

the wave

A NEWSLETTER OF SPRINGBOARD CONSULTING

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Disability Matters Special Edition



2018 DISABILITY MATTERS

North America Conference & Awards

April 24-26, 2018

Wyndham Grand Jupiter at Harbourside Place

Jupiter, Florida



the wave

A NEWSLETTER OF SPRINGBOARD CONSULTING

Disability Matters Special Edition



2018 Disability Matters Events

*Europe
Horgen, Switzerland
5—7th November, 2018*

*Disability Matters
North America
Jupiter, FL
April 23-25, 2019*

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Dear friends:

Welcome to the special Disability Matters North America edition of the Wave. Summer is my favorite season of the year in part because it always follows DMNA.

And this year, on the heels of our incredibly successful 10th anniversary, I'm happier than ever.

I want to once again congratulate our honorees who are graciously sharing even more of their success stories and to thank them for doing all they do to ensure that Persons with Disabilities matter when it comes to their work forces, their workplaces and marketplaces.

I also want to once again thank our sponsors and especially our host, Cisco - without their ongoing generous support, none of this would have been possible.

Summer is typically associated with sunshine and warmth. For me and everyone on the Springboard team, it's you, our sponsors, honorees, attendees, clients and other subscribers who provide our sunshine and warmth.

Wishing everyone a fun, safe and successful summer and looking forward to seeing each and every one of you at DMNA 2017.

Your friend and Springboard's CEO,



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Disability Matters - North America WELCOME RECEPTION

TOYOTA









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BREAKFAST

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At [Runway of Dreams Foundation](#), our goal is to broaden the reach of adaptive clothing and promote people with disabilities in the fashion industry through our core pillars of inclusion, empowerment and opportunity. We recently had the incredible opportunity to be a sponsor and share our mission at the 2018 Disability Matters North America Conference and Awards in April, where Mindy Scheier, founder and president of Runway of Dreams Foundation spoke at the kick-off breakfast about the founding story of Runway of Dreams and its mission and goals to bridge the gap between the fashion industry and people with disabilities.

Mindy began her journey in 2014 when her son, Oliver, who has a rare form of muscular dystrophy, came to her with a dream of wearing jeans to school just like everyone else. With over 20 years of experience working in the fashion industry, Mindy used her skills that night to adapt a pair of jeans that met his needs. After seeing the immense confidence Oliver gained after wearing the jeans, she soon realized that millions of people around the world were also struggling to access fashionable clothing that met their needs while also increasing their confidence. She envisioned a world where adaptive clothing for people with disabilities was mainstream and combined her experience and her passion by creating the Runway of Dreams Foundation.

As the largest minority group in the world, the need for inclusion and accessibility in fashion for people with disabilities goes beyond adaptive clothing. Runway of Dreams Foundation works on multiple fronts to empower people with disabilities through its core pillars:

- ◆ **INCLUSION:** Disability affects people of all ages, races, ethnicities and socioeconomic backgrounds. To make fashion truly accessible and inclusive for all, the Runway of Dreams Foundation increases access to mainstream adaptive clothing through donations and clothing grants.
- ◆ **EMPOWERMENT:** The Runway of Dreams Foundation facilitates community building between the fashion industry and differently-abled community to celebrate people's differences and break down stereotypes. Through ambassador programs, storytelling campaigns and community-driven initiatives, the Runway of Dreams Foundation empowers and connects people of all abilities around the belief that fashion inspires confidence, independence and self-expression.
- ◆ **OPPORTUNITY:** The Runway of Dreams Foundation creates opportunities within the fashion industry for people with disabilities and for those working to broaden the reach of adaptive fashion design and inclusion of PWDs. From workshops and symposiums to adaptive design

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scholarships and modeling jobs the Runway of Dreams Foundation is increasing representation through opportunity.

In 2016, Runway of Dreams Foundation partnered with Tommy Hilfiger on the first mainstream adaptive clothing line for kids, with Mindy currently serving as a consultant for Tommy Hilfiger Adaptive.

This year, at the kick-off to New York Fashion Week, Runway of Dreams will hold its annual fashion show and gala to bring together fashion leaders and innovators to witness change in the fashion industry that is inclusive of people with disabilities.

Here at Runway of Dreams Foundation, we're honored to have worked with Springboard Consulting on their incredible initiatives and commitment to support people with disabilities. We look forward to continuing our relationship to further the inclusion of people with disabilities in the fashion industry and beyond.



