

WINTER 2022

Message from the President, Bill Duffy.....	2
Message from Medical Director, Mel Glenn.....	2
Our Culture: It's not what we do that matters. It's why we do it.....	3
Stephanie Credits NeuroRestorative for Dream Job.....	4
Our Core Values.....	4
Checking in with Romelia.....	5
Clearwater Academy Helps Izzy Improve Her Daily Life Skills.....	5
Bigger Plans: Brianna Sets Long term Goals Following Therapy Success.....	6
National Winter Sports TBI Awareness Month.....	6
Neuro Institute.....	7
NeuroRestorative Heroes.....	7

Make a Referral

Let our caring
professionals
help you find the
right services and
resources for your
patient or loved one.

 **Call**
800-743-6802

A Veterans Story: Richard Smith Heads Home Following Therapy Success

It's an honor to serve Veterans, active-duty Military members, and their families. We know they may face unique challenges. We're here to support them, no matter what obstacles they may encounter. Our caring team is passionate about helping individuals heal and live well.

Richard Smith, a Veteran with the United States Navy, was stationed in California, working in the engine rooms. Following his time in the Navy, he enjoyed his life in California. After suffering a stroke from a non-traumatic cerebral hemorrhage, Richard was admitted to NeuroRestorative in Fresno, CA, program in May of 2021 due to his experiencing muscle weakness and difficulty walking. With the help from his Physical, Occupational, and Cognitive therapy team, Richard has made remarkable strides in independence and safety in his daily living skills. He is now able to walk with help from a cane. With the help of our transition team, Richard was able to go home on November 5.



We are passionate about helping the people we serve get back to their lives as safe and healthy as possible. Rita Mamarian, Program Director, worked with the Director of Case Management, clinical therapist, and direct care staff to diligently prepare Mr. Smith for his arrival at home and to set him up for successful, independent living. This meant organizing a cleaning service to clean his house, scheduling and transporting Richard to medical, dentist, doctor, and vaccine appointments. Additionally, the therapy team, family, and Rita met at Mr. Smith's home to assess his ability to move about his home to determine and complete all necessary home modifications needed for his safety.

"I looked at the whole picture when I went to his house and did the necessary prep work since he'd been away from his home for over a year," said Rita. "From little things to big things, it was important to make sure Richard got home safely."

Not only did Richard compliment the whole team for their help with getting him back to a more active life, but he also mentioned how wonderful the food was that was provided, especially the tomato soup. **"Everyone has been supportive," said Richard. "I want others to do what the therapists ask of you. Keep your head up and smile."**

Call us today to discuss our supports and services for Veterans and Military Service Members.

Message from the President

Friends and Colleagues,

Happy New Year! While the past few years have been challenging, I am extremely grateful to all of our colleagues and partners for their dedication to providing specialized health care for those we serve. The efforts extended this past year by our direct care professionals, therapists, nurses, and support staff have been exceptional. Because of this work, we again reported positive gains in outcomes of those we are fortunate to serve. I am looking forward to 2022 and the opportunities it will bring to continue carrying out our work, guiding and supporting individuals we serve and their families along their health and rehabilitation journeys.



Across the country, we will continue to grow service lines and geographic offerings this year to serve the needs of more and more people, including people under 21 years of age and those who require specialized behavior services. We use a comprehensive, clinically intensive, trauma-informed therapeutic model including well-trained, empathic direct support professionals and on-site experts across disciplines. Our programs equip individuals with the tools to live a purposeful life. Together, we reduce the behaviors that limit choices and place personal safety at risk.

In addition, we continue to help individuals recover from COVID-19. Our medical directors and licensed clinical team are here to help individuals get back to an active life. Since NeuroRestorative has programs in 26 states and offers telehealth services, we are able to serve individuals near their home community. We are committed to the health and safety of the individuals we serve and our team members. We follow current guidelines from the Centers for Disease Control and Prevention (CDC), local health departments and our COVID-19 Task Force.

