



The Family Buzz

Bancroft's Electronic Newsletter for Family Members

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Celebrating the calendar year

Students from The Bancroft School presented "Celebrating Our Calendar Year" at this year's spring show. Students performed a wide variety of numbers tied to the calendar year, including "L-O-V-E," "God Bless the U.S.A.," "Vacation," and "Monster Mash."

Hats off to Janice DeLozier and all the other wonderful staff who helped produce another great show!

Upcoming Bancroft Events

DD Workshop: Introduction to Data Collection

May 20, 2009

6:30 p.m. - 8:30 p.m.

Farrington Building

Haddonfield Campus

(856) 429 5637, ext. 453

Bancroft School Prom

May 31, 2009

7:00 p.m. - 11:00 p.m.

Merion House

507 S. Kings Highway

Cherry Hill, NJ

(856) 429-5637, ext. 356

Golf Tournament

June 1, 2009

11:30 a.m. - 6:00 p.m.

Tavistock Country Club

Woodcrest Country Club

(856) 348-1164

Staff Festival

June 3, 2009

12:30 p.m. - 4:30 p.m.

Haddonfield Campus

(856) 348-1199

Mullica Hill Parent Advisory Committee Meeting

June 5, 2009

1 p.m.

Mullica Hill Campus

(856) 769-1300

Staff Festival: Mullica Hill

June 10, 2009

12:00 p.m. - 4:00 p.m.

Mullica Hill Campus

(856) 348-1199

School Dance/ Prom

June 12, 2009

3:00 p.m.

The Bancroft School at

Voorhees Pediatric Facility

1304 Laurel Oak Road

Voorhees, NJ

(856) 566-0634



Nurse Appreciation Week: May 6 - 12

As a part of Nurse Appreciation Week nurses throughout the organization gathered yesterday for a special luncheon held in their honor. In addition to a wonderful meal, they were also treated to a beautifully made cake by Robert Trombely, Bancroft's Dietician. Please take the time this week, and every week, to thank a Bancroft nurse for their hard work and dedication on behalf of those we serve!



All together now!

Walk NOW for Autism
June 13, 2009
8:00 a.m. - 12:30 p.m.
Bishops Gate
Corporate Center
Mt. Laurel, NJ
(856) 429-5637, ext. 273

Senior Graduation
June 17, 2009
3:00 p.m.
The Bancroft School at
Voorhees Pediatric Facility
1304 Laurel Oak Road
Voorhees, NJ
(856) 566-0634

Bancroft Idol
June 19, 2009
7:00 p.m. - 9:00 p.m.
Moose Lodge
Lindenwold, NJ
(856) 651-9510, ext. 102

Students and staff from The Bancroft School laced up their sneakers to join children across the nation for Project A.C.E.S. Part of a nationwide initiative, A.C.E.S. (All Children Exercising Simultaneously) stresses the importance of daily exercise.

Looking for Mother's Day gifts?

Maggie's Garden would love to help you make this Mother's Day unforgettable, by giving that extra-special lady in your life a unique gift basket. Choose from pre-made gift bags designed to make every mother smile, or become part of the creative process by selecting the amazing scented lotions, body washes, etc., to include in your basket for a truly personalized gift. Maggie's Garden is a business of Bancroft's Brain Injury Services, located at the Lebensfeld Center at 201 Kings Highway South in Cherry Hill. Please contact Danika Daniels at (856) 216-8090 or stop by the Lebensfeld Center to make a purchase or place an order.

Swine flu update

Bancroft is closely monitoring the swine-flu situation, and taking all appropriate precautions to protect persons served and staff from the virus. As currently recommended by government and health authorities, our major focus is on education, hand-washing and surveillance. We will continue to keep a close watch on this developing situation, and institute additional measures as needed.

Currently, we are providing information to staff to help educate everyone about how the flu is spread, so extra efforts can be taken to reduce transmission. We are emphasizing personal hygiene and thorough housekeeping in all areas. We are also monitoring persons served and staff who may be showing flu-like symptoms, so we can ensure people are treated promptly and to help prevent the spread of illness.

Staff who have flu-like symptoms are required to see their doctor. If they have flu confirmed by a doctor, we are requiring them to stay out of work for seven days, and return only with a doctor's note. We will be prepared to re-assign staff when needed based on staff absences, call in more substitutes, and allow for increased over-time when necessary. We are also making sure that programs have sufficient personal protective equipment - gloves and disposable respirators (masks).

Rest assured, we will continue to stay informed of the spread throughout our communities, and communicate with staff and families as more information is learned. If you have questions, please do not hesitate to contact Dr. Caroline Eggerding, vice president of clinical services/chief medical officer at (856) 429-5637, ext. 354.