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MARKETPLACE



This award category represents marketing, advertising, public/community relations and related initiatives that both target and support consumers who either have a disability or are caring for a child or other dependent with special needs.

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At AT&T, accessibility is a commitment to connect people to the world around them.

This focus shines through in our 2016 documentary, *Resolution: Innovative Thinking about Disability* – for which we were honored at this year’s Disability Matters NA Conference and Awards in Jupiter, Fla.

Receiving the 2018 Marketplace Award was a highlight of the conference for me, in addition to hearing from a diverse and inspiring range of panelists and speakers – from Mindy Scheier, founder of Runway of Dreams, to Mike Schlappi, Paralympics basketball gold medalist.

AT&T produced the video, which follows several organizations from Washington, D.C., to Venice, Calif., as they work with individuals with a range of disabilities. The film helped raise awareness of how organizations use innovation and technology to improve the lives of people with disabilities. It drew more than 240,000 viewers in eight airings on our Audience network in fall 2016 and was featured in additional screenings for employees and stakeholders through February 2017.

We received the Marketplace Award for the documentary itself – and for our deep, ongoing commitment to diversity and inclusion across our workforce, customers, communities and suppliers.

This commitment includes providing communications services that assist people with disabilities. We roll out products and services that can help people with disabilities become more independent. We advocate on causes with them and on their behalf – and we employ nearly 4,000 people with disabilities in a wide range of jobs nationwide.

An estimated 57 million Americans live with a disability. This represents 19% of the civilian population and 50% of adults aged 65 and older.

Products/services

We offer a range of innovative and accessible products and services to meet many disability and age-related needs:

- Our high-speed data network helps people with disabilities find jobs, telecommute, research healthcare and take online college/training courses.

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- We work closely with handset vendors to help meet their obligations to provide accessible devices and improve the user experience of customers with disabilities.
- In 2016, we introduced the DIRECTV Talking Guide feature. It enables audio output of on-screen menus and guides and makes watching TV more enjoyable for our customers with visual disabilities.
- In 2012, we introduced the U-Verse Easy Remote App, which makes it easier to control the TV for U-verse TV customers, including those with disabilities such as vision and hearing loss.
- Also, our Digital Life platform – a wireless-based home security and automation service – supports independent living for people with disabilities and older adults.

Telecommunications technology helps people with disabilities by giving them more accessibility, opportunities and choices for everyday living.

Advocacy

We're proud to have internal and external relationships with organizations that continually advocate on behalf of people with disabilities.

Our AT&T Advisory Panel on Access and Aging comprises national leaders in assistive technology, aging and cross-disability issues. They provide valuable insight to shape – at the earliest stage – easily accessible and usable products and services for customers with disabilities. The panel meets throughout the year to work with AT&T to provide guidance on corporate accessibility policy and on the accessibility of specific products and services. This includes our Smart Cities initiatives, where we're delivering technology solutions that help cities become cleaner, safer and more connected to their citizens.

The Corporate Accessibility Technology Office also helps us make products and services accessible to people with disabilities. The office serves as a central hub for accessibility-related expertise. It works with business units and external groups to help our developers address the needs of users with disabilities throughout the product lifecycle. We believe strong communities and strong businesses go hand-in-hand.

Our employee resource group (ERG) Ability partners with our company to raise sensitivity and awareness of people with disabilities. Ability supports them within the workplace, marketplace and the community. Ability members are passionate about removing challenges that impede full employment and independent living, promoting universal product design across all businesses, mentoring and leading fundraising efforts for causes such as autism and Alzheimer's.

Externally, we stay on top of best practices through affiliations and sponsorships with groups like the National Organization on Disability, the U.S. Business Leadership Network (USBLN) and the American Association of People with Disabilities.

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Employment

We want a diverse workforce that has characteristics of our customers and communities. Diverse viewpoints help us better serve our customers, and employing people with disabilities is an important part of that effort.

We engage people with disabilities through targeted, automatic recruitment advertising, attendance at disability career events and through professional associations at the national and grassroots levels. They, like all diverse segments, are a core component of our recruiting strategy. We meet face to face with candidates via employAbility in our Dallas headquarters city and through USBLN nationwide.

Our att.jobs website is web-accessible, and we use our att.jobs/nolimits site to highlight individuals with disabilities working at AT&T. At every step of the application process, we offer accommodations to job seekers.