In this quarter's newsletter edition, we have highlighted various success stories, a Veteran, a student from our Academy, and team members who have been with us for 25+ years. Our people make our mission possible, and we are proud to celebrate our team members for the spirit they bring to their work and our communities.

Regards,

Bill Duffy

President, NeuroRestorative

A handwritten signature in black ink that reads "Bill Duffy". The script is fluid and cursive.



Hello Friends and Colleagues,

Happy New Year. As our NeuroRestorative family grows to serve more and more people in the communities where they live, we continue to focus on quality, outcomes and removing barriers to access to care. Here, we believe recovery is a process, and we have the right programs and teams to support each individual to reach their fullest potential. I appreciate what all our Medical Directors and team members do year-round for those we serve to ensure their specialized health and rehabilitation needs are well met. In this quarter's newsletter, you will read about the journeys of individuals served in our programs and, more specifically, our dedicated team members who have been with us for many years.

Sincerely,

Mel Glenn, MD

National Medical Director

Our Culture: It's not what we do that matters. It's why we do it.



Tracy Kimmel, Talent Acquisition Specialist, Illinois

Years of Service: 30

Our passion for changing lives for the better is why Tracy Kimmel has been a part of the NeuroRestorative family for 30 years, having experience in many positions. Tracy started her career out of college as a Life Skills Trainer (LST) in Carbondale, IL, where she helped people with learning and physical disabilities develop skills for independent living. Throughout her career, she has held the positions of Team Lead, Residential Supervisor, and Residential Operations Manager. Wanting to expand her education, Tracy got her Masters in Workforce Education and Development and was promoted within the quality team as Quality Assurance

Risk Analyst. After two years, she was promoted to Human Resources Director. Today, she is the Talent Acquisition Manager for all programs within the organization and helps support her teams in hiring talent for our programs.

When asked what she's enjoyed most about working for NeuroRestorative, Tracy replied, **"It's always been the teams I've worked with regardless of the position I held. I love that I've had the chance to work directly with those we serve, see so many success stories, and create wonderful memories with incredible people that I've been blessed to meet and work with. NeuroRestorative has provided me with lifelong friends."**

Walter Hardy, Life Skills Trainer, New Jersey

Years of Service: 30

Walter has been an LST for 30 years. His expertise and dedication to the individuals we serve does not go unnoticed. He is always willing to help his fellow team members and goes above and beyond to care for those we serve. When asked if there was a specific moment that made him decide to remain in his position with NeuroRestorative, Walter replied, **"Getting the chance to witness individuals go from assisted living to independent living. To know that I had a hand in that is very gratifying. I knew this is what I wanted to continue to do. My favorite thing about my job is the positive relationships I build with individuals."**



Merlie Loyloy, Director of Nursing, California

Years of Service: 29

Merlie started her career at NeuroRestorative as a Certified Nursing Assistant, later transitioning to the position of Ancillary Services, and was responsible for overseeing program activities and housekeeping. Wanting to expand her career, she became a Licensed Vocational Nurse and became the night shift charge nurse. Soon after, she was given the opportunity to be a travel nurse at other programs. She decided to go back to school to become a Registered Nurse and was hired as Assistant Director of Nursing and soon was promoted to Director of Nursing.

"I knew this was going to be the job for me when I first stepped inside the facility," said Merlie. **"Being a nurse for me is an honor. My roles over the years have allowed me to help individuals in their journey to recovery. Big or small, I am proud to have positively impacted individuals and their families. Their trust is everything."**

Cherri Hamilton, Life Skills Therapist, Illinois

Years of Service: 28

Cherri has held the title of Life Skills Therapist since joining NeuroRestorative. She has been in different positions previously but has found her current role the most satisfying and feels it is her calling. **"I've always known that there has been a calling on my life, and I believe my gift is to help people who need our services,"** said Cherri. **"I've also realized how blessed I am to work with some of the best coworkers I could ask for."**



