoughts on Raising Kids

One Parent Playing the Role of Two

Raising children is a challenge to most parents, but it can be overwhelming to those who try to play the role of both Mom and Dad.

Although single parents are in sharp contrast to the traditional families of our parent's generation, today's single parents are no longer unique. However, they do face special difficulties.

Finding Enough Time

Juggling a household, a job (sometimes two jobs), and the needs of their children is the hardest challenge for single parents. Most are frustrated by their lack of times and feelings of guilt. They feel bad about not spending time with their children, not making time for themselves, and the impact of their divorce on their family.

An open and honest attitude about their situation can foster a healthy parent-child relationship. A single parent says to Erica, "I'm in a real tough spot. I'd love to spend more time with you, but it's just not possible right now. How do you think we can make the best of our time together?"

When parents silently bury their feelings, their guilt rubs off onto their children. If parents come through with the attitude, "Oh, you poor kids— it's sad how much I have to work to support us, " children will become resentful and play on their parents' guilt. It's much healthier to say, "Aren't we lucky that I have a good job so we can have enough clothes and food? Although it's sometimes hard on us, we have lots to be thankful for." By turning the situation into a positive, children often rise to the occasion with their support.

Respect

Respect is sometimes more difficult for single parents who, tired and overburdened with responsibilities might find it easier to yell at their children at the end of a hard day. We earn respect by making sure we communicate with our children in a respectful manner and vice versa.

In the following example, Mom earns Richie's respect by expressing her feelings in a calm manner: "I don't like being around you today if you're going to talk rudely. Why don't you go some place for a while – on a walk or to your room. You're welcome to come back when you decide to talk nicely."

Love and Logic continued...

In this case Mom made it clear that she wouldn't tolerate disrespectful behavior. She also modeled to Richie how to take good care of herself as opposed to criticizing his behavior. In so doing, she reduced a lot of personal stress, time and effort. This mother is a very effective single parent.

"A single parent can be very effective"

Area Support Groups

Ashe County Parent Support Group

Date: Last Tuesday of each month (Subject to change in month of December, Contact Norma)

Time: 6:00pm

Location: Midway Baptist Church Fellowship Hall
Mt. Jefferson Rd., West Jefferson

Contact: Norma Bouchard at 336-246-3222 or
1-866-812-3122 or bouchardnj@appstate.edu
Meal provided with RSVP.

Mitchell County Parent Support Group

Date: First Tuesday of each month

Time: 6:00pm

Location: Spruce Pine United Methodist Church

Contact: Teresa Emory at 1-866-448-5781 or
emorytd@appstate.edu
RSVP for childcare!

Watauga County Parent Support Group

Date: Second Friday of each month

Time: 6:00—8:00pm

Location: The White House at 381 E. King St.
(beside the Playhouse)

Contact: Kaaren Hayes at 828-262-6089 or
1-866-812-3122 or hayeskl@appstate.edu
RSVP for childcare and supper!

Wilkes County Parent Support Group

Date: Last Thursday of each month (Subject to change in December, Contact Norma)

Time: 6:15pm

Location: "Our House" 203 E. Main St. Wilkesboro

Contact: Norma Bouchard at 336-246-3222 or
1-866-812-3122 or bouchardnj@appstate.edu

Yancey County Parent Support Group

Date: Third Tuesday

Time: 10am—12pm

Location: West Burnsville Baptist Church

Contact: Teresa Emory at 828-682-4772 or
emorytd@appstate.edu
RSVP for childcare!!

Check the Website for upcoming
Events and Support Group Meetings!!

Family Support Network-HC
2359 Highway 105
Boone, NC 28607



Please support our program so that we can continue to serve families and the community. Any help you can give will be very appreciated. Please detach this form and send any donations to the address below. Donations are tax deductible.

Name _____

Address _____

City _____ State _____

Zip Code _____

Amount \$ _____

Name of Honoree _____

Thank you for your contribution!



Family Support Network-HC
2359 Highway 105
Boone, NC 28607