We also partner with our ERGs to recruit people with disabilities. Our Ability ERG has been instrumental in helping us find candidates for some of our roles that specifically support our diversity recruiting strategy.

Once employed, we offer our employees with disabilities the same diverse and high-potential professional development opportunities as the broader workforce.

One particular focus area for us is neurodiversity -- a concept where neurological differences are to be as recognized and respected as any other human variation. Under the umbrella of neurodiversity, an autism hiring pilot launched in 2017 and is now in its second cycle. Last year, LaunchAbility, a North Texas job placement service provider for adults with cognitive disabilities, helped us recruit and train four interns with autism whom we placed in our Dallas headquarters. Partnering again with LaunchAbility, we plan to hire up to 10 interns this year.

AT&T has a long history of empowering people with disabilities – and we work hard each year to create inclusive experiences for more customers and employees so we can all progress and achieve.

To learn more about an AT&T career, go to <http://att.jobs/careers>.

Rick J. Wilson
AT&T Director, Diversity & Inclusion

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A MARKETPLACE SUCCESS STORY: AT&T



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A MARKETPLACE SUCCESS STORY: AT&T



From Left to Right:
TeNita Ballard
Lead Consultant,
Diversity & Inclusion,
AT&T



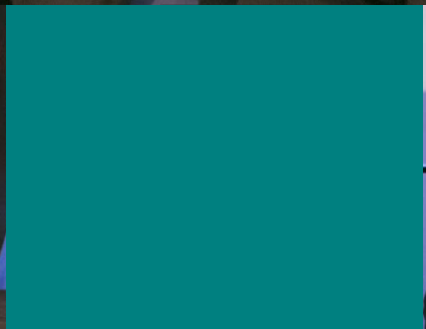
Lorraine Clayton
President, Ability
AT&T

Below Center:
David Ortiz
Senior Diversity &
Inclusion Consultant
Oracle

Rick J Wilson,
Director, Diversity & Inclusion,
AT&T



Roman A Smith,
Director, Community Investment
Social Innovation,
AT&T



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WORKPLACE



This award category represents Diversity. Work-Life and related initiatives that support employees who have a disability (as described above) as well as those individuals caring for a child or other dependent with special needs.

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SEAL OF APPROVAL RECIPIENT



Platinum-Level



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STEPS TO SUCCESS



The Steps to Success award category identifies and celebrates companies who are beginning on the journey of innovation, action and transformation relative to individuals with disabilities whether as employees, customers or both.

This award also encourages these honorees whose initiative(s) have been in place no less than six months and no more than two years and who demonstrate significant promise of long term success, to have the commitment and perseverance to continue taking the steps necessary to eventually become a Disability Matters Employer or Supplier of Choice, the most prestigious of all Disability Matters Awards.

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Unum's [Disability Employee Resource Group](#) was selected to receive the [Springboard Consulting Disability Matters Steps-to-Success Award](#).

"I'm so proud of what we accomplished last year and thrilled that Springboard Consulting recognizes our efforts as unique and exceptional," [Ken Shapiro](#), Knowledge Management Consultant and program lead for the Disability Employee Resource Group, said. "We did so much to raise awareness of and

empathy for the disability experience -- between panel discussions in October and [May](#), my own [Disability Point of View video](#) in July and the *Claimant Experience* scenario simulation events at Home Offices throughout the year."



Ken and [Beth Ruffin](#), Diversity & Inclusion Program Manager, accepted the award at the 12th annual Disability Matters North America Conference on April 25 in Jupiter, Florida. [Springboard Consulting LLC](#) defines the Steps-to-Success award as recognizing companies who are beginning the journey of innovation, action and transformation relative to individuals with disabilities whether as employees, customers or both.

This award also highlights companies that have made the commitment to become a Disability Matters Employer or Supplier of Choice, the most prestigious of all Disability Matters Award.

"The Disability ERG has been extremely intentional in supporting employees with disabilities as well as educating the broader employee population about the experience of living with a disability," Beth said. "This award recognizes the hard work, dedication and passion of the many Unum employees who ensure our company is inclusive for both employees and customers with disabilities."

Springboard Consulting LLC is considered the global expert on successfully marketing to people with disabilities and their families in the consumer space, effectively recruiting individuals with disabilities to the workforce and appropriately supporting the disability community in the workplace.

For more information about the Disability Employee Resource Group, please contact [Ken Shapiro](#).

