



10 years

Living the principles



“

Some years ago, I was providing support to a gentleman in his own home. He had roommates with whom he was struggling to get along. He truly wanted them to like him so they could all spend time together. We invited the roommates to be involved in things we were doing, but they refused. One day we were sitting at the table, playing a game. One of the roommates came in and asked if he could join us. Over the coming weeks, we continued to play games as a group. We laughed and laughed. The guys eventually became friends and started doing other activities together outside the home with their natural supports. **Those priceless moments are what this line of work is all about.** Best of all, they continue to be friends today.

”

JAMIE FLECK

# JAMIE FLECK

*in her own words*

“

*When I started at UCP, I was a single parent of twins. Nothing was more important to me than providing for them. After being a stay-at-home Mom, I was nervous reentering the workforce. The team was so welcoming and willing to share their knowledge. After just two months on the job, I had a family crisis that forced me to take some leave. It was then that I knew UCP was the right place for me. My supervisor and co-workers barely knew me but they showed me they cared and that I was a valued member of the team. If UCP treated me that way, I figured they must also treat the people they support the same. **The growth opportunities UCP has provided and the people I have been so honored to support are what has kept me here.***

”

## words of wisdom:

*“You don’t always have to **know** the answer but you can learn where to **find** the answer. When you ask a question, also ask ‘where do I find the answer?’ Then the next time you will have the resources to find the answers on your own.”*



## about Jamie...

*“What impresses me the most about Jamie is her dedication to detail and her love and concern for all UCP participants and families.*

*She has demonstrated impeccable leadership skills as she has risen through the ranks to her current position as Division Director. Jamie has an amazing ability to respond with tact, diplomacy and sensitivity to the needs of all stakeholders in any given situation. As such, she is an excellent role model for her team members--as well as the rest of the leadership team. **You can always count on her to do the right thing by the participants who receive our services and the staff who support them.**”*

*~ Bridget Pugh  
Senior Director of Operations*