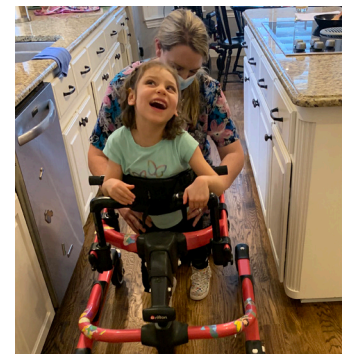
Stephanie Crownover Credits NeuroRestorative for Providing her With her Dream Job Since Childhood

Stephanie Crownover, PT, MSPT, PT Field Lead at our Dallas program has been interested in physical therapy since she was a young child due to having family members in the field. After shadowing and interviewing PTs, she knew she wanted to invest in a career in physical therapy, specializing in pediatrics. She received her Bachelor of Science in Kinesiology with a minor in Biology from Texas Women's University and soon after perused her Masters in Science in Physical Therapy in 2007. After graduating, she obtained her license to practice and worked in pediatric outpatient and home health up until 2015.

Stephanie joined SageCare Therapy (now NeuroRestorative) in 2015, specializing in PT, home health for children. "My favorite thing about my job is the kids! I love getting to know each of their personalities. It gives me great joy to watch a child push their barriers and accomplish their goals." Being in the field for over 14 years, Stephanie has learned a lot. She credits NeuroRestorative for giving her the opportunity to carry out her passion of helping children recover and get well.

"Working here has provided me with a highly supportive work environment to grow and push myself to expand my skills. My job is incredibly rewarding in many ways, whether supporting the PT team, training new hires, mentoring new graduates, or watching children overcoming odds and defying the prognosis they were given, it's all rewarding in its own ways," said Stephanie. **"I'm also grateful that my schedule can be flexible when needed, and I can have a healthy work/life balance."**

If you have a child that would benefit from our supports and in-home services, please call 800-743-6802.



Our Core Values

Our core values are at the heart of our organization. We're committed to the belief that every person has the right to live well. And we know that when we work from a shared mission and values, we can change lives for the better. Our core values include:

- **Integrity**
- **Respect**
- **Inclusion**
- **Growth**



We're hiring! Join our mission.

We're made up of caring team members dedicated to helping the people we serve grow and live well. We offer:

- Flexible schedule
- Paid training and career advancement opportunities
- Meaningful work
- Sign-on and milestone bonus opportunities at select programs

Scan the QR code to search for job opportunities near you!



Checking in with Romelia: NeuroRestorative Provided her With Services to Overcome a TBI and Become More Independent

Romelia was involved in a vehicle accident in May of 2018, causing a traumatic brain injury. She was airlifted to a local hospital, was on life support for a week and hospitalized for over a month. When she woke, she didn't know who she was and couldn't recognize her family members. A few months after her accident, she came to our NeuroRestorative program in San Antonio, TX, to improve her skills and endurance by working with PT, OT, Speech and Cognitive Therapy, Counseling, and Daily Life Skills such as medication management and cooking, improving independence and safety in her day-to-day activities.

Over eight months in participating in specialized rehabilitation activities, Romelia was able to walk again, improved her socialization and reading skills, and worked at the local food bank with our vocational resources. Her goal from the beginning was to get back to work, and she was a fighter and did precisely that. We caught up with Romelia to see how she is doing today. Her journey is not over, but she credits NeuroRestorative for where she is today.

"Going to NeuroRestorative was the best thing I've ever done. My goal was to get back to work and into my community, and I did just that. Without their efforts, I would not be where I am today," said Romelia. **People don't understand the daily struggles someone with a traumatic injury goes through. NeuroRestorative helped me a lot with my job and made sure it was a right fit for me."**

Romelia is currently working, attending local and virtual support groups, and enjoying life with her wife and mother. She is passionate about sharing her story in hopes that it may help others get the support and services they need live well. **Use the QR code to watch a video Romelia sent in thanking NeuroRestorative.**



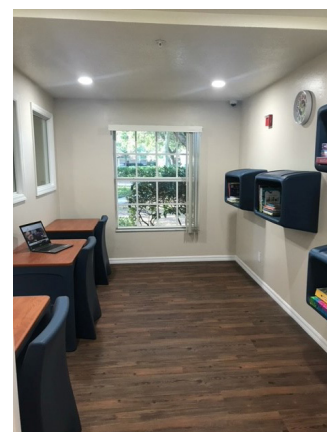
NeuroRestorative Academy Helps Izzy Improve Her Daily Life Skills