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From Left to Right:
Ken Shapiro,
Leader, Disability Resource Group
Unum Group

Nadine Vogel, CEO
Springboard Consulting, LLC

Beth Ruffin,
Diversity & Inclusion Consultant
Unum Group



Lower Left:
Michael MacDonald,
Manager, Health Services
Jazz Aviation

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STEPS TO SUCCESS PANEL



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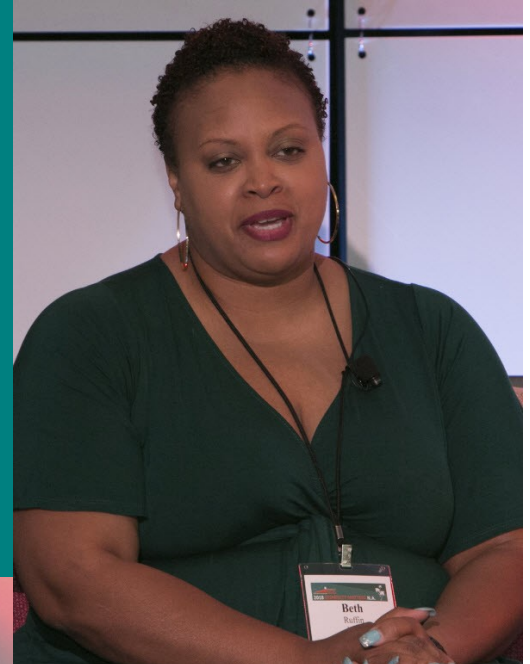
STEPS TO SUCCESS PANEL



From Left to Right:
Michael MacDonald,
Manager Health Services,
Jazz Aviation.

Beth Ruffin,
Diversity & Inclusion
Consultant,
Unum Group (ERG)

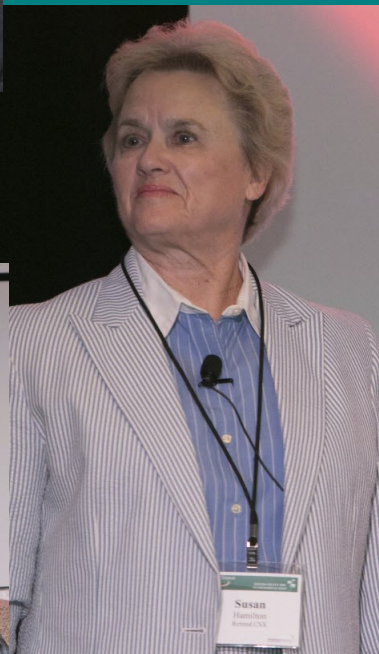
Below Center:
Susan Hamilton,
General Counsel,
Springboard Consulting
LLC



Pete McNally,
Senior Usability Experience
Consultant,
Springboard Consulting, LLC



Ken Shapiro,
Leader, Disability
Employee Resource Group (ERG),
Unum Group



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KEYNOTE: KYLE MAYNARD



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2018

KEYNOTE: KYLE MAYNARD



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NETWORKING LUNCHEON
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From Left to Right:
Melissa Tendick,
Vice President, Marketing
Barilla America

Nadine Vogel,
CEO
Springboard Consulting, LLC



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SPECIAL NEEDS PARENTS IN THE WORKPLACE

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From Left to Right:
Kristine d'Esterhazy,
Vice President, U.S. Trust
Senior Trust Officer

Karen Wong,
Senior Vice President,
Estate Settlement Market Di-
rector, U.S. Trust/
Bank of America

Below Center:
Paula Kelley,
Managing Director, U.S. Trust
Bank of America
Private Wealth Management



David G. Mumma,
Senior Relationship Manager, Bank of
America, N.A



Douglas Vogel,
Financial Advisor, Massachusetts
Mutual Life Insurance Company
(MassMutual)



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ADA, FMLA, Workers' Compensation: The Interplay & Overlap



From Left to Right:
Michael Farrell,
EEOC Miami District
Director, U.S. Equal
Employment Opportunity
Commission (EEOC)

Norman Mann,
Assistant District Director
West Palm Beach Area Office,
U.S. Department of Labor,
Miami District Office

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LIGHTENING ROUNDS



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LIGHTENING ROUNDS



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LIGHTENING ROUNDS



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Visa: Leading the Way to Digital Accessibility for *Everyone, Everywhere*

For decades, Visa, has been driven by a set of ideals anchored in our vision of being the "best way to pay and be paid". In recent years, we've evolved our famous U.S. tagline -"It's everywhere you want to be"- to include "for everyone, everywhere."

