

2019-2020 HEALTHCARE CAREER PROGRAM INTERN TESTIMONIALS



DEIDRA OSULA

My name is Deidra Osula, and I will be a senior this upcoming fall at SUNY Geneseo. I am a biology major with an interest in the field of nursing. I plan on attending an accelerated nursing program following my graduation, pursuing a final career goal as a CRNA. I am very grateful to have had the opportunity of shadowing a range of healthcare professionals this summer at the Resource Center's Jamestown and Dunkirk locations. A special thanks to the administrative staff for pushing this internship to take place. I was lucky enough to be selected to participate in such an amazing opportunity amidst the corona pandemic. Two important things I took away from this experience was the aspect of teamwork and collaboration, as well as the significance of strong physician-patient bonds. In every department I entered, I was just amazed to see how much the physicians truly cared about their patients. Specifically, shadowing the RN Tammy in the ICF homes, really showed me someone who was so passionate about her job. She saw coming to work every day as more of a blessing than a task. Through strong teamwork, I was able to see how each department was really a second family in itself. I saw this clearly with the nursing crew in Dunkirk—RN Lindsay and her LPN Alyssa and medical aid Rick, and RN Pam. Each person was an integral part of the team. Lindsay, the RN of the residential homes in the Dunkirk

area, even said to me how she would not be able to do everything without the help of Alyssa or Rick. This has opened up my perspective, realizing that great things cannot always be done alone. I am excited for the future because this internship has opened me up to being more empathetic and open to developing strong personal relationships. Learning these skills will greatly help me in connecting with my patients and team when I begin my nursing journey. Thank you to the Resource Center and its staff for having such an impact in my life. This experience will only continue to help me grow and learn in the healthcare field.



JOSHUEL VELASCO

I am Joshuel Velasco and I will be entering my third year at Fredonia State as a Biochemistry (Chemistry emphasis) major and a Leadership studies minor, this upcoming Fall semester. I have always loved science. Since I was young, my curiosity for the subject was insatiable, which further evolved into a passion for how science can help (and advance) the trajectory of human life. My family has an unfortunate long history of cancer, so I strive to become a Radiation Oncologist someday; however, I hoped to find a summer internship experience that introduced me to the different aspects of healthcare so that I may draw on the knowledge I've gained and apply it to practice and hopefully reach a new medical breakthrough that stems from connecting seemingly distinct disciplines together. And I received exactly this through my summer internship with The Resource Center, made possible by Chautauqua Works WIB. Through the internship, my eyes were opened to the vastly underserved population with I/DD in regard to healthcare services that the average person takes for granted. I realize that although healthcare professionals have a harder time treating this

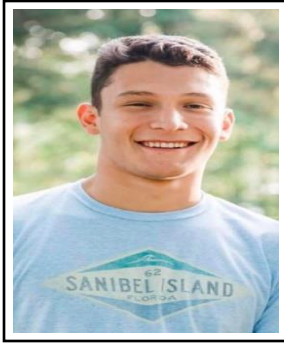
population, they all understand that this population also needs their services the most. Throughout my six week internship with The Resource Center, I got to observe and take part in Behavioral Health Counseling and gain such unique perspectives on life from others who were dealt cards that I cannot fathom, I was able to assist in Dental procedures and experience what it was like to be the one providing the service instead of receiving it, and I got to work closely with Registered Nurses at an ICF Nursing Home, which I consider the essence of the whole internship. With no exaggeration, I firmly believe that the staff working in the ICF Nursing homes are some of the emotionally and mentally strongest, most resilient people in the broad field of healthcare. I truly hope to emulate their example in my work as a Radiation Oncologist in the future, where there is an extreme risk for burnout. These valuable experiences and life changing perspectives were made possible by The Resource Center through Chautauqua Works WIB, and I am truly grateful to have been chosen for the opportunity, especially in a time where a global pandemic is rampant. I have met and even built close connections with the providers at The Resource Center whom I consider my mentors; and I would have never been able to do so without the connection being made possible through Chautauqua Works WIB.



KARA TRISCARI

My name is Kara Triscari and I am entering my sophomore year at John Carroll University as a biology major. The past six weeks at The Resource Center has been an amazing experience. We were on a six-week rotation, being exposed to various occupations. For example, I had the chance to shadow OT, PT, speech therapy, nursing, and dental. I even had the opportunity to help out with some of them. My other duties involved working at the screening desk and helping file. This internship was very beneficial to me because I have never shadowed before and it gave me insight about what I might want to do with my future. I really enjoyed working with PT and I am possibly looking into working in the field. The physical therapist, Cane, had an influence on me this summer. He was great at working with patients and making them feel comfortable. He made sessions enjoyable and let them make their own decisions. My experience in working with PT had a great effect on me and has influenced me to look into the field. After the internship, I plan to finish out my four years at JCU and either look into a nursing program or a PT program. I appreciate the opportunity to observe and work with amazing people and learning so many different things along the way.