In September, Izzy admitted from an inpatient psychiatric unit to our NeuroRestorative Academy, Clearwater residential program due to having behavioral issues at home and in the classroom. Since joining, she has been working on her mental health, social & behavior skills, fitness, occupational therapy, life skills and academics. She has enjoyed assisting with house chores, cooking, money management, arts and crafts. "My Therapists have been helpful with controlling my behavior," said Izzy. "I want others like me to think of positives and talk with someone. To just know that everything is going to be OK."

Her mother, who was her sign-language interpreter at a young age, adopted her. **"NeuroRestorative is rebuilding her confidence, and I am so thankful for that. As a parent, you want to do everything in your power to help your child,"** said mother, Sandra. **"The residential program is amazing as it teaches her how to interact with others. I can tell the difference when I speak with her."**

At our NeuroRestorative Academy Clearwater, FL, program, we serve children and adolescents ages 8-18 from all over the United States. Our program focuses on psychiatric residential treatment. Individualized treatment plans begin with assessments from our skilled therapy team and evolve based on progress or needs. We provide students an array of personalized supports and services designed to promote their academic and rehabilitative success, including:

- OT, PT, SLP
- Counseling
- Recreational activities
- Therapeutic environment
- Interactive Telehealth Services
- Behavior intervention development
- Vocational training
- Family inclusive rehabilitation services



Bigger Plans: Brianna Sets Long-term Goals Following Therapy Success

In 2010, a vehicle hit Brianna Harmon, causing her to experience a traumatic brain injury. After being in the hospital for seven weeks, Brianna went to a rehab program but later transferred to our NeuroRestorative program in Ashland, KY, to help assist with helping her become more independent. She was unable to walk, had impaired speech, and struggled cognitively. After working with her many therapists in physical and occupational therapy, speech therapy, and behavioral therapy, Brianna is now on track to live a full, independent life.

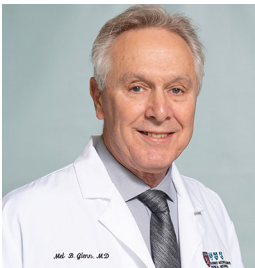
One of Brianna's main goals has always been to get back to work. Brianna has enjoyed working at the vocational program, which has exposed Brianna to different types of work, allowing her to master new skills and find work-related interests. She has also spent her time volunteering at local businesses. We are proud to partner with local organizations that work with our individuals to help them find their passions and gain daily life skills.



Today, Brianna can walk on her own, has advanced her speech, reading levels, and mental health. Brianna has goals to go to college, start a family and wants to help people overcome struggles in their life, due to her positive experience in her counseling therapy at NeuroRestorative. **"Counseling therapy has made me realize what I've overcome. I am so proud of how independent I've become,"** said Brianna. We are proud to have the opportunity to serve Brianna. Every person we serve is unique, which is why we tailor our services to each individual, so they are given the opportunity to live a full, independent life. Because we believe everyone has the right to live well.

The Expert Corner: Quick Tips & Reminders

Mel Glenn, MD, National Medical Director, NeuroRestorative



January is National Winter Sports Traumatic Brain Injury (TBI) Awareness month.

We want to remind you to be safe while enjoying winter sports this season. Did you know that roughly 1.6-3.8 million TBIs are seen in sports and recreation each year in the United States? Skiing and snowboarding have a high number of head and neck injuries ever year. Here are a few tips signs & symptoms to note:

Tips:

- Wear appropriate protective gear—especially a helmet.
- Bring a cell phone.
- Be informed about current weather conditions.
- Bring a friend or family member.
- Hydrate throughout the day.
- Stop when necessary. Injuries may happen from exhaustion.
- Stay on marked trails.
- Seek medical attention if injured.