Families give high marks in annual satisfaction survey

Bancroft continues to get high marks from family members, according to our annual Family Satisfaction Survey. In fact, overall satisfaction with Bancroft's programs* improved even more this year - from a 4.1 rating last year to 4.3 this year. (Ratings are given on a scale of 0 to 5, from lowest to highest satisfaction. Bancroft strives for at least a 4.1 or above "satisfied" rating in each area.)

"The survey shows that all our hard work is paying off," says Toni Pergolin, Bancroft's president. "I am so proud of our staff for truly making a difference in the lives of those we serve and their families. It was such a pleasure reading through the comments this year, which included many rave reviews."

Across the organization, families reported increased satisfaction over the previous year with.

- The staff's understanding and meeting of their relative's needs (rated 4.4)
- Opportunities for religious observance (rated 4.4)
- Their loved one's level of independence (rated 4.3)
- Facilities maintenance (rated 4.3)
- Communication with the organization (rated 4.2)
- The quality of Bancroft's services (rated 4.3)
- Nutrition (rated 4.1)

No program received lower than a 3.9 overall rating, and most received 4.2 or greater.

Each program will share more specific information on their survey results with families of persons served in that program, including plans going forward to address any areas of weakness or concern.

**Bancroft's Early Intervention Program (EIP) and Center for Autism Research and Educational Services (CARES) were not included in the organization-wide program satisfaction rating. As outreach programs, EIP and CARES use a different service-delivery model, and were therefore given a modified version of the survey. Together they received a 4.7 overall rating.*

Joyful Noise welcomes governor at autism-awareness event

Many of the adults we serve who are also members of the Joyful Noise chorus helped welcome Governor Jon S. Corzine to South Jersey last week. The governor visited the offices of Dr. Mark Mintz and The Center for Neurological and Neurodevelopmental Health (CNNH) in Voorhees, N.J., as part of Autism Awareness Month. Joyful Noise led guests, including families and state officials in the singing of our national anthem. The request that Joyful Noise participate in this visit came with very little notice and the group (and their supporters!) rallied to rehearse, change schedules and arrange transportation. Several members of the choir were able to greet the governor personally and all sang beautifully and with pride in their country and their own musical talents.

State group honors Bancroft self-advocates

Bancroft's Self-Advocacy Focus Group was selected to receive the "Making the Difference Group Achievement Award" from the New Jersey Self-Advocacy Project at their 4th Annual Spring into Action Luncheon on **April 25**. The criteria for this award included:

- A demonstration of teamwork by working cohesively with others toward the common goal of self-advocacy
- Group meetings are primarily advocate-directed and -led
- Group also exhibits support for each other in achieving leadership roles and responsibilities identified by the group
- Group utilizes advisor support effectively

Congratulations to the members of the Bancroft Self-Advocacy Focus Group!

Victoria Brown · Bonnie Davis · Paul Duckworth · Todd Emmons ·
Lisa Fay · Russell Fried · Frank Kennedy · Bernard King · Nikos
Pappas

Level of support (LOS) tool revised

In 2007, we developed a Level of Support (LOS) tool - a scale that defines the level of supervision necessary to help an individual achieve greater independence in a safe environment. We've now made some minor changes to improve the tool further.

Specifically, the scale considers skills in the areas of safety, daily living, community, vehicle, and medical condition/health, and identifies the amount of support needed to be successful in each area. It addresses the need for assistive devices, health concerns and severe behavioral concerns. The tool is based on best practices in other states, and considers the "dignity of risk" in a safe environment.

After nearly two years of use, the performance improvement team has revised the tool in an effort to simplify and clarify the guidelines. An "all about me" worksheet has been developed to make the questions more person-served specific - to help ensure each person receives the right support in the right environment. The relatively minor revisions were made to improve the assessment process. Click the link below to view a copy of the revised tool.

We will begin training staff on the revised tool this month, with plans to roll it out organization-wide by the end of July. If you have any questions, please contact Dr. Caroline Eggerding at (856) 429-5637, ext. 354.

[Click here for the updated LOS tool.](#)

Get ready to L.E.A.R.N.!

The Summer L.E.A.R.N. session is just around the corner, with even more fantastic course offerings this year! All persons served 18 years and older are welcome to participate in this continuing education program. To download a copy of the catalog, please use the link below. Hurry-registration is due **May 25**. If you have any questions, please contact Laikeshia Abrams at (856) 428-0685, ext. 128.

[Summer L.E.A.R.N. Catalog](#)

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