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MICHEL PADILA

My name is Michel Padilla and I am entering my Senior year at the University at Buffalo majoring in Biology and Psychology. I have enjoyed my 6 week rotation with the Resource Center and the different fields I've been exposed to. Through the rotations I was able to spend time in Occupational, Physical, and Speech Therapy as well as Dental. Behind the scenes aspects of health care such as revenue cycle, insurance, and file retention were also introduced to us and we were able to spend time in each of these. This internship has been valuable to me because it gave me the opportunity to see how the day-to-day aspects of health care work as opposed to the one day shadowing opportunities I've been accustomed to. Out of all the rotations I was able to do, the OT/PT rotation is the one that stood out the most to me. I really enjoyed the dynamic that the clinicians had with each other. Even though it was two separate forms of therapy both therapists were able to work towards a common goal the patient had set for themselves. This is something that stuck with me and I hope to be able to contribute this experience to any future work environment I find myself working in. Along with the rotations came great mentors/ supervisors, of those, Steve Riczker was the most influential. He constantly provided the interns with useful advice and always made for a

comfortable and fun work environment. Moving on into the future after this internship I plan on finishing my senior year at The University at Buffalo and attending medical school to pursue a career as a physician. I am very thankful for the connections I've made and information I've learned throughout this internship and it will always be an opportunity I am grateful to have had.



RHYANNON DAVIS

My name is Rhyannon Davis and I am a sophomore Biochemistry major with a concentration in Biology and a minor in Theatre Arts at The State University of New York at Fredonia. I have always been interested in science and medicine from an early age due to the influence of my family's healthcare careers. I want to become a physician, and possibly a researcher as well, to provide the best healthcare to my community. During my internship at The Resource Center, I was exposed to many different professions in healthcare. By observing and assisting in many different rotations, I now feel as though I have a great understanding and many unique experiences in healthcare that will prepare me for my career. It is necessary to understand the healthcare professions others have to become a more well-rounded and open-minded physician. My time spent in the therapies at the MJRC building and in behavioral health, demonstrated how wonderful the healthcare system is even during the current public health emergency. Since I am aspiring to become a physician, I never would have thought just how much I would learn about patient care from these programs.



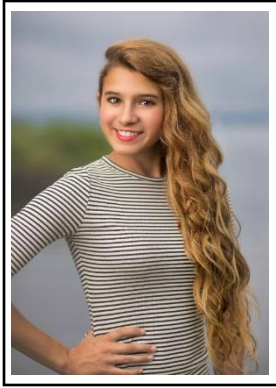
SIERRA DARTS

My name is Sierra Darts, for my 2020 internship I had the opportunity to visit a few of the Resource Center facilities. During the pandemic of COVID-19 I was very lucky to be accepted into their workforce. While I was temporarily employed with TRC I was fortunate enough to shadow/participate in the primary care clinic, the dental clinic, behavioral health, reception and OT/PT. Within each of these locations I learned how the team has adapted to working through COVID-19, how tough insurance can be, different strategies for engaging different types of people for the best outcome, and many other valuable lessons that I am so grateful to have received. I will always keep in mind in the future to keep up with my charting whether it is on paper or electronic, to always try to put myself in other people's situations and try my best to understand what they have going on. Also, because the I/DD population is very commonly seen at the Resource Center I was fortunate enough to witness how the staff works differently with different people to achieve the best possible outcome for that individual I also recognized that the definition of "Quality" for each individual is different, no one can be put in a cookie cutter style of care and receive the proper treatment. This internship has been very eye opening for me in the sense of just how much as humans we take for granted, carrying into my future I will try to keep in the back of my mind to not lose sight of all the amazing things that I already have as I am working toward what I would like to get. So much of the time we are so focused on what we don't have or what we want or what others have that we tend to forget about the little things that we should be cherishing for example, from

simple things to us like speaking a full continuous sentence correctly or at all may be another person's life long goal that they work hard at several different types of therapies multiple times a week. A few more examples of life skills that I know that I personally took for granted are simple addition/ subtraction, reading a clock, and basic monetary values. I hope to always remember to be thankful for what I have on my journey to what I would like to have. After this internship I will be moving into my college dorm as a freshman and starting a new and exciting chapter of my life! I would like to give a huge thankyou to not only the WIB but also to the donors and staff/board members that persevered and were exceptionally resilient through the pandemic of COVID-19 and making it possible for all of the 2020 interns.