In the 21st century, our founders' vision of "Everywhere" has expanded globally beyond traditional acceptance due to advances in technology. Likewise, technology has allowed us to expand and enhance access for our customers with disabilities. Assistive technology, often used by persons with disabilities to access the web, has helped extend the possibilities and potential of "Everyone" by helping us reach this underserved market, where users often face barriers to technology products and services because companies don't put forth the effort to remove them.

Visa has been a pioneer in Web Accessibility since 2006 when we produced the world's first large commercial website conformant to the WCAG 2.0 AA standard, more than a year before it was finalized by the Worldwide Web Consortium (W3C). Working with one of the authors of WCAG 2.0 at W3C, Visa developed a web application making prepaid gift cards available to all our customers, including those with various disabilities.

Since then, Visa has continued to contribute to improving web and payments accessibility, participating in the W3C's Education and Outreach Working Group, and over the last 2 years, providing six volunteers who donated all the visual design, UX research (in Visa's Austin, TX Usability Lab), and information architecture research for the W3C Web Accessibility Initiative (WAI) Website Redesign, released in May 2018. You can view the updated site and learn more about web accessibility at <http://www.w3.org/WAI>.

In 2012, Visa had a small Accessibility team, and found that in order to scale, we needed to translate WCAG 2.0 into something more user-friendly. We decided to apply UX to WCAG 2.0, which is complex and comes with a very steep learning curve. The result was Visa's Global Accessibility Requirements (VGAR): clear requirements distilled from the more broad WCAG guidelines and organized to maximize understanding and efficiency for our staff. We currently have

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over 120 requirements and matching test cases hosted on our intranet along with all the necessary tools, how-to videos for every single step, and a 90-minute online training course.

“Writing and releasing the VGAR internally was the single most important step we have taken in our journey to making Visa’s products and services accessible.” says James Green, Sr. Director and leader of Visa’s UX Research and Accessibility teams. “It simplified accessibility, made it easier to adopt. I am happy to say that all the effort, learnings, and knowledge we’ve collected over the years will not only continue to help improve accessibility for our own customers, but will soon be able to everyone. We are releasing the VGAR externally on Visa’s Developer Center in late 2018 and welcome everyone to adopt our approach to making accessibility simple and consumable, to take our requirements and modify them for their own situations, and to enter into dialogue about disability, technology, and how we can all work together to make technology more accessible.”

James Green is also on the Board of Directors of Knowbility Inc., an Austin, TX based nonprofit organization whose mission is to support the independence of children and adults with disabilities by promoting the use and improving the availability of accessible information technology. Knowbility runs several programs to support their mission as well as provides accessibility consulting services to companies and organizations across the globe. You can learn more about them at <http://knowbility.org>.

If you are looking to improve the accessibility of your product, the VGAR is a great place to start. You’ll need to find quality help, get an understanding of where you stand, and be ready to modify how you do design and development. It’s not easy, but it’s absolutely possible. If you would like to discuss how your team can get started with the VGAR or just want some advice on how to begin the accessibility journey at your organization, feel free to reach out to James Green.

Contact:
James Green
Sr. Director, UX Research & Accessibility
jgreen@visa.com



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Best Practices: A Fireside Chat with KPMG



From Left to Right:
Brian Culvey,
Managing Director,
KPMG, LLP

Barbara Wankoff,
Executive Director,
Inclusion and Diversity, KPMG,
LLP

Moderator:
Nadine O. Vogel
CEO,
Springboard Consulting, LLC



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KEYNOTE: MIKE SCHLAPPI



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GOLD-PLATED ATTITUDE

Mike Schlappi

Speaker – Gold Medalist - Author

Happy Schlappi! That is what they called me during my early years. Yes, sometimes I had a bad day, but for the most part I had a bounce in my step. I had an incredible family – three brothers and three sisters - and a very bright future – especially in sports. And then everything suddenly changed.

“BAANNNGG!” The bullet tore a massive hole through my shirt, ripped through my chest and lung, brushed past my heart, and slammed into my backbone; causing me to instantly lose the feeling and movement in most of my 14 - year old body. With limited oxygen and scared to death, my thoughts turned toward Heaven and my family as I observed the nervous reactions of my friend.

“Quit it! You’re faking it!” my friend screamed, while at the same time throwing his father’s police gun toward the corner of the room. Although in shock and needing someone’s help, I had a sincere concern for the feelings of my friend who had made a terrible mistake. He called for help and finally my mother arrived. Her touch and her love gave me confidence to hang on.