Concussion Signs and Symptoms:

If you experience any of the following signs or symptoms after an injury, please seek immediate medical attention. If you have experienced a TBI and need rehabilitation support, please give us a call at 800-743-6802.

- Appearing to be dazed or stunned & answering slowly.
- Not able to recall prior events.
- Loss of consciousness.
- Confusion.

Post-Concussion Signs and Symptoms:

Headache, dizziness, difficulty concentrating, memory problems, bothered by light and/or noise, & fatigue.



NEURO
INSTITUTE

Continuing Education for Rehabilitation Professionals

Neuro Institute offers monthly, one hour online CEU opportunities spanning a variety of topics related to rehabilitation services for individuals with brain, spinal cord and medically complex injuries and other challenges. Below is upcoming event. **Past presentations are available to view for credit by visiting: neurorestorative.com/institute.** CE credit for Case Managers (CCMC), Social Workers (NASW), and Florida RN which provides National Nursing Continuing Education Courses Certification in every state with the exceptions of New Hampshire, Ohio, and Georgia. All other attendees will receive a general certificate of attendance.

FRIDAY, JANUARY 28, 2021, 12-1 PM (EST)



Topic: PTSD, COVID-19 & The Injured Worker

Speaker: Gordon Horn, PhD, National Deputy Director Analytics & Outcomes, NeuroRestorative

Learning Objectives

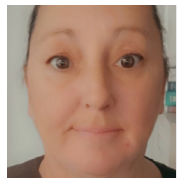
- Participants will learn and understand COVID-19 recovery process and complications that may occur.
- Participants will learn about the psychological effects, including Post Traumatic Stress.
- Participants will learn about options for assessing this condition with an injured worker.
- Participants will learn about Post Traumatic Stress response with COVID-19 and the injured worker at three levels.

To register or learn more, visit neurorestorative.com/institute.

NeuroRestorative Heroes

NeuroRestorative Heroes celebrates team members whose actions make them a hero to those we serve or their colleagues. This quarter, we celebrate six outstanding employees for their dedication to the individuals we serve.

FY22 Q1 Heroes



Chris Beaulieu

Licensed Practical Nurse
NeuroRestorative Florida



Nondas Iacovou

Physical Therapist
NeuroRestorative Maine



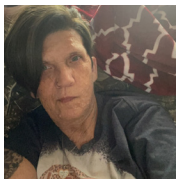
David Dailey

Life Skills Trainer
NeuroRestorative Pennsylvania



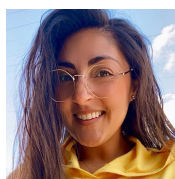
Mie Sun Song

Certified Nursing Assistant
NeuroRestorative California



Amy Kellermeyer

Life Skills Trainer, Medication Technician
NeuroRestorative Kentucky



Adele Uribe

Registered Nurse
NeuroRestorative California

It's important to us to give our team members the recognition they deserve.
Do you know a NeuroRestorative employee whose actions make them a hero to those they serve or to their fellow colleagues? Nominate a Hero today!
Scan the QR code to submit your nomination(s).



NeuroRestorative's COVID-19 Critical Care Recovery Program

For people with COVID-19 who discharge from intensive care units (ICU), the road to recovery may be far from over. They may have cognitive, physical, and emotional impairments. This is known as post intensive care syndrome (PICS). For COVID-19 survivors who leave the ICU but are unable to safely return home, NeuroRestorative can help. Our health and rehabilitation programs offer physical therapy, occupational therapy, behavioral health services, and more to help people recover.

We provide:

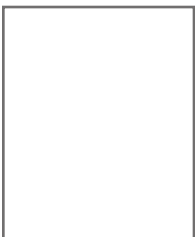
- Medically complex programs: treating subacute/skilled medical needs
- Neurorehabilitation programs
- Supported living programs
- Interactive telehealth programs



"Individuals have varied residual effects from COVID-19. Because of the multiple services we offer, recovery is not out of the question."

Ronald Correa, MD
NeuroRestorative California

Contact us: 800-743-6802 | neurorestorative.com |



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