Thank you again, Sierra Darts

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HANNAH FINSON

My name is Hannah Finson, and I interned this summer at the Resource Center at several different locations including the Cappa building, MJRC, and the Intermediate Care Facilities. During my time there, I was able to shadow many different healthcare professions such as Dentistry, Occupational and Physical Therapy, Speech Therapy, Mental Health Counseling, Primary Care, and Nursing. At the Cappa building, I also had the opportunity to perform COVID-19 screenings which included taking temperatures and asking several virus-related questions. TRC staff also taught me about the insurance and paperwork side of healthcare as well. My time observing here will definitely help me in the future when working in healthcare. For example, I learned so much about how out-patient clinics operate. Also, proper sterilization technique for medical equipment was a process I was able to learn about during my time in dental, which is a very important skill to acquire. During my internship at the Resource Center, there were many people who had a positive influence on me, however, two people especially stood out to me as people I will try to emulate throughout my career. At the MJRC building, I was able to shadow Mr. Alex Krywoschjy, one of the Occupational Therapists. He was so kind and helpful not only to me, but to everyone he worked with. It was so interesting to see the strong relationships he had with his patients. For example, when patients walked in, he already

knew exactly what kind of music he or she enjoyed and would turn it on if they wanted music playing. It was clear how much this small action meant to his patients. This taught me that even small gestures can go a long way in building strong relationships with patients. Another person I learned a lot from was Ms. Allison Rounds at the Cappa Building. She taught me about population health and insurance, and also gave me several resources and ideas for my Capstone Project. She really went the extra mile to help me and her coworkers which really stood out to me. Her kindness and helpfulness are traits I would like to exhibit when I enter the healthcare profession. This internship taught me so much, and it was a really good experience. After this internship, I plan on finishing my bachelor's degree in Biochemistry and Molecular Biology. Once I graduate, I would like to enter a MD program to become an ophthalmologist someday. Thank you so much for giving me this wonderful opportunity to be an intern at the Resource Center.



CARRSON WIDEN

Placements: Dental, Primary Care, Behavioral Health, Screening Desk, OT/PT, Records
Duties: Cleaning, taking temperatures, data entry/filing, assisting with procedures, calling patients
I would consider my time spent interacting with patients the most helpful part of the experience. All of the things that I've learned about how to talk to patients and make them feel at ease while also gathering information will probably prove to be the most applicable parts of the internship. I would like to combine the influential experience and mentor questions, as they are very much intertwined for me. I spent time with many excellent providers, but some of the very best were those in OT/PT. All of the therapists there went above and beyond their medical duties; they didn't just care for the patients, they cared about them. On multiple occasions patients came in in a bad mood, and every time one of the therapists would talk, banter with them, joke, or even sing and dance until the patient had a smile on their face. They really showed me that it's possible to improve not only a patient's health, but their day as well.

My experience has not made any direct changes to my future plans, but it has certainly given me more information to base my decisions on.

Post-internship, I am going to return to college to finish my undergraduate degree and look into potential graduate schools.



PAIGE TURCOTTE

My name is Paige Turcotte and I will be a senior psychology major and with a minor in biology at SUNY Geneseo in the fall of 2020. I plan to attend an accelerated nursing program following my undergraduate studies, and my ultimate goal is to become a nurse anesthetist (CRNA).

My time with The Resource Center this summer helped to solidify my career decision to pursue nursing. After spending time with LPNs, and RNs, I realized just how much I thoroughly enjoy the profession. I appreciate how variable nursing is, in that every day and every patient is different. I also appreciate the intellectual challenges that each day presents. Nurses are required to continuously think of new ways to treat their patients, and I look forward to embracing this challenge one day. I appreciate that nursing is not a career that everyone can do, as it requires diligence and patience, as exemplified by all staff whom I was fortunate enough to shadow.

I learned a great deal about the IDD community, as I had never previously interacted with these individuals, and I am very thankful for that. I learned about how their treatment has evolved from inhumane institutionalized practices, to individualized and holistic care. For example, each resident in the ICFs (Intermediate Care Facilities) that I visited has their own personalized bedroom, with items that they enjoy or that the staff believes they will enjoy. Many of the residents have nicknames as well. Residents' needs were

always met with patience and understanding, which was so great to observe.

Tammy Fardink R.N. is one person I encountered during my internship who made a lasting impact on me. There is one distinction she pointed out to me about the IDD community that will stick with me. She explained to me that while we are able to go home and be with our families at the end of our workday, the residents in ICFs do not have this same luxury. While their family members may visit, this occurs more sporadically than on a regular basis. Therefore, the staff who take care of the residents serve as their family and sole support system. I thought this was a wonderful way to interpret the relationship between the residents and staff members.

I am very grateful to have been selected for this incredible opportunity and recommend this internship to other students interested in pursuing a career in healthcare. These past six weeks allowed me to feel more confident in my career decision and gave me a better idea of what to expect when I become a nurse.