The next three months in rehabilitation gave me ample time to wonder, worry, and reflect. I worried about the future. Would my friends accept me if I was confined to a wheelchair? Why would God deny me my dreams? I couldn’t wait for the nurse to show up with my next pain pill to take away the “phantom pains” in my legs and the “real pains” in my mind. I went deep inside of myself for the first time and had to decide whether or not I wanted to go on. I decided I did, but I knew things would be different.

***IF YOU RESIST CHANGE – YOU FAIL
IF YOU ACCEPT CHANGE – YOU SURVIVE
IF YOU CREATE CHANGE – YOU SUCCEED***

I received a lot of physical and occupational therapy from wonderful professionals. Even so, my greatest therapy was that which I gave myself. I called it **Attitude Therapy**. I began to retrain my brain to focus on the things I had left and not the things I had lost. During these daily doses of attitude therapy, I meditated and developed what I referred to as **Bulletproof Principles**. These principles have been tested and have convinced me that pain and adversity can be our friends. The secret to getting through pain is to attach a purpose.

What do you have to deal with today – or every day? Do you have something lodged in you – maybe not in your spine, but perhaps in your heart or mind – that causes you pain and makes you feel paralyzed one way or another?

We all have moments of impact in our lives. We must make the decision to give up or go forward. I

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am glad I went on. The journey has been rewarding. I am married to an incredible person and we have five unique children. I am independent. I have been fortunate to compete and earn medals in wheelchair basketball in four consecutive Paralympic Games. The thrill of traveling the world, sharing my philosophies and inspiring others has truly brought my disability full circle. I've come to believe:

"IF YOU CAN'T STAND UP, STAND OUT."

Mike@MikeSchlappi.com

MikeSchlappi.com
(801) 553-6453



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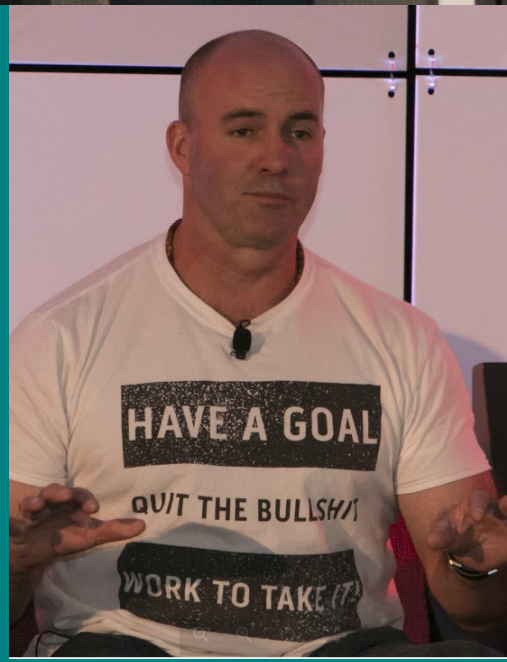
Brain Health: A Suicide Survived



From Left to Right:
Alisa LaPolt,
Executive Director,
National Alliance on Mental
Illness (NAMI) Florida

Moderator & Panelist:
Kevin Hines
Founder,
17th & Montgomery
Productions

Greg Van Borssum,
Suicide Prevention Australia
Ambassador,
GVB Mind Warriors



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Dis-ability... it sounds like a *gansta*' version of THIS ABILITY and after being asked to be a small part of the two days in Florida I was left smiling, shedding a tear and proud of the incredible people I had the privilege to meet there. People filled with ability, unconquerable spirits and pride. Now if that isn't ability I don't know what is. Physical limitations are just a part of a person's current physical make up, they are in no way a measure of a person's quality or value. I'm not trying to force anything on you, I just want the best for you all in the workplace as I do in your lives.

My life has been leadership in all facets and forms and my live is to help people become better leaders. So on that topic I would like to reiterate seven points I believe are integral to great leadership because the flip side of this is lower self esteem, lessened workflow and a diminished life outside of work. Poor leadership has a flow on effect and because we spend so much life at work then these points are something you should take seriously.

1) Great leaders are rarely seen nor heard. The work they do goes on almost seamlessly under the bonnet of the machine so it keeps purring like a kitten rarely missing a beat. There is no need for bravado, or putting yourself above others as we all work together... and no matter if you are the janitor or the CFO each role matters as much as the next. I have had the great fortune of working alongside some of the great leaders of my chosen industries and this trait is common among the best.

2) How are we preparing our future generations for their lives? Are we developing people who will become strong and resilient in the face of adversity or are we selling them short. I find this a great issue in business today as many of the hierarchy are a little self serving and short sighted. For a company to survive in the international arena they need to have a clear development program to grow and build the skills in all areas of their younger staff.

3) Mediocrity has to go. I'm so tired of people settling for mediocre and in a similar boat, being rewarded for it. There is so much untapped potential in all of us and we need to get to the centre of it. So here is a quick point for leaders in that area. How do you speak to your staff? Do you truly know the person, have an understanding of where they are in life or what makes them tick? How do you encourage the best out in someone if you don't know them? I hear all these stupid blanket statements by managers (I say managers because leaders don't do this) to push or supposedly pep up a team but they don't realise what you say to build one person will crush another ones spirit. It all comes down to a simple 4 letter word - CARE.

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4) The power of words. I grew up in an area nicknamed CRIMINAL HILL. It was rife with violence and crime. I was told all through my youth that I would never amount to anything and over time if you hear the same thing said about you enough then you start to believe it and then over time you start to become it. Had it not been for my grandmother I would have never become a dreamer. She had been at the heart of Australian aviation when it was in its infancy. She believed in the vision of a man named Hudson Fysh and at age 19, back in 1921, she gave him all the money she had so he could finally purchase his second biplane and start a little airline we now call QANTAS. She inspired me to become something, she believed in me when others didn't and reinforced in me the fact that I could really become anything. Remember this when dealing with your staff as the power your words have on others as you can build or crush a person without ever laying a hand on them.

5) Deep End Learning – Don't be afraid to just go for it. Even if you are scared, are uncertain of whether you can perform a task or not, be assured of this one thing. Human beings are amazing creatures and I promise you if you get thrown into the deep end, you'll learn to swim really quickly. I have done some of my greatest work by this method. Its scary, filled with adrenalin, but the elation you will receive by surprising yourself at what you CAN actually do will change your life forever. Most people to this day don't know that the Academy Award Winning Film Happy Feet was completely run by a carpenter who had the nerve to say yes.

6) EXERCISE – I mentioned the physical and mental are linked. That means you need to keep your body in shape to keep your mind in shape. No matter what your capacity on a physical level, take good care of your wellbeing in the workplace and it will take care of you.

7) DNA – I have a term I call DNA. We all know what DNA is (Deoxyribonucleic acid) and we know what it does. I think the same of a work environment, it is a living breathing creature and the work you output is a biproduct of this very thing. In my opinion once you touch a piece of work your DNA is on it and you have an ownership of that work until it is in the clients hands. There is NO handoff... it is called a hand ON.

This is the tip of the iceberg of leadership, employee growth and good physical & mental health. The ramifications of poor management and leadership are detrimental. If we understand a workplace is a living organism then we will also understand the need to keep it healthy. On the flip side we also need to know how to recognise the signs of when the organism is not.

My role at GVB Mind Warriors is as a speaker and educator. I am a national ambassador for Lifeline, Suicide Prevention Australia, Mates In Construction and national charity RUOK. I have a passion for best team practices and teaching people how to understand the signs and effect of someone who is suffering and how to get them the services they need.

If you would like me to speak at your company or function please contact me on the links or numbers below.

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gvb_mindwarriors



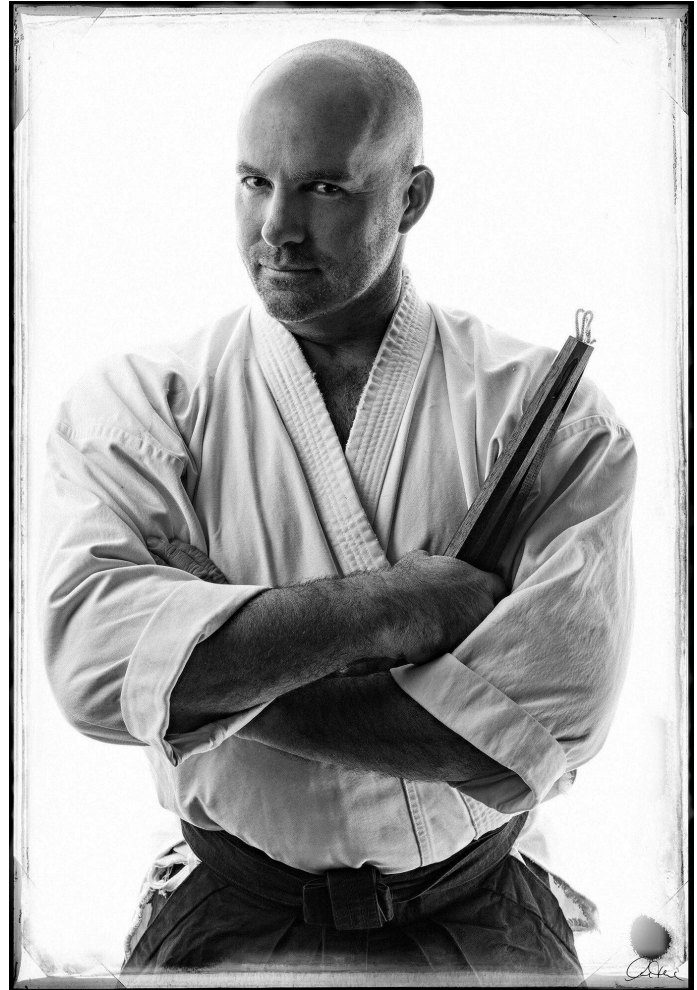
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GVB Mind Warriors



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Remember – Lead, don't manage. Care, don't crush & together we grow

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Veterans Transitions to the Private Sector: It's a Journey



From Left to Right:
Michelle Angelique Poitier,
Founder, Executive Director,
Healing Women Healing
Nations NE Florida Inc.

Moderator:
Laurie Sayles,
President and CEO,
Civility Management
Solutions



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Healing Women Healing Nations of NE Florida Inc. (HWHN NE FL) is focused on meeting the needs of women and women veterans that have experienced domestic or sexual assault, mental illness secondary to trauma and/or post-traumatic stress (PTS) secondary to military sexual trauma (MST). Founded in 2015 HWHN NE FL provides services targeting the various challenges resulting from these experiences. Our mission: A community of women healing their wounds, regaining their voice and finding their place in society again. Our methodology: Engage the community making them aware of the emergent needs of women and women veterans. Educate women and women veterans providing direct services and social service referrals. Empower women and women veterans to know they are MORE than their traumatic experiences. HWHN NE FL goal is: to "Provide Help. Produce Hope. Promote Healing.

Why HWHN NE FL? As wives, mothers, sisters, leaders, friends, and the many other roles we maintain; women are pivotal in the lives of many.

As Wives we play a supportive role for our spouse or significant other, providing respect, love encouragement, friendship, and partnership.

As Mothers we are nurturers and defenders; we are the first point of contact instilling in our children morals and values

As Sisters we are the guiding force in the lives of our siblings. Sometimes stepping into the role of 'mother' as needed

As Leaders we are innovative, visionaries, risk-takers, and trail-blazers

As Friends we are loyal

However, when women are broken inside, torn-down mentally, emotionally, and sometimes physically, it can be detrimental to the family unit and the surrounding community. When we are dysfunctional everything we do becomes dysfunctional, what we teach our children is tainted; causing them to become dysfunctional which leads to dysfunctional teenagers, which leads to dysfunctional adults. This can lead to dysfunction in interpersonal relationships, social settings, the community and the workplace as these children transition into adulthood. The cycle is repeated from generation to generation if not addressed. We cannot begin to break the cycle if we cannot or have not addressed our own dysfunction. When we do that... we heal a nation...one woman at a time.

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HWHN NE Florida provides an environment conducive to breaking the cycle of despondency, loneliness and the sentence of silence. Trauma, Abuse, Mental Illness knows no boundaries. These things are often considered taboo topics and leave unseen wounds. As we continue to address these issues, creating solutions that lead to healing and restoration without judgement or shaming; remember, 'If You Hide It, You Can't Heal It'.

We were honored by Springboard Consulting LLC's invitation to participate at the 2018 Disability Matters North America Event, sharing on Veteran challenges reintegrating into the workforce.



Michelle Poitier, USN Veteran
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GALA PERFORMER: KECHI OKWUCHI



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AND THEN THEY DANCED!!



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WINNER, WINNER CHICKEN DINNER!



2018 DISABILITY
MATTERS RAFFLE
WINNER:

CHRIS PULLEY
BANK OF AMERICA

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WHAT A WONDERFUL WORLD...



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...SEE YOU NEXT YEAR!!

